

# Serving the Underserved

Pipeline Health's four Los Angeles-area hospitals have **served their surrounding communities for decades**, providing quality care close to home – including 24/7 emergency care – with compassion. These hospitals include:



## Community Demographics

Our commitment to serving the underserved is demonstrated with the following facts and figures.

U.S. Census data for individuals living **within a five-mile radius of our hospitals** describe a racially and ethnically diverse population with low socio-economic status.

### Surrounding Coast Plaza Hospital (Norwalk):

- **52.2%** of the population is non-White
- **51.2%** of households earn **\$74,999** or less annually

### Surrounding Community Hospital of Huntington Park:

- **61.2%** of the population is non-White (Black, Asian, American Indian, Hispanic, among other races)
- **17.4%** of households earn **\$15,000** or less annually
- **72.6%** of households earn **\$74,999** or less annually

### Surrounding East Los Angeles Doctors Hospital:

- **57.4%** of the population is non-White
- **14.7%** of households earn **\$15,000** or less annually
- **67%** of households earn **\$74,999** or less annually

### Surrounding Memorial Hospital of Gardena:

- **70.6%** of the population is non-White
- **11.3%** of households earn **\$15,000** or less annually
- **59%** of households earn **\$74,999** or less annually

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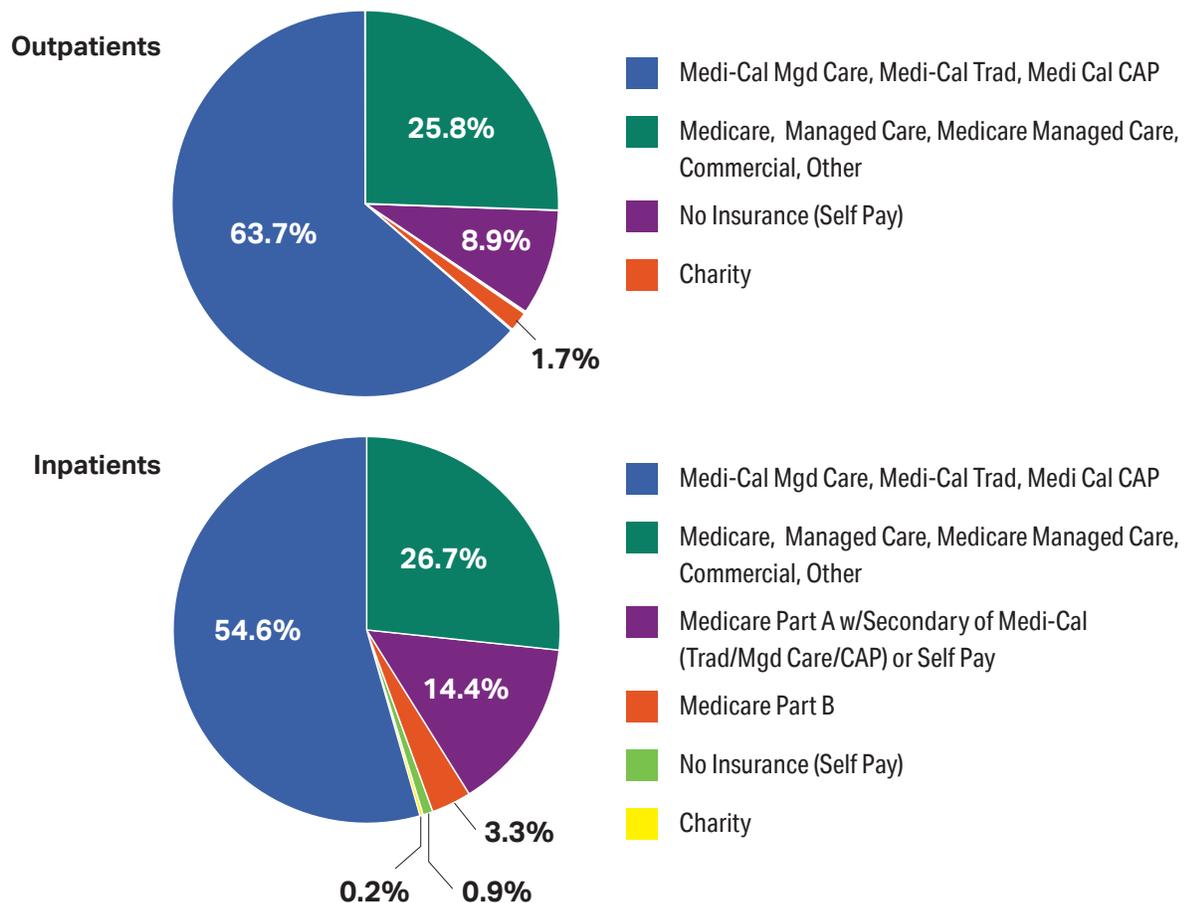
## Additionally:

- **14.9% of the population** for whom poverty status is determined in Los Angeles County, CA (**1.48M out of 9.93M people**), live below the poverty line, a number that is higher than the national average of 12.3%.
- The **2022 median family income** for Los Angeles County is determined by the U.S. Department of Housing and Urban Development HUD to be **\$91,100**.

## Patient Demographics by Insurance/Payor

### An analysis of the patients served at our four LA hospitals, reveals that:

- Among inpatients, **more than half (54%)** of those served from January 2021 through June 2022 are Medi-Cal Managed Care, Medi-Cal Traditional and Medi-Cal CAP.
- Among outpatients cared for over the same 18-month period—which include patients seen in the emergency department and not admitted to the hospital – that percentage **rises to 63.7%**.



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## Charity Care Provided to Our Communities

Our four Pipeline Health hospitals provide a fair share of **charity care to patients** from surrounding communities.

- Over the 12 months of 2021, our four hospitals provided a combined total of **\$7,707,000 in charity care.**
- Over the first five months of 2022, that total **reached \$5,309,000** – already outpacing the amount of charity care provided last year.

## Service by the Numbers

Following are some **key data** reflecting the **profile of our Los Angeles hospitals**, including the number of individuals employed by these facilities.

	Coast Plaza Hospital	Community Hospital of Huntington Park	East Los Angeles Doctors Hospital	Memorial Hospital of Gardena
<b>Bed Count</b>	117	81	127	172
<b>ED Visits 2021</b>	11,373	33,000	10,968	33,692
<b>Patient Admissions 2021</b>	1,981	3,150	2,344	5,580
<b>Employees</b>	277	310	328	600

## Diversity of Our Medical Staff

Our four Los Angeles hospitals feature a diverse medical staff that reflects the diversity of the communities they serve and **assures cultural sensitivity for all patient care.**

- Our **physicians originate or are second generation** from the following countries: Philippines, India, Pakistan, South Korea, China, Taiwan, Iran, Turkey, Egypt, Mexico, Syria, Armenia, among others.
- Languages spoken fluently in our hospitals include (but are not limited to): **Spanish, Hindi, Mandarin, Farsi, Arabic, Tagalo, Armenian, Turkish, Urdu and Korean.**

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## Expanding Our Services

Significant investment in new technology, upgraded facilities and infrastructure for Pipeline's four LA hospitals has resulted in **enhanced patient care and service**. Recent examples include:

- Creation of a **Patient Hub infrastructure** to facilitate prompt transfers to our hospitals from other facilities.
- Acquisition of a **128-slice CT scanner and a nuclear medicine camera** at Memorial Hospital of Gardena, both providing for more accurate, prompt diagnoses.
- Opening of a **multi-specialty clinic** for East Los Angeles Doctors Hospital.
- **Expansion of the Emergency Department** facilities at East LA Doctors Hospital and Coast Plaza Hospital.
- Construction of a **Behavioral Health Unit** at Coast Plaza Hospital.
- **Renovation of inpatient rooms** at Community Hospital of Huntington Park.
- **Expansion of the patient concierge program** for personalized service at Community Hospital of Huntington Park.

## Community Engagement

- **Viva Mejor!** is a health education program for seniors in the communities surrounding East LA Doctors Hospital and Community Hospital of Huntington Park.
- **Health Connection** is a monthly newsletter published for all four hospitals, featuring health and wellness tips. The newsletter is emailed to lists of community contacts, posted on the hospital websites and distributed in hard copies throughout the facilities. Issues for East LA Doctors Hospital and Community Hospital of Huntington Park are published in both English and Spanish.
- Facility tours welcome **prospective maternity patients** at East LA Doctors Hospital.
- All four hospitals participate in a variety of **community events and health fairs**, offering COVID vaccinations and health screenings, as well as educational material.