



**Rady  
Children's  
Health**

RADY CHILDREN'S HOSPITAL AT MISSION  
(CHILDREN'S HOSPITAL OF ORANGE COUNTY AT MISSION)  
**COMMUNITY BENEFIT PLAN AND REPORT**



**Fiscal Year 2025**

(July 1, 2024 – June 30, 2025)  
Hospital ID #106304113

**Submitted to:**

Department of Health Care Access and Information  
Accounting and Reporting Systems Section  
Sacramento, California

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## ABOUT RADY CHILDREN'S HEALTH

Rady Children's Health (RCH), a premier pediatric health care system in Southern California, unites the expertise of Children's Hospital of Orange County (CHOC) and Rady Children's Hospital San Diego.

RCH is a trusted partner for families seeking safe, high-quality care. Building on a combined legacy of more than a century of clinical excellence, RCH is dedicated to advancing children's health through leading-edge research, innovative treatments and compassionate care. We remain steadfast in our commitment to serving our local communities while providing the benefits of our integrated organization.

RCH operates two hospitals in Orange County under separate licenses: Rady Children's Hospital Orange County (formerly Children's Hospital of Orange County – CHOC), and Rady Children's Hospital at Mission (formerly Children's Hospital of Orange County at Mission Hospital – CCMH). RCH has a Level I pediatric trauma center in Orange, CA and a Level II pediatric trauma center in Mission Viejo, CA. In Orange County, RCH cares for more than 720,000 children annually. They offer more than 50 specialty areas and more than 40 ambulatory sites offering general pediatrics, sub-specialties, and wrap-around services. They have one of the nation's only dedicated cancer programs for teens and young adults.

While RCH works collaboratively to address the region's pediatric health care needs, Rady Children's Hospital at Mission's activities and financial contributions for community benefit are reported separately in this report.





### **Rady Children's Hospital Orange County**

Rady Children's Hospital at Mission in Mission Viejo, CA is a separately licensed 54-bed "hospital within a hospital" on the fifth floor of Mission Hospital. It is the only children's hospital in south Orange County, the surrounding coastal areas and north San Diego County.

### **Awards**

In FY25, Rady Children's Hospital at Mission was the recipient of the Press Ganey Guardian of Excellence Award.



# MISSION, VISION AND VALUES

## Our Mission

To nurture, advance and protect the health and well-being of children.

## Our Vision

To be the leading destination for children's health by providing exceptional and innovative care.

## Our Values

- Excellence: Setting and achieving the highest standards in all we do.
- Innovation: Advancing children's health care by leading with new ideas and technology.
- Service: Delivering unmatched personal experience.
- Collaboration: Working together with our colleagues and partners to achieve our mission.
- Compassion: Caring with sensitivity and respect.
- Accountability: Serving as dedicated stewards of the lives and resources entrusted to us.

Rady Children's Hospital at Mission complies with applicable state and federal civil rights and non-discrimination laws. See <https://choc.org/policies-legal/> for additional information regarding patient rights and our nondiscrimination and privacy policies. Language assistance services, free of charge, are available to our patients and visitors.

## Governance

The Rady Children's Hospital at Mission Board of Directors provides oversight for and guides the direction of community benefit. The Board was consulted on the community benefit plan.

Doug McCombs, Chair  
Jim Morris, Vice-Chair  
Sam Auriemma  
Janet Davidson  
Chris Furman  
Joe Kiani  
Brad McEachern  
Maria Minon, MD

Joe Nuzzolese  
Ken Potrock  
Linda Rose, EdD  
Marshall Rowen, MD  
Kimberly Sentovich  
Jasjit Singh, MD  
Gaddi Vasquez

## COMMITMENT TO THE COMMUNITY

Rady Children's Hospital at Mission is dedicated to improving the lives of children and families — in our community, throughout the nation and around the world. As a nonprofit hospital, we take pride in our service to the community. Rady Children's Hospital at Mission provides financial assistance to those who cannot afford services, or whose health insurance does not cover all services provided, and we invest in the community to increase access to health care services and improve health. This report demonstrates tangible ways in which Rady Children's Hospital at Mission is fulfilling its mission to nurture, advance and protect the health and well-being of children.



## Service Area

Rady Children's Hospital at Mission is located on the 5th floor of Mission Hospital at 27700 Medical Center Road, Mission Viejo, 92691. The hospital service area is defined as Orange County, California.





## SERVICE AREA SNAPSHOT

Community Indicators	Orange County
Population	3,164,063
Population Declined (2017–2022)	0.004%
Children and Teens, Ages 0–17	21.3%
Adults, Ages 18–64	62.9%
Seniors, Ages 65 and Older	15.8%
Hispanic or Latino Residents	34.1%
White Residents	37.7%
Black or African American Residents	1.5%
Asian Residents	21.7%
Spanish Spoken in Home, Ages 5 and Older	24.3%
Asian or Pacific Islander Language Spoken in Home, Ages 5 and Older	15.5%
Does Not Have a High School Diploma	13.1%

## VULNERABLE POPULATIONS

Community Indicators	Orange County
Poverty Level	9.5%
Low-Income (<200%FPL)	22.5%
Has Health Insurance, Total Population	93.2%
Has Health Insurance, Ages 0–18	96.5%
Medi-Cal Coverage	19.6%
Homeless Children	692
California Healthy Places Index, Inadequate Access to Clean Air and Safe Drinking Water	19.6%

# COMMUNITY HEALTH NEEDS ASSESSMENT

Rady Children's Hospital Orange County and Rady Children's Hospital at Mission completed a joint Community Health Needs Assessment (CHNA) in FY22. California Senate Bill 697 and the Patient Protection and Affordable Care Act through IRS section 501(r)(3) regulations direct nonprofit hospitals to conduct a CHNA every three years and develop a three-year Implementation Strategy that responds to identified community needs. A CHNA identifies unmet health needs in the service area, provides information to select priorities for action across targeted geographical areas, and serves as the basis for community benefit programs.

The CHNA process included collection and analysis of data sources for the hospitals' service area. Secondary data were collected from county and state sources. In addition, primary data were collected directly from stakeholders in the community. A variety of primary data collection methods were used to obtain community input including focus groups, a town hall meeting, interviews and surveys. The collected data were used to identify significant community needs.



## Prioritization of Needs

The CHNA identified significant health needs, which were prioritized with community input. As a result of the CHNA findings and community input, Rady Children's Hospital Orange County and Rady Children's Hospital at Mission identified two health priorities for Orange County.

- Access to pediatric health care services
- Mental health



## ADDRESSING PRIORITY HEALTH NEEDS

### Rady Children's Hospital Orange County

The Rady Children's Hospital at Mission's FY25 Community Benefit Report and Plan summarizes community benefit activities that were responsive to the top child health needs identified in the FY23–FY25 Implementation Strategy. Rady Children's Hospital at Mission committed to community benefit efforts that addressed access to pediatric health care services and mental health care. Activities and programs that highlight the hospital's commitment to addressing these needs are detailed below.



# ACCESS TO HEALTH CARE RESPONSE TO NEED

## **CPR Education**

In FY25, 142 people received life-saving training in CPR.

## **Education and Outreach**

Provided community education and resources and participated in pediatric-focused community events throughout Orange County.

## **Financial Assistance and Health Insurance Enrollment**

The Rady Children's Hospital at Mission Financial Assistance Program provided financial assistance to patients with medically necessary health care needs who are low-income, uninsured or underinsured, ineligible for a government program, or otherwise unable to pay for care based on their individual family financial situation. Financial counselors assisted patients in applying for health insurance coverage or low-cost health insurance, arranging a payment plan and other benefits from public and private sources. Financial counselors also coordinated with California Children's Services (CCS) enrollment programs and partnered with local agencies to improve access to health care and support services for uninsured patients.

## **Help Me Grow**

Help Me Grow seamlessly connected parents and guardians with essential local resources and services in Orange County, including developmental screenings, care and support.

## **Kids Health Online Reference System**

A free reference system provided education, milestones, activities and resources for parents about child development.

## **Nurse Advice Line**

A free, 24/7 nurse advice line staffed by pediatric health care experts.

## Population Health

The Population Health department brings together physicians, health care workers, schools, nonprofit organizations and volunteers to dedicate resources and expertise that improve health outcomes for local children and families, especially those in our most vulnerable communities. From board-certified pediatric nurses providing mobile health care services in underserved neighborhoods to school-based coping resources teaching kids how to relieve stress, we provided services to forward our mission of ensuring every Orange County child can get comprehensive, high-quality health care.

## Wellness on Wheels

Wellness on Wheels (WoW, or Salud Móvil), is a mobile multilingual clinic focused on testing, diagnosing, treating and managing asthma and related health conditions in children. WoW vans are fully equipped to deliver asthma care. WoW vans are staffed by a team of doctors, nurses, licensed clinical social workers, community health workers and patient care representatives.

# MENTAL HEALTH CARE SERVICES RESPONSE TO NEED

## Mental Health Education Program

The Mental Health Education Program (MHEP) provided families with knowledge and skills to support their youth's mental health. Our team of expert clinicians offered:

- Free presentations for caregivers
- Online guides on popular mental health topics
- Videos on coping and stress relief for children and teens

These educational resources provided families with practical tips, tools, and support at [choc.org/mentalhealth](https://choc.org/mentalhealth)

## Mental Health Newsletter

A bi-monthly online pediatric mental health newsletter was made available to the community.

## OC Children's Screening Registry

Rady Children's Hospital Orange County is a member of the collaborative that created and maintains a developmental screening registry. The registry is designed to help clinical and community-based providers proactively identify children with at-risk developmental screening results and to reduce duplication of screening efforts. Linkages to referral resources are available for children identified with needs.

## Pediatric Mental Health Care

A skilled multidisciplinary team of specialists for children and teens that includes psychiatrists, psychologists, nurses and social workers provided a full continuum of pediatric mental health care, including inpatient, intensive outpatient and outpatient program services.

## WellSpaces

In partnership with the Orange County Department of Education (OCDE) and Design With Purpose, WellSpaces are safe, dedicated areas in schools that support the mental and emotional health of students.





## **FINANCIAL SUMMARY OF COMMUNITY BENEFIT**

### **Rady Children's Hospital Orange County**

The Rady Children's Hospital at Mission financial summary of community benefit for FY25 (July 1, 2024 to June 30, 2025) is summarized in the table below. Community benefit costs comply with Internal Revenue Service instructions for Form 990 Schedule H. Rady Children's Hospital at Mission provides financial assistance and community benefit services, programs and activities that serve children and their families and/or caregivers. The costs of providing these services are not fully reimbursed. The costs are calculated using a cost to charge ratio for any unreimbursed services. Costs for these activities include direct costs and allocated overhead costs, offset by any donations and grants received. Appendix 1 lists the community benefit programs by category.

<b>Financial Assistance and Means-Tested Government Programs</b>	<b>Vulnerable Population</b>	<b>Broader Community</b>	<b>Total</b>
Traditional Charity Care	\$48,723	\$0	\$48,723
Medi-Cal Shortfall	\$14,740,988	\$0	\$14,740,988
Other Means-Tested Government Programs (Indigent Care)	\$0	\$0	\$0
<b>Sum Financial Assistance and Means- Tested Government Programs</b>	\$14,789,711	\$0	\$14,789,711
<b>Other Benefits</b>			
Community Health Improvement Services	\$49,900	\$0	\$49,900
Community Benefit Operations	\$0	\$0	\$0
Health Professions Education	\$0	\$0	\$0
Subsidized Health Services	\$0	\$0	\$0
Research	\$0	\$0	\$0
Cash and In-Kind Contributions	\$0	\$0	\$0
Other Community Benefit	\$0	\$0	\$0
<b>Total Other Benefits</b>	\$49,900	\$0	\$49,900
<b>Community Benefit Spending</b>			
<b>Total Community Benefit*</b>	\$14,839,611	\$0	\$14,839,611
Medicare (non-IRS)	\$0	\$0	\$0
<b>Total Community Benefit with Medicare</b>	\$14,839,611	\$0	\$14,839,611

\*Sum of Financial Assistance, Means-Tested Government Programs and Other Benefits

# COMMUNITY BENEFIT PLAN FY26

## Significant Needs Rady Children's Hospital at Mission Intends to Address

Health priorities were selected using the following criteria:

- Can the partnership and/or a single organization influence the issue?
- Is there existing community will and/or opportunity to leverage or influence the issue?
- Is measurable change possible within three years?

The CHNA served as the resource document for the review of health needs as it provided data on the scope and severity of issues and included community input on the health needs. The community prioritization of needs was also taken into consideration. As a result of the review of needs and application of the above criteria, Rady Children's Hospital at Mission will address the following needs as they focus on the health of children and their families:

- Access to health care
- Behavioral health (including mental health and substance use)

### Access to Health Care

**Goal:** Increase access to health care to improve the health of children and their families.

### Anticipated Impact

- Increase access to health care and reduce barriers to care.
- Provide financial assistance to qualified patients.
- Increase the availability of health care services in community settings through collaboration with community partners.

### Strategies

#### Community Education and Outreach

Provide community education and resources and participate in pediatric-focused community events.

#### Community Support

Provide donations and in-kind support to nonprofit community organizations that address access to health services.



## **Financial Assistance for Uninsured and Underinsured**

Provide financial assistance through free and discounted care and government health programs for low-income patients for health care services, consistent with the hospital's financial assistance policy.

## **Help Me Grow**

Work in partnership with Help Me Grow to seamlessly connect parents and guardians with essential local resources and services in Orange County, including developmental screenings, care and support.

## **Insurance Enrollment**

Financial counselors will assist patients and guarantors to apply for health insurance from public and private payment programs.

## **Kids Health Newsletter**

Provide a free quarterly newsletter with education and resources for parents about child development.

## **Nurse Advice Line**

Offer a free, 24/7 nurse advice line staffed by pediatric health care experts.

## **Population Health and Care Redesign**

Improve care and outcomes for children and families in the community managing chronic and complex medical conditions. By focusing on social drivers of health and health equity, these programs redesign how care is delivered so that the most vulnerable patients in the community experience better access to resources and improved physical, social, and behavioral health outcomes.

## **Safety and Injury Prevention**

Provide on-line resources and classes to the community on safety topics for parents, kids and teens.

## **School Programs**

Provide schools and community groups with education classes at no cost.

## **Wellness on Wheels**

Wellness on Wheels (WoW, or Salud Móvil), is a mobile multilingual clinic van that offers testing, diagnosing, treating and managing asthma and related health conditions in children.



## **Behavioral Health (Includes Mental Health and Substance Use)**

### **Goals**

- Increase access to mental health and substance use services in the community.
- Improve screening and identification of mental health and substance use needs.
- Enhance existing partnerships and create new partnerships to support delivery of behavioral health services across the care continuum.

### **Anticipated Impact**

- Improve screening, prevention, and treatment of mental health conditions and substance use disorders.
- Enhance awareness and reduce stigma of addressing mental health conditions.
- Improved integration of physical and mental health services in primary and specialty care.

## **Strategies**

### **Community Support**

Provide donations and in-kind support to nonprofit community organizations that address behavioral health services.

### **Mental Health Education Program**

Provide families and caregivers with resources and information to support youth mental health. Including presentations, online guides and other educational resources on mental health topics.

### **Mental Health Newsletter**

Distribute a bi-monthly online pediatric mental health newsletter.

### **OC Children's Screening Registry**

Maintain a developmental screening registry to help clinical and community-based providers proactively identify children with at-risk developmental screening results and to reduce duplication of screening efforts. Link children with identified needs to referral resources.

### **Pediatric Behavioral Health Care**

Provide a full continuum of pediatric behavioral health care, including inpatient, intensive outpatient and outpatient program services that include:

- The Mental Health Crisis Clinic
- The Cherese Mari Laulhere Mental Health Inpatient Center
- The Intensive Outpatient Therapy Program
- The Neuropsychology Program

### **WellSpaces**

Partner with the Orange County Department of Education (OCDE) and Design With Purpose to create WellSpaces, which are safe, dedicated areas in schools that support the mental and emotional health of students.

## **Evaluation of Impact**

Through the CHNA process, community stakeholders provided input on 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.

Rady Children's Hospital at Mission is committed to monitoring and evaluating key initiatives to assess the programs and activities outlined in this Community Benefit Plan. We have 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 health needs. An evaluation of the impact of the hospital's actions to address these significant health needs will be reported in the next scheduled CHNA.

## **Health Needs the Hospital Will Not Address**

Since Rady Children's Hospital at Mission cannot directly address all the health needs present in the community, we will concentrate on those health needs that we can most effectively address given our areas of focus and expertise. Taking existing hospital and community resources into consideration, Rady Children's Hospital at Mission will not directly address the remaining significant health needs identified in the CHNA, including connectedness, early learning opportunities, healthy and affordable foods, and success in school.





## Contact Information

### Location

Rady Children's Hospital at Mission  
27700 Medical Center Road  
5th Floor Mission Hospital  
Mission Viejo, CA 92691  
(949) 806-4005

[www.choc.org](http://www.choc.org)

### Contact Person

Clara Evans  
Vice President, Government Affairs  
Rady Children's Health

# Appendix 1:

## Categorization of Community Benefit Programs

## Appendix 1: Categorization of Community Benefit Programs

### Medical Care Services

- Charity care/financial assistance
- Medi-Cal shortfall

### Other Benefits for Vulnerable Populations

- CPR education
- Education and outreach
- Financial assistance
- Health insurance enrollment
- Help Me Grow
- Kids health online reference system
- Mental health education program
- Mental health newsletter
- Nurse Advice Line
- OC Children's Screening Registry
- Pediatric mental health care
- Population health
- Wellness on Wheels
- WellSpaces



# Appendix 2:

## Community Stakeholders



## Appendix 2: Community Stakeholders

### Community Survey Distribution

Organization	Target Audience
Access Cal	Arab and Muslim Americans
African American Alliance Fund	African American residents
American Academy of Pediatrics - OC Chapter, Rady Children's Hospital Orange County	Pediatricians, families
Anaheim Learn Well	Anaheim families
CalOptima	Providers, families
Children and Families Coalition	Service providers
Rady Children's Hospital Orange County	Families
Clinic in the Park	Families facing barriers to care
Coalition of OC Community Health Centers	Families, safety net providers
Dayle McIntosh Center	People with disabilities
Health Funders Partnership of Orange County	Health care safety net
Healthy Smiles for Kids of OC	Families, oral health providers
HERStory, Inc.	Pregnant and postpartum BIPOC families
Hoag Health System	Providers
Latino Health Access	Promotores, families
LGBTQ Center of Orange County	LGBTQ+ community
Madison Park Neighborhood Association Green	Families (SE Santa Ana)
MOMS Orange County	Families, providers
OC Asian Pacific Islander Community Alliance (OCAPICA)	Asian and Pacific Islander families
OC Black Chamber	African American residents
Orange County Community Foundation	Families
Orange County Department of Education	Education providers
Orange County Health Care Agency	Providers, families
Orange County Human Relations	Families, underrepresented groups
Raising Compassionate Leaders	Families
Regional Center of Orange County	Families, individuals with developmental disabilities
Shared Harvest Fund	Families
The G.R.E.E.N. Foundation	African American residents, faith-based community
The Sickle Cell Foundation of Orange County	People with sickle cell disease

## **Key Informant Stakeholders**

- AAP Chapter 4 Past President/CHOC pediatrician
- Community Health Initiative of Orange County
- Newport-Mesa Unified School District
- OCDE School Safety
- Orange County Coalition of Community Health Centers
- Orange County Department of Education
- Orange County Health Care Agency
- Regional Center of Orange County
- Waymakers OC



