



Community Benefit Report

**Annual Report and Plan for Community Benefit
Casa Colina Hospital and Centers for Healthcare
Fiscal Year 2023 (April 1, 2022 – March 31, 2023)**

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



Table of Contents

About Casa Colina Hospital and Centers for Healthcare	3
Mission, Vision, and Values	4
Awards and Recognitions.....	4
Inpatient Hospital Services	5
Outpatient and Other Services	5
Growth and Progress	8
Governance.....	9
Caring for Our Community.....	10
Community Health Needs Assessment Summary	12
Community Benefit Activities to Address Priority Health Needs	14
Other Community Benefit Programs	18
Financial Summary of Community Benefit	22
Community Benefit Plan FY24	23
Significant Needs the Hospital Intends to Address	23
Evaluation of Impact.....	25
Needs the Hospital Will Not Address	25
Contact Information.....	26

About Casa Colina Hospital and Centers for Healthcare

History

Casa Colina is a nonprofit, freestanding, community-governed organization based in Pomona, California. With incredible support from our community, we have been privileged to bring the benefits of medical and rehabilitation care to tens of thousands of people since our first patient in 1938.

In 1936, Frances Eleanor Smith founded Casa Colina in response to the tragic polio outbreak. In a hacienda-style house in Chino, California, she created a place to care for children with polio, teaching them how to regain their mobility and self-esteem. In the process, her team developed breakthrough therapy modalities for polio patients. As more medical professionals throughout the country learned about the success of these polio treatments, other patients began to benefit from these modalities. In fact, President Franklin D. Roosevelt recognized this groundbreaking rehabilitation therapy work and gave Frances Eleanor Smith the award of “Mother of the Year” in 1936. She is now affectionately known as “Mother Smith.”

In the early 1950s, the development of the polio vaccine led to the near-eradication of the polio virus, and so Casa Colina broadened its services to care for patients of all ages with all kinds of physical injuries, illnesses, and disabilities. True to Mother Smith’s legacy, Casa Colina has been recognized throughout the nation as the first to introduce many of the modalities that are implemented in rehabilitative care today.

Today

Casa Colina Hospital and Centers for Healthcare has grown into a network of integrated services. The Hospital operates under the corporate umbrella of Casa Colina, Inc. (CCI). The hospital provides services through its acute rehabilitation unit, medical-surgical unit, intensive care unit, surgical suites, outpatient therapy services, physician specialty clinics, satellite outpatient clinic in Azusa, and a pediatric outpatient clinic. Other Casa Colina entities extend the continuum of care and include the Transitional Living Center; long-term residential care facilities in Apply Valley, Lucerne Valley, and Claremont; a diagnostic imaging center; and an adaptive recreation and wheelchair sports program.

Mission, Vision, and Values

Mission

Optimize medical recovery and rehabilitation outcomes for all patients in a safe environment that respects their dignity, diversity, and individuality.

Vision

Leading and defining excellence in specialized medical, surgical, and rehabilitative care.

Values

Apply clinical excellence, education, and research to enhance quality of life in the communities we serve, with a commitment to compassion, collaboration, and integrity.

Awards and Recognitions

Casa Colina was the recipient of several awards and accolades in FY2023.

- Healthgrades 100 Best Hospitals for Spine Surgery
- Healthgrades 100 Best Hospitals for Joint Replacement
- Healthgrades Joint Replacement Excellence Award
- Healthgrades Five-Star Recipient for Spinal Fusion Surgery
- Healthgrades Five-Star Recipient for Back and Neck Surgery
- Healthgrades Five-Star Recipient for Total Hip Replacement
- Healthgrades Five-Star Recipient for Total Knee Replacement
- Healthgrades Joint Replacement Excellence Award
- Healthgrades Spine Surgery Excellence Award
- Healthgrades Hospital Quality Award for Outstanding Patient Experience
- Joint Commission Disease Specific Certification for Advanced Hip and Total Knee Replacement
- Four Stars from the Centers for Medicare & Medicaid Services (CMS) for Overall Hospital Quality

Inpatient Hospital Services

Our specialized inpatient programs have earned national recognition for excellence in addressing neurological and orthopedic conditions, with a continuum of medical and rehabilitative care for patients recovering from brain injury, stroke, spinal cord injury, orthopedic injury, and other diseases, illnesses, or trauma. With experienced, multidisciplinary care teams, we tailor each program to meet the unique needs of the patient.

Acute Rehabilitation Wing

Casa Colina provides inpatient rehabilitation services in a 68-bed Acute Rehabilitation Wing, treating a range of neurological and orthopedic conditions including brain injury, spinal cord injury, stroke, respiratory disorders, multiple traumas, wounds, and burns. Patient care is supervised by a physician specializing in physical medicine and rehabilitation. The Acute Rehabilitation Wing is home to innovative technology and equipment, including therapy gyms, outdoor therapy gardens, hyperbaric chambers, and a comprehensive assistive technology center. *Our Acute Rehabilitation Wing is accredited by the Joint Commission and the Commission on Accreditation of Rehabilitation Facilities (CARF).*

Medical-Surgical Wing/ICU

Casa Colina Hospital provides a range of inpatient medical-surgical services and has three spacious surgical suites with the most advanced surgical technology, a multi-modality procedure room, a six-bed Intensive Care Unit, and 25 private medical-surgical telemetry beds. Here, the region's top surgeons perform highly specialized surgical procedures using robotic technology and other state-of-the-art equipment. *Our Medical-Surgical Wing and ICU are accredited by the Joint Commission.*

Outpatient and Other Services

Casa Colina offers outpatient therapy services to treat orthopedic and neurological conditions. Casa Colina also offers specialty programs for spine and back pain, audiology, sports medicine, adaptive driver training, exoskeleton/robotic assistive technology, lymphedema, balance and vestibular issues, and more. Many of our therapists hold specialty certifications in neurology, orthopedics, pediatrics, lymphedema, hand therapy, robotics, and other specialized care.

Outpatient Center

Casa Colina's Outpatient Center offers physical therapy, occupational therapy, speech-language pathology, audiology, and neuropsychology/psychology services. A variety of interdisciplinary therapy services are provided for people with functional impairments due to neurological or orthopedic injuries and other traumas or diseases. Certified hand therapy, aquatic therapy, and sports medicine services are also provided. *Our Outpatient Center is accredited by the Joint Commission and CARF.*

Children's Services Center

Casa Colina offers programs for children, ages one month to 23 years, with various disabilities or developmental disorders. A Pediatric Neurologist specializing in the area of Autism Spectrum Disorders provides assessments of children with cognitive and physical delays. Physical, occupational, and speech therapists and early intervention specialists offer services in seven key areas of development: gross motor skills, fine motor skills, expressive language skills, receptive language, cognitive skills, socialization, and self-help. *Our Children's Services Center is accredited by the Joint Commission.*

Azusa Center

The Casa Colina Azusa Center is a hospital-based outpatient facility treating patients with orthopedic and neurological conditions. Our Azusa Center offers a variety of services, including physical and occupational therapies, speech-language pathology, certified hand therapy, and sports medicine. *Our Azusa Center is accredited by the Joint Commission and CARF.*

Diagnostic Imaging

A broad range of imaging services are provided, including MRI, CT, bone density, mammography, ultrasound, and x-ray. Varicose vein treatment is also offered. *Services are accredited by the Joint Commission and American College of Radiology.*

Physician Specialty Clinics

Casa Colina's Physician Specialty Clinics feature an array of medical specialists in one location. Our doctors specialize in Multiple Sclerosis, Ehlers-Danlos Syndromes, Parkinson's disease, cardiology issues, geriatrics, infectious diseases, wound care, and more. Our Physical Medicine & Rehabilitation (PM&R) physicians enhance and restore functional ability and quality of life to people with physical impairments and disabilities resulting from stroke, spinal cord injuries, brain injuries, and more. These physicians collaborate with our experienced therapy teams, overseeing a multidisciplinary care model that is designed to achieve the best possible outcomes for our patients.

Outdoor Adventures and Wheelchair Sports

The Outdoor Adventures and Wheelchair Sports program provides adaptive recreation experiences to individuals with a wide range of disabilities. This therapeutic program emphasizes ability over disability and encourages participants to experience recreational and wheelchair sports activities that promote fitness, healing, skill-building, and community.

Short-term Residential Care

Casa Colina's Transitional Living Center (TLC) is a 48-bed short-term residential rehabilitation facility that offers a bridge between acute rehabilitation and home. Through rigorous daily therapy, many TLC residents who have been diagnosed with traumatic brain injury, stroke, or spinal cord injury experience significant gains in physical and cognitive abilities. In addition to short-term residential rehabilitation, the TLC offers Day Treatment and Advanced Day Treatment programs. *The TLC is accredited by CARF.*

Long-term Residential Care

Casa Colina's satellite locations in Apple Valley and Lucerne Valley offer 85 beds and provide structured or semi-independent living programs to meet the unique needs of individuals with traumatic brain injury. Our Padua Village Residential Program in Claremont is home to 12 licensed beds for adults with developmental disabilities. *Our programs in Apple and Lucerne Valley are licensed by the Department of Social Services.*

Casa Colina Research Institute

The Casa Colina Research Institute (CCRI) conducts translational and clinical research to measure the impact of rehabilitation treatments, identify new interventions, and improve outcomes for patients at Casa Colina and beyond. CCRI collaborates with leading scientists and researchers at academic institutions, including the California Institute of Technology, Harvard Medical School, UCLA, and USC, as well as local universities and innovative technology companies.

Growth and Progress

Electronic Health Records

Casa Colina is in the process of implementing a new, state-of-the-art MEDITECH Expanse electronic health record, with expected completion by summer 2023. The project includes the creation of a HIPAA-compliant portal where patients may securely log in to access their personal health information, allowing them to obtain medical records, view prescriptions, request and view appointments, and much more, all from the convenience and comfort of their personal device. Branded “MyCare,” the patient portal will be accessible via the Casa Colina website and in app form.

Outdoor Adventures Expands Wheelchair Sports

Casa Colina’s Outdoor Adventures program is expanding to include a wider variety of activities, including casual and competitive wheelchair sports. This expansion includes the acquisition of high-quality, customizable sports wheelchairs, hand-cycles, and other adaptive equipment, which will help ensure the program can meet the unique needs of participants with a range of disabilities and injuries. The program aims to create opportunities for individuals with spinal cord injury and other disabilities, helping them to acquire new skills, build community among peers, and have access to year-round wheelchair sports in the local region.

The Coliseum Sports Medicine and Orthopedics

Last summer, the Coliseum Sports Medicine and Orthopedics at Casa Colina began serving patients in the Outpatient Center on Casa Colina’s Pomona campus. The Coliseum is dedicated to treating athletes of all ages and abilities, offering sports injury and concussion screenings, rehabilitation services, and return-to-play programs. The newly renovated sports medicine gym offers state-of-the-art athletic and training equipment to help clinical staff assess athletes and develop an individualized plan to address their needs.

Outpatient Expansion

With increasing demand for services, Casa Colina has continued to refine its Outpatient Center to help more patients. This includes specialized equipment upgrades, remodeled treatment areas, and cosmetic upgrades in our Aquatic Therapy Center. Sharp increases in demand for hand therapy, sports medicine, Ehlers-Danlos Syndromes, lymphedema, and other programs have required creative remodeling of existing areas to generate new treatment space.

Governance

The Board of Directors provides a special kind of leadership. Their responsible oversight and forward thinking enable Casa Colina to continue to grow in dynamic ways and evolve into one of the country's top medical and rehabilitation facilities. They comprise physicians, community leaders, and previous patients.

Executive Committee

Randy Blackman, Chairman
Gary Cripe, Vice Chairman
Kelly M. Linden, President & CEO
Terrance Johnson, Secretary
Stephen Graeber, Treasurer
Steve Norin, Past Chairman
Azhar Majeed, MD, Chief of Medical Staff

Linda Liau, MD, PhD, MBA
Devorah Lieberman, PhD
Felice L. Loverso, PhD
Bruce Pasqua
Thomas Reh
Jose Rodriguez, MD
Cathy Watrous
Daniel Wilson, MD, PhD

Directors-at-Large

Steven Bast, MD
Veronica Diaz Cutler, Esq.
Philip Feghali

Directors Emeriti

Samuel Crowe
Bill Dwyre
May Lou Jensen

Caring for Our Community

Casa Colina Hospital and Centers for Healthcare has always been a place of extraordinary hope. For the over 25,000 individuals we serve each year, Casa Colina often represents a critical step on their road to recovery, providing a continuum of rehabilitation services unmatched in the region. For others needing specialized medical-surgical care, we're the first step toward a healthier life. For all our patients and families, our services offer the hope for increased independence, functionality, vitality, and emotional well-being. It is critical that we live up to our reputation—to provide the exceptional care for which we are known, locally, regionally, and nationally.

Casa Colina's impact in the community is felt in many ways, whether it's providing financial assistance to under- or uninsured patients, offering prevention and awareness programs to keep the community healthy, or providing education and training to current and future healthcare professionals. Through free health screenings, public health education, and more, Casa Colina invests in the community to increase access to healthcare services and improve overall community health.

Service Area

Historically, Casa Colina has defined the community it serves as “persons with or at risk of disability.” These are people who can benefit from medical and rehabilitation interventions to prevent, remediate, or delay progression of disabling conditions and their impact on function, independence, and quality of life.

Casa Colina Hospital (CCH) is located at 255 E. Bonita Ave, Pomona, CA 91767. The service area encompasses 31 ZIP Codes representing 15 cities, in two counties (Los Angeles and San Bernardino). Casa Colina tracks ZIP Codes of origin for all patient admissions. Since the hospital attracts patients regionally and sometimes nationally, the service area was determined from the ZIP Codes that reflect a majority of patient admissions from the local geographic area. In Los Angeles County, the hospital is located in Service Planning Area (SPA) 3.

Casa Colina Hospital Service Area

Place	ZIP Code	County	Place	ZIP Code	County
Chino	91708	San Bernardino	Ontario	91764	San Bernardino
Chino	91710	San Bernardino	Pomona	91766	Los Angeles
Chino Hills	91709	San Bernardino	Pomona	91767	Los Angeles

Place	ZIP Code	County	Place	ZIP Code	County
Claremont	91711	Los Angeles	Pomona	91768	Los Angeles
Covina	91722	Los Angeles	Rancho Cucamonga	91701	San Bernardino
Covina	91723	Los Angeles	Rancho Cucamonga	91730	San Bernardino
Covina	91724	Los Angeles	Rancho Cucamonga	91737	San Bernardino
Diamond Bar	91765	Los Angeles	Rancho Cucamonga	91739	San Bernardino
Glendora	91740	Los Angeles	San Dimas	91773	Los Angeles
Glendora	91741	Los Angeles	Upland	91784	San Bernardino
La Verne	91750	Los Angeles	Upland	91786	San Bernardino
Montclair	91763	San Bernardino	Walnut	91789	Los Angeles
Ontario	91758	San Bernardino	West Covina	91790	Los Angeles
Ontario	91761	San Bernardino	West Covina	91791	Los Angeles
Ontario	91762	San Bernardino	West Covina	91792	Los Angeles
Ontario	91764	San Bernardino			

Community Snapshot

Casa Colina conducted its most recent Community Health Needs Assessment (CHNA) in 2021. The 2021 CHNA determined that the population of Casa Colina’s service area is 1,268,987 persons. Children and youth, ages 0-19, make up 26.1% of the population; 35.2% are ages 20-44; 25.9% are ages 45-64; and 12.6% of the population are seniors, 65 years of age and older. Over half (51.1%) of the population in the service area is Hispanic or Latino, and 55.1% of the population is White. Asian and Pacific Islanders make up 19.8% of the population in the service area, and Blacks and African Americans comprise 6.5% of the population. In the service area, 48.6% of the population over age five speaks English only, while 29.9% of the population speaks Spanish in the home, 10.7% speak an Asian or Pacific Islander language, and 3.4% speak another Indo-European language.

In the service area, 19.9% of the residents live below 150% of the federal poverty level (FPL), and 28.9% of the population are considered low income, living below 200% of FPL. The median household income for the hospital service area is \$80,803. The average high school graduation rate in the service area is 83.8%, which does not meet the Healthy People 2030 objective for high school graduation (90.7%). Additionally, 90.5% of the residents in the service area are insured. Most residents (87.6%) in the service area have a source of healthcare.

Community Health Needs Assessment Summary

Casa Colina approved its most recent Community Health Needs Assessment (CHNA) in March 2021. The CHNA is a primary tool used by Casa Colina to determine its community benefit plan, which outlines how it will give back to the community in the form of healthcare and other community services to address unmet community health needs. The assessment incorporated components of primary data collection and secondary data analysis that focused on the health and social needs of the service area.

Casa Colina conducted targeted interviews to gather information and opinions from persons who represent the broad interests of the community served by the hospital. Ten (10) interviews were completed in December 2020 and January 2021. Leaders and/or representatives of medically underserved, low-income, and minority populations, as well as local health or other departments or agencies that have information relevant to the health needs of the community, were represented in the sample. Input was also obtained from the Los Angeles County Department of Public Health.

Casa Colina Hospital also conducted a survey to gather data and opinions from community residents and persons who represent the broad interests of the community served by the hospital, including community business leaders, past Casa Colina patients, members of Casa Colina's Patient Family Advisory Council, and hospital staff. Available in electronic format, the hospital distributed the survey link. From November 18, 2020 to January 4, 2021, 418 useable surveys were received.

Identified Priority Health Needs

Significant health needs were determined through the collection and analysis of local secondary data. Local secondary data were then compared with county or state level benchmarks. Local-level data or metrics that performed 5% worse or higher than the comparison benchmarks were flagged. The four groups of indicators, or health needs categories, that performed the most poorly compared to benchmarks were classified as significant health needs.

- Access to healthcare, including community health insurance coverage rates, sources of medical care (e.g., doctor's office, community clinic, urgent care), availability of health providers, re-hospitalization rates, and delays in care.

- Health status and chronic disease, including overall health status; senior health indicators; and rates of chronic conditions such as diabetes, heart disease, high blood pressure, cancer, and COPD.
- Overweight and obesity, including community overweight and obesity rates, fast food consumption, soda and other sugary beverage consumption, access to and affordability of fresh produce, and physical activity.
- Prevention practices, including children’s immunization rates, flu and pneumonia vaccination rates, and primary care accessibility.

The complete CHNA report and the prioritized health needs can be accessed [here](#). To provide feedback on the Community Health Needs Assessment and Implementation Strategy, please contact 909-596-7733, extension 2205.



Community Benefit Activities to Address Priority Health Needs

Community benefit services promote health and healing and are focused on addressing the identified unmet health needs in our community. For a program or service to be considered a community benefit, it must improve access to healthcare, enhance the health of the community, advance medical or healthcare knowledge, or reduce the burden of government or other nonprofit community efforts.

In FY23, Casa Colina engaged in activities and programs that addressed the priority health needs identified in the FY22-FY24 Implementation Strategy. Casa Colina has committed to community benefit efforts that address: access to healthcare and preventive care; chronic diseases; disabilities; and senior health. Activities and programs that highlight Casa Colina's commitment to the community are detailed below.

Access to Healthcare and Preventive Care

Response to Need

Financial Aid and Transportation

Casa Colina provided financial assistance for uninsured and underinsured residents. Following our Financial Assistance Policy, the hospital provided discounted and free healthcare to qualified individuals. To address healthcare access issues, the hospital also offered information and enrollment assistance in low-cost insurance programs.

Community Education Programs

Casa Colina presented health education sessions available to the area residents, the disabled community, and professionals. The educational sessions focused on topics related to disability prevention and disease treatment topics. Some topics in FY23 included medical weight management, Multiple Sclerosis therapies and lifestyle education, back pain treatment, preparation for joint replacement surgery, living with traumatic brain injury, and limb preservation education.

Free Screenings and Education

Sports injury and concussion screenings were provided free of charge to athletes and community members to evaluate injuries and help reduce the incidence of further injury. Screenings to identify sports-related injuries are conducted by a physician and a licensed physical therapist and/or athletic trainer. These clinics provided safety

education to help prevent new injuries, avoid exacerbating existing injuries, and guard against re-injury.

In FY23, over 400 community members participated in Casa Colina screenings through monthly pop-up diabetic foot screenings, weekly sports clinic evaluations, free screenings for seniors, the Arcadia Riptides Injury Prevention event, and a lecture at the Bonita High School Cross Country training group on proper warm-up for injury prevention.

Community Outreach and Education

Casa Colina collaborated with local educational institutions, nonprofit business organizations, and human services organizations to implement community health fairs. Casa Colina staff presented educational and interactive events and offered a variety of screenings at no-cost to the community. In FY23, Casa Colina reached over 9,600 persons through involvement in community health efforts, including:

- Abilities Expo
- Tour de Foothills
- City of La Verne Health & Resource Fair
- San Dimas Health Fair
- Parkinson’s Foundation Moving Day Los Angeles
- Claremont Colleges Health Fair
- Claremont Colleges Health Fair
- Claremont Annual Village Venture
- Diabetic Foot Screening Pop-up Events
- CMSA Nurse & Case Manager Trainings
- African American Male Wellness 5K Walk

Chronic Diseases

Response to Need

Professional Education and Training

Casa Colina supported healthcare providers and allied health professionals to obtain training in the care of patients with disabilities, illnesses, and chronic diseases. This was accomplished by offering occupational and physical therapy residency programs in physical rehabilitation, orthopedics, and neurology, as well as OT, PT, and speech-language pathology internships and nursing education. The hospital provided training in clinical examination, decision-making, and treatment skills.

Limb Preservation Program

Individuals with diabetes over time may develop neuropathy and loss of sensation in their lower extremities. With this lack of sensation, blisters and wounds of the feet can quickly become infected and lead to increased risk of lower-limb amputation. In response to this problem, and in partnership with Dr. David Armstrong of the USC Keck School of Medicine, Casa Colina developed a Limb Preservation Program. The goal of the program is to prevent amputations and other adverse health outcomes. Specialized physicians and nurses from Casa Colina and USC work with community providers to screen and identify individuals at risk for lower-limb wounds. When patients arrive at a partnering clinic or screening site, those at risk for complications from a foot wound are directed to the appropriate level of care. Some will be given podiatric educational resources to better care for their foot conditions. Others may be referred to Casa Colina's Wound Care Center. The program also features free foot care screening and a health literacy component designed to increase awareness about diabetic foot care among high-risk patients and community physicians.

Support Groups

Casa Colina reached over 300 people annually through support groups. These groups provided emotional support and important educational information for individuals, their families, and caregivers. Support groups included Acquired Brain Injury, Parkinson's Disease, EDS (Ehlers-Danlos Syndrome), Fibromyalgia, Caregiver support, and more.

Disabilities

Response to Need

Expressive Language Skills

Communicating with Aphasia classes promoted expressive language skills, assisting persons with communication difficulties as a result of stroke, as well as other individuals with speech difficulties (aphasia, dysphasia, word finding, etc.) In FY23, 211 community members were assisted.

Social Skills and Quality of Life

Infants, children, and teens with disabilities received specialized services and programs. These programs helped children improve their social skills and quality of life. The hospital offered support, education, and resources for families and caregivers of children with disabilities. In FY23, Casa Colina identified 49 children who would benefit from social skills groups through Kids Crew, and 30 individuals were provided a social skills training evaluation through Teen Scene.

Senior Health

Response to Need

Injury Prevention, Increased Physical Function, and Maintenance of Cognitive Ability

The hospital provided programs focused on senior injury prevention and maintenance of physical and cognitive functioning. Education sessions dedicated to senior health issues and support groups for seniors and their caregivers were provided.

- Licensed audiologists, certified by the American Speech & Hearing Association, conducted free hearing screenings and hearing aid fittings for 258 individuals.
- Casa Colina interacted with 800 seniors at the Senior Health and Wellness Fair.
- 180 seniors were reached with education and resources at the Irwindale Seniors Health and Wellness Fair.



Other Community Benefit Programs

Casa Colina provided additional community benefit services.

Health Professions Education

Definition: education programs for physicians, nurses, nursing students, and other health professionals.

Continuing Medical Education

Casa Colina provided medical education to physicians and other health professionals. Presentations included lectures on Brain-Computer Interfaces, neuromodulation, severe brain injury, and disorders of consciousness.

Physical Medicine and Rehabilitation

The Physical Medicine and Rehabilitation (PM&R) Residency Program at Casa Colina Hospital and Centers for Healthcare is a three-year, comprehensive, structured training and educational program. It is associated with the OPTI-West Medical Education Consortium. The PM&R Residency Program offered training experiences in the latest rehabilitation therapies and technologies. Residents worked with attending faculty members from Casa Colina's medical staff in treating patients. Attending physicians participating in the residency training are board-certified in Physical Medicine and Rehabilitation. Board-certified physicians in other medical disciplines and rehabilitation-related healthcare professionals provided additional teaching and training to PM&R residents.

Neuropsychology

Casa Colina's Department of Neuropsychology and Psychology is integrated into interdisciplinary treatment teams across the continuum of care. In FY23, six fellows were engaged in postdoctoral training.

Nursing Education

The hospital served as a training site for nursing students from area colleges and universities. In FY23, 18 nursing students participated in precepted clinical training at Casa Colina.

Other Health Professions Education

Physical Therapy Residency Programs

Casa Colina's Physical Therapy Residency Programs in Orthopedics and Neurology provided advanced knowledge and skill in a focused clinical environment. Credentialed by the American Physical Therapy Association (APTA), coursework is designed to accelerate a therapist's professional development while allowing them to achieve clinical excellence in all aspects of patient care. Upon completion of the program, clinicians are eligible to apply for the certified specialty examination offered by APTA.

Occupational Therapy Physical Rehabilitation Fellowship Program

Casa Colina's Occupational Therapy Physical Rehabilitation Fellowship Program provided advanced knowledge and skill in a focused clinical environment. The coursework offered training in clinical examination, decision-making, and treatment skills. This program is also designed to accelerate a therapist's professional development and help them achieve clinical excellence in all aspects of patient care. Rotations were completed for inpatient rehabilitation, transitional living, and outpatient neurology. Upon completion of the program, clinicians can apply for board certification offered by the American Occupational Therapy Association (AOTA) in Physical Rehabilitation in three years (versus five years).

In FY23, the hospital provided precepted education for students in healthcare disciplines, including:

- 23 physical therapists and physical therapy assistants
- 39 occupational therapy and occupational therapy assistants
- 5 speech-language pathology students
- 8 healthcare human resources students

Casa Colina provided lectures to educate 407 health professionals on a variety of topics, including the Neuropsychology of Aging and Introduction to Occupational Therapy.

Subsidized Health Services

Definition: clinical programs that are provided despite a financial loss. Negative margins remain after removing charity care, bad debt, and shortfalls from Medi-Cal. The services meet a community need and, if not offered, would be unavailable in the area or become the responsibility of the government or another nonprofit organization.

Children’s Services Center

The Children’s Services Center offered programs for children from infancy to 23 years old with various disabilities or developmental disorders. A pediatric neurologist specializing in the area of autism spectrum disorders directed the program. Physical, occupational, and speech therapists, as well as early intervention specialists, provided services. Casa Colina provided subsidized care for children (infants to teens) at the Children’s Services Center or local schools for identification and treatment of developmental disabilities, orthopedic injuries, and learning disabilities.

Research

The Casa Colina Research Institute conducts basic, translational, and clinical research, striving to rapidly transform scientific advances into improved patient care and outcomes. Research at Casa Colina is a collaboration of doctors, scientists, and other rehabilitation professionals. These projects support the mission, vision, and values of Casa Colina. Our current research studies include outcomes-based research projects, which aim to measure the impact of medical rehabilitation in patients with disabilities, and clinical studies, which aim to identify novel interventions for conditions and impairments treated at Casa Colina.

Clinical research is essential to developing new effective therapeutic interventions for individuals with medical rehabilitation needs. At the Casa Colina Research Institute, we focus on the major diagnoses at Casa Colina to investigate new interventions and support evidence-based clinical practices for the treatment of disabilities caused by a stroke, traumatic brain injury, spinal cord injury, and other neurologic conditions and movement disorders.

Casa Colina Research Institute’s clinical research projects include studies related to:

- Brain Injury
- Spinal Cord Injury
- Stroke
- Assistive Technologies
- Long Covid
- Disorders of Consciousness
- Neuromodulation
- Imaging & Biomarkers

Cash and In-Kind Donations

Definition: funds and in-kind services donated to community groups and nonprofit organizations.

Monetary contributions and donations of staff time and expertise were made to nonprofit organizations that support community benefit efforts and address significant health needs in

the community. In FY23 Casa Colina supported nonprofit organizations with cash and in-kind donations that furthered the hospital's mission and aligned with the community health needs identified through the CHNA.

Community Benefit Operations

Definition: direct and indirect costs associated with assigned staff, community health needs assessments, community benefit planning, tracking, reporting, evaluating, and operations.

In FY23, community benefit operations included:

- Community benefit staff salary, benefits, and expenses
- Administrative support for community benefits
- Community benefit consultants

Community Building Activities

Definition: activities that support community assets by offering the expertise and resources of the hospital organization. These activities may address the root causes of health problems or the determinants of health, such as education, homelessness, poverty, and the environment.

Economic Development

The hospital participated in Chamber of Commerce and other local economic development activities through a commitment of leadership time and donated funds to support community initiatives.

Workforce Development

Students from local high schools learned about healthcare careers. Casa Colina participated in community events focused on healthcare professions to create remarkable opportunities for teaching, learning, and research. This included providing a learning environment for college students, student tours, and educational sessions.

- Students from San Dimas and Damien High Schools participated in Career Days.
- Casa Colina staff participated in a panel discussion on healthcare careers at the University of La Verne career fair.

Financial Summary of Community Benefit

Casa Colina Hospital’s financial summary of community benefit for FY23 (April 1, 2022 to March 31, 2023) is summarized in the table below. Casa Colina Hospital’s community benefit costs comply with Internal Revenue Service instructions for Form 990 Schedule H. Costs are based on Casa Colina’s overall cost-to-charge ratio.

Community Benefit Categories	Net Benefit
Financial Assistance ¹	\$60,716
Unpaid Costs of Medi-Cal ²	\$2,832,457
Education and Research ³	\$2,298,094
Other for the Broader Community ⁴	\$1,303,520
Total Quantifiable Community Benefit	\$6,494,787

¹ Financial Assistance includes traditional charity care write-offs to eligible patients at reduced or no cost based on the individual patient’s financial situation. Financial Assistance or Charity Care does not include costs for patients who had commercial insurance, but could not afford their out-of-pocket costs.

² Unpaid costs of public programs include the difference between costs to provide a service and the rate at which the hospital is reimbursed. The methodology for calculating shortfalls in Medi-Cal is based on the hospital's cost-to-charge ratio.

³ Costs related to the health professions education programs and medical research that the hospital sponsors.

⁴ Includes non-billed programs such as community health education, screenings, support groups, clinics, support services, and community benefit operations.

Community Benefit Plan FY24

Casa Colina Hospital continues to implement activities and programs to address the priority health needs in our service area.

Significant Needs the Hospital Intends to Address

Casa Colina intends to take actions to address the following health needs that were identified in the FY21 CHNA and detailed in the FY22-FY24 Implementation Strategy:

- Access to healthcare and preventive care
- Chronic diseases
- Disabilities
- Senior health

Access to Healthcare and Preventive Care

Goal: Increase access to the most appropriate level of healthcare and improve community health through preventive practices.

Strategies

1. Provide financial assistance for healthcare services consistent with Casa Colina's financial assistance policy.
2. Provide free health information, screenings, and resources at community events.
3. Provide free community sports injury screening clinics.
4. Offer free audiology screenings.
5. Communicate to service area residents how to access healthcare services through established communication methods and social media.

Chronic Diseases

Goal: Reduce the impact of chronic diseases for individuals who have short- and long-term disabilities and increase focus on prevention, education, and treatment.

Strategies

1. Provide access to specialized gyms and aquatic exercise programs through the community fitness program.
2. Provide education on pain management, disease prevention, treatment, and wellness.

3. Provide support groups for individuals with chronic diseases (arthritis, Multiple Sclerosis, Parkinson's disease, cardiovascular disease, and fibromyalgia) and their families.
4. Provide programs for pain management, injury prevention, disability awareness, technology, community resources, and specific skill acquisition for overall better health.
5. Increase the number of healthcare providers and allied health professionals who obtain training in the care of patients with chronic diseases.
6. Implement research focused on improving outcomes and overall function for individuals living with disabling conditions.

Disabilities

Goal: Reduce the impact of disability on health and quality of life and increase the ability to live productive lives.

Strategies

1. Provide independent and assisted wellness and fitness programs for people with disabilities.
2. Provide health education focused on disability prevention and treatment topics.
3. Provide support groups for individuals with disabilities, their families, and caregivers.
4. Provide comprehensive support programs for persons with disabilities.
5. Offer a continuum of rehabilitation care, including but not limited to, acute rehabilitation, long-term residential care, children's outpatient services, adult outpatient services, physician specialty clinics, and outdoor recreational services.
6. Educate and train healthcare providers and allied health professionals to focus on disability care.
7. Provide patient navigation services for individuals post-discharge with specific diagnoses (i.e., spine patients).
8. Recruit and train a compliment of medical providers to provide services for people with disabilities in one central location.
9. Advocate on a national and regional level for persons with disabilities.
10. Provide programs for kids to increase social skills and quality of life (Kids' Crew, Teen Scene, and Adventure Club).

Senior Health

Goal: Assist seniors with mild to moderate impairments to maintain or improve their overall health and quality of life.

Strategies

1. Provide education on healthy aging, prevention, treatment, and wellness.
2. Provide support groups for seniors, their families, and caregivers (stroke, arthritis, fibromyalgia, Parkinson's disease).
3. Provide programs for injury prevention and maintaining physical and cognitive functioning (i.e., vestibular balance screening).
4. Provide seniors opportunities for specialized fitness programs.
5. Provide specialized evaluation services (i.e., senior evaluation program that gives seniors and their family a comprehensive look at the aging process and gives recommendation for regaining function and maintaining health.)
6. Free audiology screenings.

Evaluation of Impact

Casa Colina Hospital is committed to monitoring and evaluating the programs and activities outlined above as they impact people with disabilities and their wellness, productivity, and physical activity. 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 Casa Colina's actions to address these significant needs will be reported in the next scheduled CHNA.

Needs the Hospital Will Not Address

Since Casa Colina cannot directly address all the health needs present in the community, we will concentrate on those health needs that can most effectively be addressed given our area of focus and expertise. Taking existing hospital and community resources into consideration, Casa Colina Hospital will not directly address the remaining health need, overweight and obesity, as identified in the CHNA.

Contact Information

Casa Colina Hospital and Centers for Healthcare
255 East Bonita Avenue
Pomona, CA 91767

Web Address

<https://www.casacolina.org>

Community Benefit Contact

Bonnie Baker Scudder
Chief Planning and Development Officer
909/596-7733, ext. 2205
bscudder@casacolina.org

