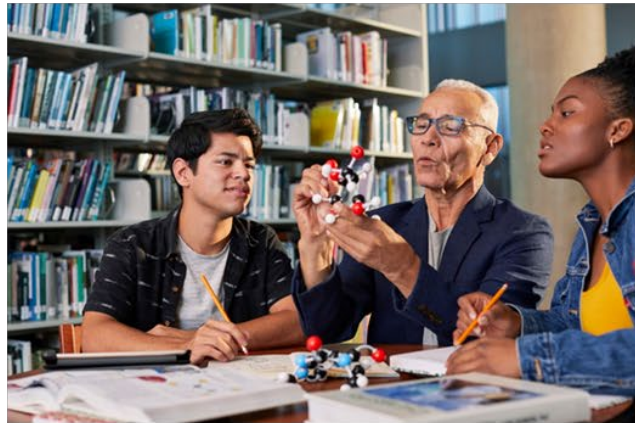


# 2022 Implementation Strategy



Kaiser Permanente Moreno Valley Medical Center

License number: 550000810

Approved by Kaiser Foundation Hospitals Board of Director's Community Health Committee

September 27, 2022



# Kaiser Permanente Moreno Valley Medical Center 2022 IMPLEMENTATION STRATEGY

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## General information

Contact Person	Anamaria G. Bearden, Public Affairs Director
Date of written plan	May 24, 2022
Date written plan was adopted by authorized governing body	September 27, 2022
Date written plan was required to be adopted	May 15, 2023
Authorized governing body that adopted the written plan	Kaiser Foundation Health Plan, Inc., Kaiser Foundation Hospitals, Board of Directors, Community Health Committee
Was the written plan adopted by the authorized governing body on or before the 15 <sup>th</sup> day of the fifth month after the end of the taxable year the CHNA was completed?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Date facility's prior written plan was adopted by organization's governing body	March 18, 2020
Name and EIN of hospital organization operating hospital facility	Kaiser Foundation Hospitals, 94-1105628
Address of hospital organization	One Kaiser Plaza, Oakland, CA 94612

# Kaiser Permanente Moreno Valley Medical Center 2022 Implementation Strategy

## Summary

Kaiser Permanente is an integrated health care delivery system comprised of Kaiser Foundation Hospitals, Kaiser Foundation Health Plan, and physicians in the Permanente Medical Groups. For 75 years, Kaiser Permanente has been committed to shaping the future of health and health care — and helping our members, patients, and communities experience more healthy years. We are recognized as one of America's leading health care providers and nonprofit health plans.

Every three years Kaiser Permanente Moreno Valley Medical Center conducts a community health needs assessment (CHNA) and identifies significant health needs. To address those needs, Kaiser Permanente Moreno Valley Medical Center has developed an implementation strategy (IS) for the priority needs it will address, considering both Kaiser Permanente's and the community's assets and resources. The CHNA-IS process is driven by a commitment to improve health equity and is intended to be transparent, rigorous, and collaborative.

For the 2023-2025 IS, Kaiser Permanente Moreno Valley Medical Center has identified the following significant health needs to be addressed in the IS, in priority order:

1. Income & employment
2. Access to care
3. Housing
4. Mental & behavioral health
5. Structural racism

Kaiser Permanente Moreno Valley Medical Center's CHNA report and three-year IS are publicly available at <https://www.kp.org/chna>.

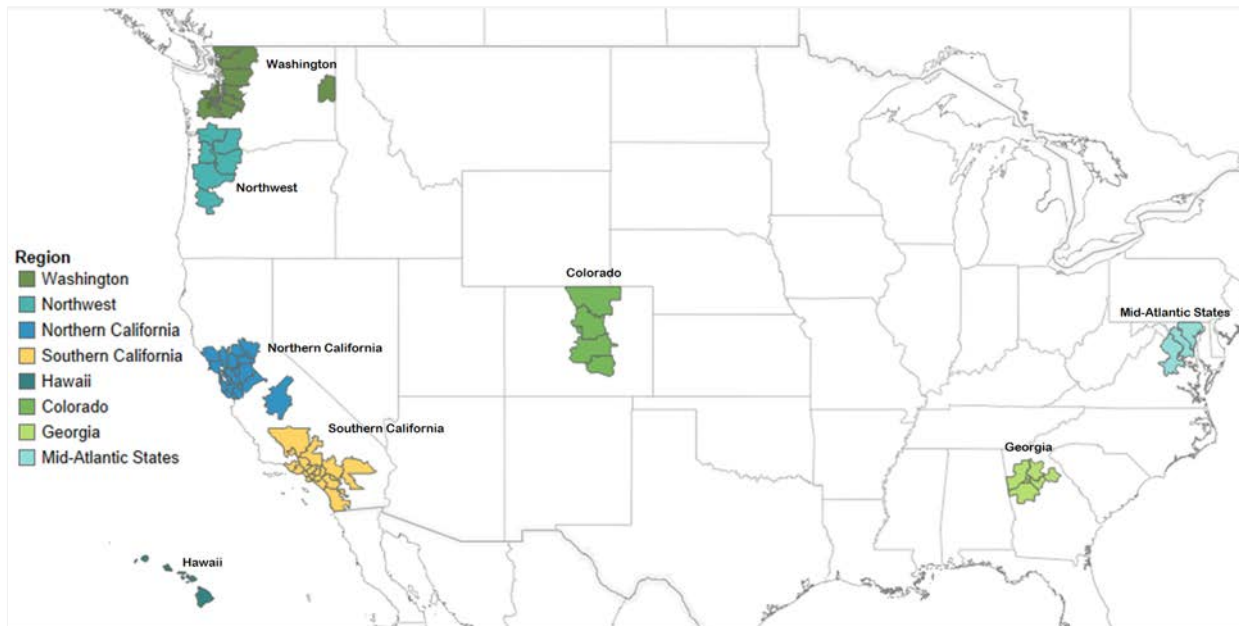
# Introduction/background

## About Kaiser Permanente

Kaiser Permanente is an integrated health care delivery system comprised of Kaiser Foundation Hospitals, Kaiser Foundation Health Plan, and physicians in the Permanente Medical Groups. For 75 years, Kaiser Permanente has been committed to shaping the future of health and health care — and helping our members, patients, and communities experience more healthy years. We are recognized as one of America’s leading health care providers and nonprofit health plans.

Kaiser Permanente is committed to helping shape the future of health care. Founded in 1945, Kaiser Permanente has a mission to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve. We currently serve 12.5 million members in 8 states and the District of Columbia. Care for members and patients is focused on their total health and guided by their personal Permanente Medical Group physicians, specialists, and team of caregivers. Our expert and caring medical teams are empowered and supported by industry-leading technology advances and tools for health promotion, disease prevention, state-of-the-art care delivery, and world-class chronic disease management. Kaiser Permanente is dedicated to care innovations, clinical research, health education, and the support of community health.

Kaiser Permanente regions and CHNA service areas



## About Kaiser Permanente Community Health

At Kaiser Permanente, we recognize that where we live and how we live has a big impact on our health and well-being. Our work is driven by our mission: to provide high-quality, affordable health care services and to improve the health of our members and our communities. It's also driven by our heritage of prevention and health promotion, and by our conviction that good health is a fundamental right.

As the nation's largest nonprofit, integrated health system, Kaiser Permanente is uniquely positioned to improve the health and wellbeing of the communities we serve. We believe that being healthy isn't just a result of high-quality medical care. Through our resources, reach, and partnerships, we are addressing unmet social needs and community factors that impact health. Kaiser Permanente is accelerating efforts to broaden the scope of our care and services to address all factors that affect people's health. Having a safe place to live, enough money in the bank, access to healthy meals, and meaningful social connections is essential to total health. Now is a time when our commitment to health and values compel us to do all we can to create more healthy years for everyone. We also share our financial resources, research, nurses and physicians, and our clinical practices and knowledge through a variety of grantmaking and investment efforts.

As we reflect on how 2020 changed the world, we must recognize that communities everywhere are coping with unprecedented challenges magnified by the COVID-19 pandemic and a renewed struggle for racial equity and social justice.

Through our continued focus on expanding our community health approach we laid the foundation for an acceleration of work to meet the challenges posed by the public health crises we now face. We dedicated ourselves to improving the social health of our 12.5 million members and the millions of people who live in the communities we serve.

Learn more about Kaiser Permanente Community Health at <https://about.kaiserpermanente.org/community-health>.

## Kaiser Permanente's approach to community health needs assessment

The Affordable Care Act (ACA) was enacted in March 2010 to make health insurance available to more people, expand the Medicaid program, and support innovative medical care delivery to lower health care costs. The ACA also requires that nonprofit hospitals conduct a community health needs assessment (CHNA) every three years and develop an implementation strategy (IS) in response to prioritized needs.

Kaiser Permanente's CHNA process is driven by a commitment to improve health equity. Our assessments place a heavy emphasis on how the social determinants of health — including structural racism, poverty, and lack of access to health-related resources such as affordable housing, healthy food, and transportation — are affecting the health of communities. By analyzing community-level data and consulting individuals with deep and broad knowledge of health disparities, the Community Health team in each KP service area has identified and prioritized needs unique to the community served. Each service area has developed an IS for the priority needs it will address, considering both Kaiser Permanente's and the community's assets and resources.

The Kaiser Permanente Moreno Valley Medical Center 2022 CHNA report and three-year IS are available publicly at <https://www.kp.org/chna>. In addition, the IS will be filed with the Internal Revenue Service using Form 990, Schedule H.

## Community served

Kaiser Permanente defines the community served as those individuals residing within its service area. The Kaiser Permanente Moreno Valley Medical Center service area includes all residents in a defined geographic area surrounding its medical facilities and does not exclude low-income or underserved populations.

### Moreno Valley–Coachella Valley service area

🏥 Kaiser Permanente hospital   ● Kaiser Permanente medical offices



## Moreno Valley–Coachella Valley service area demographic profile

	Moreno Valley	Coachella Valley
Total population:	328,320	538,393
American Indian/Alaska Native	0.3%	0.5%
Asian	5.1%	2.9%
Black	13.8%	2.6%
Hispanic	61.0%	51.6%
Multiracial	2.6%	1.7%
Native Hawaiian/other Pacific Islander	0.4%	0.2%
Other race/ethnicity	0.2%	0.1%
White	16.6%	40.3%
Under age 18	29.0%	19.9%
Age 65 and over	9.0%	23.1%

## Community health needs

### Significant health needs identified in the Kaiser Permanente Moreno Valley Medical Center 2022 CHNA report

Each Kaiser Permanente service area analyzed and interpreted the primary and secondary data to determine what constitutes a health need in the community. Once all the community health needs were identified they were prioritized, resulting in a list of significant community health needs in the Moreno Valley–Coachella Valley service area, listed below.

1. Income & employment
2. Access to care
3. Housing
4. Mental & behavioral health
5. Structural racism



## Kaiser Permanente's implementation strategy process

Identifying the highest priority needs with an equity lens informs our community investments and helps us develop strategies aimed at making long-term, sustainable change, allowing us to deepen the strong relationships we have with other organizations that are working to improve community health.

To identify the significant health needs that Kaiser Permanente Moreno Valley Medical Center will address in the 2022 three-year Implementation Strategy, Kaiser Permanente Moreno Valley Medical Center Community Health considered a set of criteria that includes:

- Severity and magnitude of need: How health measures compare to national or state benchmarks, the relative number of people affected, impact of COVID-19 on the need
- Community priority: The community prioritizes the issue over other issues
- Clear disparities or inequities: Differences in health factors or outcomes by geography, race/ethnicity, economic status, age, gender, or other factors
- Leveraging Kaiser Permanente assets: Kaiser Permanente can make a meaningful contribution to addressing the need

## Health needs Kaiser Permanente Moreno Valley Medical Center plans to address

The health needs in the Moreno Valley–Coachella Valley service area that will be addressed during 2023-2025 are:

**1. Income & employment:** Income and employment are a major issue of concern in the Moreno Valley service area. For those who do have jobs, household earnings are generally low – particularly when compared to the state as a whole. Not only are there fewer quality jobs, many people experience transportation problems (particularly for those who are low income). An additional barrier is the available jobs in a proximal area to one's home. The data on job proximity index — accessibility of a given neighborhood as a function of its distance to all job locations — is alarming at 36 (a higher score corresponds with greater job proximity; state average: 47). What is particularly critical about income is that it is an upstream factor that impacts much more of an individual's life other than simply their bank account.

**2. Access to care:** The service area has high rates of both adult and child uninsured, 10 percent of adults locally are uninsured, higher than the state average of 8 percent and 4 percent of children locally are uninsured, higher than the state average of 3 percent, resulting in diseases going undiagnosed or untreated. Patients who are uninsured must often rely on a patchwork of free or low-cost resources, such as federally qualified health centers, providers across the border in Mexico, or free clinic events. Such sporadic patterns of accessing care creates problems in coordinating a patient's care. Many also struggle with transportation difficulties in accessing care. Additionally, the region has long struggled to recruit and retain enough providers, making it more difficult to find a physician even when health insurance is available.

**3. Housing:** For well over a decade, there has been a chronic shortage of housing (especially affordable housing). The consequence of this is high rates of rent and mortgage-burdened households and overcrowded housing. Residents face rents that are 13 percent higher than the national average, and more than 21 percent of people are experiencing a severe housing burden. When households put more money towards housing,

there are less resources available for other necessities. Community partners frequently mentioned the grim state of housing in the service area and the shortage of affordable housing.

**4. Mental & behavioral health:** The service area has both a high need for mental health care and a low capacity to meet this need. The rates for deaths of despair (deaths by suicide, drug overdose, and unhealthy alcohol use), for example, are high, yet the number of mental health care providers remains lower than the state average. Additionally, community partners explained that the COVID-19 pandemic exacerbated the very things that cause poor mental health to begin with – namely, stressors such as financial strain and life difficulties. As one key informant shared, “I think the mental health of many individuals in our communities [has] worsened. The isolation, the economic instability, losing their jobs, losing family members, has all had a profound impact on the psyches of our community – collectively and individually”.

**5. Structural racism:** The service area consists of a “majority-minority”; most of the population is Latino/a. Socio-economic mobility for residents from some racial and ethnic groups remains a challenge, as some historically underrepresented communities (largely corresponding to both racialized and economically exploited populations) have fewer resources and poorer infrastructure than communities that are predominately white, non-Latino/a, and wealthy. Many health need measures are worse in primarily Latino/a or communities of color. For example, the percent of uninsured is worse in more racially diverse ZIP codes. This pattern of disproportionate health needs is found in numerous other measures, such as and for income housing and employment.

## Kaiser Permanente’s approach to implementation strategies

As the nation’s largest nonprofit integrated health care organization, Kaiser Permanente is mission-driven to improve health and well-being in the communities we serve. The COVID-19 pandemic has underscored deep-seated inequities in health care for communities of color and amplified the social and economic disparities that contribute to poor health outcomes.

We will continue to work to improve the conditions for health and equity by addressing the root causes of health, such as economic opportunity, affordable housing, health and wellness in schools, and a healthy environment. We carry out work in our focus areas through a lens that includes deepening our commitment to equity and inclusion.

Kaiser Permanente strategic focus areas include:

### Increasing health access

- **Charity care:** Transforming Charitable Health Coverage and Medical Financial Assistance approaches to continue supporting coverage and care needs for our communities and patients
- **Medicaid:** Growing our Medicaid participation in a financially sustainable way through innovative operating models that support whole person care and coverage
- **Safety Net Partnerships:** Ensuring that communities have access to a strong safety net that can equitably meet patients’ needs and improve health outcomes

### Social health needs

- **Thrive Local:** Establishing bi-directional electronic community networks that enable health care providers, safety net clinics, social service agencies, government programs, and other participants to make, receive, and track patient and client referrals
- **Food for Life:** Transforming the economic, social, and policy environments to improve health and food security for the communities we serve
- **Intergenerational healing and trauma:** Acknowledging and addressing trauma across the life course, including trauma related to exposure to racism

### Improving community conditions

- **Economic opportunity:** Increasing income, improving financial security, and reducing economic inequities through our business operations and community partnerships
- **Housing for Health:** Transforming housing and homelessness systems to improve housing stability for the communities we serve
- **Thriving Schools:** Fostering healthier school environments for students, staff, and teachers
- **CityHealth:** Advancing local policies that improve conditions for health
- **Environmental stewardship:** Reducing and eliminating environmental contributors to disease and illness

## Kaiser Permanente Moreno Valley Medical Center implementation strategies

Kaiser Permanente Moreno Valley Medical Center Community Health has identified the strategic focus, strategies, and expected impact for each priority health need, described in the table below. While we recognize that IS strategies can address multiple health needs, each strategy in the table is associated with the needs where we expect to see the greatest impact.

To implement the strategies identified, Kaiser Permanente Moreno Valley Medical Center will draw on a broad array of organizational resources, such as grantmaking and leveraged assets, as well as internal Kaiser Permanente programs. Kaiser Permanente Moreno Valley Medical Center Community Health also recognizes the importance of joint planning and collaboration with community stakeholders and leaders and welcomes opportunities to build on the strong partnerships we currently have in place.

Priority health need	Expected impact	Focus	Strategy
<p>1. Income &amp; employment</p>	<p>Reduced structural barriers and improved opportunities for inclusive economic mobility</p>	<p>Economic Opportunity: Diverse Small Business</p>	<p>Support organizations that provide culturally and linguistically relevant training and technical assistance to small businesses and entrepreneurs of color</p>
			<p>Support organizations advocating for policies to increase small businesses' access to affordable capital, strengthen infrastructure, and address systemic financial inequities</p>
		<p>Economic Opportunity: Individual Financial Health</p>	<p>Improve individual financial health by supporting housing, workforce development, or other organizations that embed or enhance financial coaching services</p>
		<p>Academic Attainment</p>	<p>Provide educational attainment and pathway programs for youth focused on increasing high school graduation rates, college readiness, preparation for careers in STEM, or health care workforce training</p>

Priority health need	Expected impact	Focus	Strategy
2. Access to care	Increased access to care for low-income at-risk populations	Medicaid & Charity Care	Charitable Health Coverage: Provide access to comprehensive health care and to coverage for low-income individuals and families who do not have access to public or private health coverage
			Medicaid: Provide high-quality medical care services to Medicaid participants who would otherwise struggle to access care
			Medical Financial Assistance: Provide temporary financial assistance to low-income individuals who receive care at KP facilities and can't afford medical expenses and/or cost sharing
			Support organizations that build capacity, provide information about coverage options, assist with eligibility screening, application and enrollment, and advocate for increasing coverage options for low-income individuals
	Improved quality of care for patients of safety net organizations	Safety Net Partnerships	Provide core support to safety net organizations, allowing these organizations to implement initiatives appropriate for the needs of their population (e.g., expansion of specialty care, providing more virtual care for nonsurgical specialties)
	All people have access to safe, affordable, and stable housing and homelessness becomes a rare, brief occurrence	Housing for Health: Transform Care	Support improved access and quality of medical care for persons experiencing homelessness
	All people have access to a robust network of community organizations to meet their social health needs.	Thrive Local: Community Network Development	Support partnerships with local, regional, or national organizations to grow networks of community-based organizations that address social health needs and coordinate care
3. Housing	All people have access to safe, affordable, and stable housing and homelessness becomes a rare, brief occurrence	Housing for Health: Increase Affordable Housing Supply	Provide resources for preserving or enhancing the supply of affordable housing
		Housing for Health: Prevent Homelessness	Support evidence-based housing stabilization assistance
			Support expansion of housing-related legal support for at-risk tenants
	Housing for Health: Strengthen Homeless Systems of Care	Support system-level approaches to reducing homelessness (e.g., achieving quality data)	

Priority health need	Expected impact	Focus	Strategy
4. Mental & behavioral health	Improved quality of care for patients of safety net organizations	Safety Net Partnerships	Provide core support to safety net organizations, allowing these organizations to implement initiatives appropriate for the needs of their population (e.g., expansion of specialty care, providing more virtual care for nonsurgical specialties)
	All community members have optimal levels of mental health and well-being through improved equitable access to evidence-based, high quality, appropriate care and reduced effects of stigma.	Mental Health & Wellness	Support programs that improve high school attendance, achievement, and/or graduation for students of color in low-income areas
	Improve access and connection to mental healthcare in clinical and community settings.	Mental Health & Wellness	Support the infrastructure and capacity building of community organizations and clinics to improve access to quality mental health  Support the integration of mental health care, case management, and navigation services into clinical care and community settings
	Improve and build the current and emerging mental health workforce to meet community needs.	Mental Health & Wellness	Support the education and training of licensed mental health professionals to be culturally competent  Support the utilization of pipeline and training programs to increase the number of licensed and diverse mental health professionals
	Reduce mental health stigma and improve knowledge, capacity and resilience in individuals, communities, and organizations.	Mental Health & Wellness	Support efforts to improve the community and social support system's knowledge, attitudes, beliefs and perceptions about mental health, trauma, and resilience

Priority health need	Expected impact	Focus	Strategy
5. Structural racism	A systemwide approach to preventing and mitigating the negative impacts of trauma	Intergenerational Trauma and Healing	Support Black, Indigenous, People of Color (BIPOC)-led organizations that advance best practices for preventing and/or mitigating the impacts of ACEs, toxic stress, and trauma for communities disproportionately experiencing inequities
	Reduced structural barriers and improved opportunities for inclusive economic mobility	Economic Opportunity: College & Career Readiness	Support programs that improve high school attendance, achievement, and/or graduation for students of color in low-income areas
			Support the Kaiser Permanente Health Equity Scholars program
	All people have access to a robust network of community organizations to meet their social health needs.	Thrive Local: CBO Capacity Development	Support community based organization capacity building, including but not limited to, staffing, training, leadership development, and policy advocacy
		Thrive Local: Maximizing the Value of the Community Network	Strengthen community networks by supporting community or navigation centers, community advisory councils, and interoperability with other systems
	Dismantled discriminatory practices and policies that contribute to health disparities, racial trauma, income inequality and educational achievement gaps.	Equity: CBO Leadership and Capacity Building	Support grassroots and advocacy organizations and initiatives
Vibrant, equitable cities in which everyone lives longer, healthier lives	CityHealth	Support coalitions or other organizations that advance policies that are part of the CityHealth menu: Affordable housing trusts, healthy rental housing, legal support for renters	

Kaiser Permanente Moreno Valley Medical Center will monitor and evaluate the strategies listed above to track implementation and document the impact of those strategies in addressing significant health needs. Tracking metrics for each prioritized health need include the number of grants made, the number of dollars spent, the number of community-based organizations supported, and the number of people reached/served.

In addition to the strategies developed as part of the CHNA/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 procure supplies and services from a diverse set of providers and partner with workforce development programs to support a pipeline for diverse suppliers, and we build the capacity of local small businesses through training on business fundamentals. We also conduct high-quality health research and disseminate findings intended to increase awareness of the changing health needs of diverse communities, address health disparities, and improve effective health care delivery and health outcomes.

## Health needs Kaiser Permanente Moreno Valley Medical Center does not plan to address

Kaiser Permanente Moreno Valley Medical Center is addressing all of the significant needs identified in the 2022 CHNA.