

# Implementation Strategy

PRESENTED BY: Martin Luther King, Jr. Community Hospital

2017-2020



Martin Luther King, Jr.  
Community Hospital

**Table of Contents**

Message from the CEO 3

About Martin Luther King, Jr. Community Hospital 4

Service Area 4

Community Health Needs Identified in the 2017 CHNA 6

Significant Health Needs the Hospital Will Address 6

Evaluation of Impact 10

Needs the Hospital Will Not Address 11

More Information 11

## Message from the CEO

Welcome to our 2017 Implementation Strategy. This document was developed based on the results of our 2017 Community Health Needs Assessment (CHNA), the first CHNA conducted since our hospital opened. A copy of the CHNA can be found at <https://mlkch.org/community-reports>. The CHNA identified significant health needs in our service area—the Implementation Strategy outlines our plan to address those needs. As a non-profit safety net hospital in South Los Angeles, this Implementation Strategy confirms our mission commitment to “improve the health of our community” by extending our reach beyond our hospital walls.

Many of the strategies that comprise our Implementation Plan utilize programs we already have in place, including our signature community benefit initiatives Know Your Basics and You Can, our partnerships with local schools. Our strategies include the expansion of clinical services that respond to our patients’ greatest needs. They also include plans to expand and implement new programs through collaboration with valued partners.

On behalf of Martin Luther King, Jr. Community Hospital, thank you for your interest in our community benefit work. Our mission is to provide compassionate, collaborative, quality care and improve the health of our community. I look forward to fulfilling that mission.

**Elaine Batchlor, MD, MPH**

Chief Executive Officer

## About Martin Luther King, Jr. Community Hospital

Martin Luther King, Jr. Community Hospital (MLKCH) is administered by the Martin Luther King, Jr. – Los Angeles Healthcare Corporation (MLK-LA), a 501(c)(3) organization. Opened in 2015, MLKCH is a state-of-the-art facility, with new equipment, technology, staff and administration. MLKCH has 131 licensed beds, including 93 medical/ surgical beds, 20 intensive care beds and 18 obstetrical beds. Inpatient specialties include: anesthesiology, cardiology, emergency services, gastroenterology, general medicine, general surgery, infectious diseases, nephrology, neurology, obstetrics and gynecology, ophthalmology, orthopedics, otolaryngology, pathology, pulmonary medicine, radiology and urology. The hospital’s medical staff includes three hospital-based physician groups and numerous community-based physicians.

## Service Area

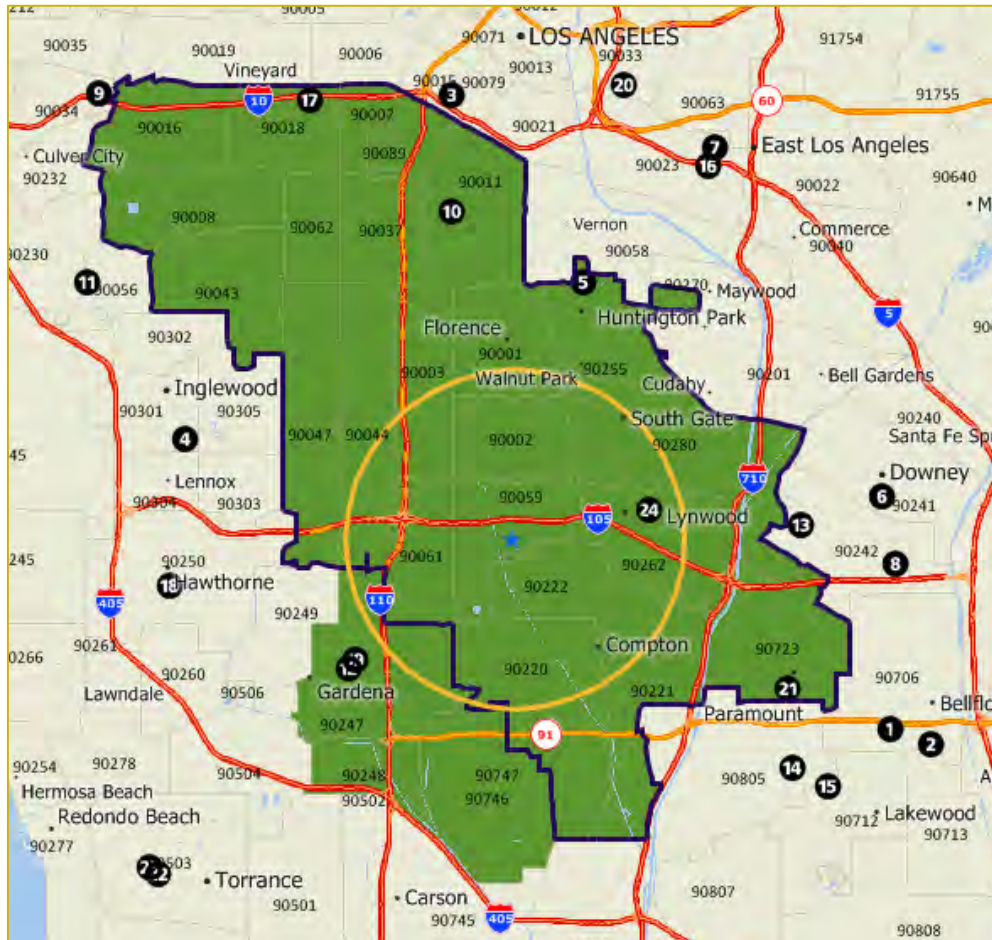
Martin Luther King, Jr. Community Hospital is located at 1680 East 120th Street, Los Angeles, California 90059. The service area includes portions of Service Planning Area (SPA) 6\* in Los Angeles County and surrounding ZIP codes.

### Martin Luther King, Jr. Community Hospital Service Area

Geographic Area	ZIP Code
Carson	90746, 90747
Compton	90220, 90221, 90222
Gardena	90247, 90248
Huntington Park	90255
Los Angeles	90001, 90002, 90003, 90007, 90008, 90011, 90016, 90018, 90037, 90043, 90044, 90047, 90059, 90061, 90062, 90089
Lynwood	90262
Paramount	90723
South Gate	90280

\*A Service Planning Area is a specific geographic region within Los Angeles County. Due to its large size, the County has been divided into eight geographic areas. These distinct regions allow for the development of public health services targeted to the specific health needs of residents in each area.

## Service Area Map



The population of the MLKCH service area is 1,314,330. Among area residents, 28.9% are children and youth, 62.6% adults, and 8.5% seniors. The service area has a higher percentage of children and young adults than the county. In the MLKCH service area, 68.8% of residents are Hispanic/Latino; 23.9% are African American; 2.9% of the residents are Asian; 2.7% are White; 0.2% are Native Hawaiian/Pacific Islander; 0.1% are American Indian/Alaskan Native; and 1.4% are another race or multiple race/ethnicity.

The hospital service area has nearly twice the rate of poverty than Los Angeles County or the state, with almost a third (30.3%) of the population at or below 100% of the federal poverty level (FPL) compared to 18.4% for the county and 16.4% for California. Among service area adults, ages 25 and older, 42.2% lack a high school diploma—82% higher than the county rate of 23.2%. Forty-three percent of service area adults are high school graduates and 15.1% are college graduates.

## Community Health Needs Identified in the 2017 CHNA

The Community Health Needs Assessment (CHNA) incorporated demographic and health data for the communities served by the hospital. Significant health needs were identified using primary and secondary data collected from a variety of local, county and state sources. In addition, interviews were conducted to gather input from individuals representing the broad interests of the community. Health indicators were considered significant needs when they exceeded benchmark data, specifically county or state rates or Healthy People 2020 objectives. Input from interviews helped us prioritize identified health needs. The following significant health needs were identified through the CHNA:

- Access to Preventive, Primary and Specialty Health Care
- Maternal and Infant Health
- Management of Chronic Health Conditions
- Social Determinants of Health

## Significant Health Needs the Hospital Will Address

### Access to Preventive, Primary and Specialty Care

<b>Priority Health Need:</b> Community residents have inadequate access to a broad range of medical and dental services.
<b>Goal:</b> Increase access to preventive, primary, specialty, and dental health care for medically underserved populations.
<b>Impact:</b> Improved access to health care providers will help residents prevent and manage their health and health conditions.

Programs and Strategies	Partnerships and Collaboration
Provide residents with assistance to enroll in health insurance programs.	Health Advocates, County of Los Angeles Department of Social Services
Help residents connect with healthcare providers and establish medical homes.	MLK Community Medical Group, MLKCH Know Your Basics, a program offering health screening and education in public gathering places such as farmers markets, shopping malls, barbershops and beauty parlors.

Provide transportation assistance to connect patients to medical providers.	Local public and private transportation providers
Develop facilities, staffing and infrastructure to help physicians and dentists establish new practices in South Los Angeles.	County of Los Angeles, MLK Community Medical Group, other community providers
Provide free and discounted healthcare services through the hospital's charity care policy.	MLKCH patient access and financial staff

## Maternal and Infant Health

<b>Priority Health Need:</b> Poor healthcare access and social challenges are associated with a high prevalence of poor birth outcomes.
<b>Goal:</b> Improve birth outcomes and infant health
<b>Impact:</b> Decreased premature births and infant mortality, decreased low birth weight and premature births, increased rate of breastfeeding among new mothers

Programs and Strategies	Partnerships and Collaboration
Expand availability of prenatal care, education and resources for expectant mothers.	MLK Community Medical Group, Planned Parenthood, community health centers
Increase access to medical specialists in maternal and infant health.	Millers Children's and Women's Hospital, MLK Community Medical Group, community based perinatologists
Achieve Baby Friendly accreditation from the World Health Organization.	UNICEF/ World Health Organization Baby Friendly Hospital Initiative
Provide home and community-based post-delivery support services for new mothers.	Welcome Baby, Women, Infants and Children, Mothers Nutritional Center
Increase availability of family planning and contraceptive services.	Eisner Pediatric and Family Medical Center, Planned Parenthood, MLK Community Medical Group, other community providers

## Management of Chronic Health Conditions

### Chronic Disease Management

<b>Priority Health Need:</b> High prevalence of poorly managed chronic diseases resulting in bad health outcomes
<b>Goal:</b> Improve management of chronic diseases to reduce complications and disabilities.
<b>Impact:</b> Reduced morbidity and mortality associated with chronic diseases

Programs and Strategies	Partnerships and Collaboration
Provide screenings, education and peer support.	MLKCH Know Your Basics, MLK Community Medical Group, Partners in Care, disease advocacy organizations
Expand access to medical specialists.	MLK Community Medical Group, telehealth providers
Create comprehensive centers of excellence for treating patients with chronic diseases.	MLK Community Medical Group, community providers
Expand data sharing with community providers to support better care coordination.	MLK Outpatient Center, medical groups, and other community health providers

### Overweight and Obesity

<b>Priority Health Need:</b> High prevalence of overweight and obesity
<b>Goal:</b> Empower and encourage residents to maintain healthier weights by eating healthy and engaging in physical activity.
<b>Impact:</b> Reduced rates of overweight and obesity related health conditions



Programs and Strategies	Partnerships and Collaboration
Provide community education on the health impact of overweight and obesity, weight management, nutrition, and exercise.	MLKCH Know Your Basics, community providers, MLK Campus Farmers Market
Encourage youth to adopt healthy eating and exercise.	MLKCH You Can, community schools
Support community efforts to introduce healthy, affordable food to the South Los Angeles community.	Potential partners include Every Table, Groceryships, stores, and restaurants
Promote the MLK Campus Farmers Market as a source of fresh produce in South Los Angeles.	MLK Campus Farmers Market, Martin Luther King, Jr. Community Outpatient Center, County of Los Angeles
Provide and model healthy food choices in the MLKCH Cafeteria.	Sodexo, MLKCH Food and Nutritional Services team, dietician and staff

## Social Determinants of Health

### Care and Service Coordination for the Homeless

<b>Priority Health Need:</b> High and growing prevalence of homeless individuals with poorly managed health conditions
<b>Goal:</b> Help homeless individuals access housing and other social services so they can stabilize and better manage their health.
<b>Impact:</b> Housing affords increased access to healthcare, improved self-management, and enhanced quality of life

Programs and Strategies	Partnerships and Collaboration
Help homeless individuals access housing, food, social services and support available through Measure H and other public initiatives.	Homeless Outreach Program Integrated Care System, Watts Labor Community Action Committee, Southern California Health and Rehabilitation Program, Coordinated Entry System, Habitat for Humanity
Support and coordinate with a homeless outreach team on the Martin Luther King, Jr. Medical Campus to engage and connect homeless individuals with supportive housing and healthcare providers.	SPA 6 Homeless Coalition, Homeless Outreach Program Integrated Care System, Coordinated Entry System, Habitat for Humanity, MLKCH Homeless Liaison

Expand placement options for homeless patients.	Temporary housing and post-acute care providers
Provide case management and support for newly housed homeless individuals.	Intensive Case Management Services
Provide clothing and toiletries for homeless patients.	MLKCH social workers
Advocate for the homeless to increase understanding of their needs and support policies and programs to protect them and increase access to permanent housing.	MLKCH Homeless Liaison, Los Angeles Homeless Services Authority, local elected officials, community organizations

### Physical Environment

<b>Priority Health Need:</b> Lack of green space, high pollution, and high crime rates impact residents' health and ability to pursue healthy activities.
<b>Goal:</b> Promote environmental safety in our community.
<b>Impact:</b> Increased safe areas for residents to live and exercise

Programs and Strategies	Partnerships and Collaboration
Support community efforts to create and maintain a safer environment.	Housing Authority of the City of Los Angeles, Residence Advisory Councils for Jordan Downs, Nickerson Court and Imperial Gardens, Watts Gang Task Force, Watts Community Council, elected officials, clergy, Los Angeles County Sheriff's Department

### Evaluation of Impact

We will establish metrics to measure progress toward each goal. An evaluation of the impact of the hospital's performance toward addressing these significant health needs will be reported in the next scheduled Community Health Needs Assessment.

## Needs the Hospital Will Not Address

MLKCH is committed to improving the health of our community and to addressing the significant health needs identified in the 2017 CHNA. These needs are grouped into four broad categories: access to preventive, primary and secondary health care, management of chronic health conditions, maternal and infant health, and social determinants of health.

We will continue to identify additional services and collaborate with partners in the community to address these issues and others that may arise as the needs of our community evolve.

## More Information

Please reference the Martin Luther King, Jr. Community Health Needs Assessment (CHNA) 2017 for more information on significant health needs, community profile and the primary and secondary data sources utilized to identify those needs. After November 30, 2017, please reference Martin Luther King, Jr. Community Hospital's Community Benefit Report and Plan 2017 which will be reported to the California Office of Statewide Health Planning and Development. Both reports will be found on the hospital's website: [www.mlkch.org](http://www.mlkch.org).

## Non-discrimination Policy

Martin Luther King, Jr. Community Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Martin Luther King, Jr. Community Hospital does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Martin Luther King, Jr. Community Hospital:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Jerry Stockstill, Patient Experience Manager, at (424) 338-8583.

If you believe that Martin Luther King, Jr. has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Department of Quality and Risk, 1680 E. 120<sup>th</sup> Street, Los Angeles, CA 90059, (424) 338-8713, 1-800-735-2929 (TTY/VCO/HCO), [info@mlkch.org](mailto:info@mlkch.org).

You can file a grievance in person or by mail. If you need help filing a grievance, Department of Quality and Risk, is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at [https://ocrportal.hhs.gov/ocr/cp/wizard\\_cp.jsf](https://ocrportal.hhs.gov/ocr/cp/wizard_cp.jsf), or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>



# Martin Luther King, Jr. Community Hospital

## Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電  
1-800-854-7784 (TTY: 1-800-735-2929)。

## Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-854-7784 (TTY: 1-800-735-2929).

## Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-854-7784 (TTY: 1-800-735-2929)

## Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-854-7784 (TTY: 1-800-735-2929)번으로 전화해 주십시오.

## Armenian

ՈՒՇԱԴՐՈՒԹՅՈՒՆՆԵՐ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Ձանգահարեք 1-800-854-7784 (TTY (հեռատիպ)՝ 1-800-735-2929)

## Persian

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصترو اریگان بیار شما  
فمهار می باشد. با 1-800-854-7784 (TTY: 1-800-735-2929) تماس بگیرید.

## Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.  
Звоните 1-800-854-7784 (телетайп: 1-800-735-2929).

## Japanese

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-854-7784  
(TTY: 1-800-735-2929) まで、お電話にてご連絡ください。

## Arabic

ملحوظة: إذا كنت تتحدث ذاكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-854-7784  
(رقم هاتف الصم والبكم: 1-800-735-2929)

## Punjabi

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ।  
1-800-854-7784 (TTY: 1-800-735-2929) 'ਤੇ ਕਾਲ ਕਰੋ।



### Mon-Khmer, Cambodian

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, លេខជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ  
1-800-854-7784 (TTY: 1-800-735-2929)។

### Hmong

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-800-854-7784 (TTY: 1-800-735-2929).

### Hindi

ध्यान द : य द आप हदी बोलते ह तो आपके िलए मुफ्त म भाषा सहायता सेवाएं उपलब्ध ह। 1-800-854-7784 (TTY: 1-800-735-2929) पर कॉल कर ।

### Thai

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-854-7784 (TTY: 1-800-735-2929).