



2013 Community Health Needs Assessment Implementation Strategy

Santa Monica-UCLA Medical Center
and Orthopaedic Hospital



2013 Community Health Needs Assessment Implementation Strategy

The UCLA Health System is comprised of the UCLA Hospital System and the UCLA Faculty Practice Group (FPG). The UCLA Hospital System consists of three licensed hospitals: Ronald Reagan UCLA Medical Center (RUMC), Resnick Neuropsychiatric Hospital at UCLA (RNPH), and Santa Monica-UCLA Medical Center and Orthopaedic Hospital (SMH). The FPG is a provider organization comprised of eligible clinical faculty members from the David Geffen School of Medicine (DGSOM) that provides a structure, including policies and processes to support the clinical practices. DGSOM clinical faculty inpatient activity primarily occurs at the three UCLA Health System licensed hospitals, and it provides patient care through its seventeen clinical departments.

The UCLA Health System is an important healthcare resource for the almost 660,000 residents residing within the immediate service area defined in the 2013 Community Health Needs Assessment (CHNA). To truly improve health through solutions that address social, cultural, and biological determinants of health, UCLA faculty, researchers and students recognize the need to partner directly with their communities. For this reason, community engagement – along with teaching, patient care, and research – is among the core missions of the UCLA Health System and DGSOM.

The 2013 Community Health Needs Assessment is available on the same website as this Implementation Strategy.

The significant priority health needs identified through the 2013 CHNA fall into the following broad categories:

- Access to health care,
- Health promotion and disease prevention,
- Management of chronic health conditions,
- Mental health disorders, and
- Substance abuse and addiction.

For each of the broad categories, the CHNA also identified targeted health needs, which are described in more detail on the following page and throughout this implementation strategy.

In addition to these priority health needs, the CHNA identified the following social issues:

- Aging population,
- Homelessness, and
- Dental care.

UCLA initiatives to address these social issues are also discussed in this implementation strategy.

UCLA developed its implementation strategy for investments in improving the health and well-being of the community based on:

- The significant priority health needs identified, which synthesized both primary and secondary data, and
- A review of UCLA's current and ongoing community health improvement initiatives.

Significant Priority Health Needs and Social Issues

Access to Health Care page 3	• Having medical insurance (persons under age 65)
	• Having a usual source of ongoing care (all ages)
	• Experiencing delays in getting needed medical care (all ages)
	• Experiencing delays in getting prescription medications (all ages)

Health Promotion and Disease Prevention page 8	• Adult cigarette smoking
	• Seniors who received a flu shot in the past year
	• Seniors ever diagnosed with high blood pressure
	• Physical activity programs for children, teens, and adults
	• Health screening for cardiovascular risk, diabetes, and HIV testing

Management of Chronic Conditions page 12	• Asthma	• Heart Disease
	• Cancer	• Obesity
	• Diabetes	

Mental Health Disorders page 17	• Anxiety	• Psychotic disorders
	• Bipolar disorders	• Schizophrenia
	• Depression	• Suicide ideation among students
	• Mood disorders	

The specific substances identified are:

Substance Abuse and Addiction page 17	• Alcohol	• Methamphetamines
	• Crack cocaine	• Newer street drugs
	• IV drugs	• Prescription drugs for pain
	• Marijuana	• Stimulants

Many individuals with substance abuse and addiction problems also have mental health issues.

Social Issues page 18	• Aging population
	• Dental Care
	• Homelessness

If we are addressing the health need, we included the following information: the relevant action(s) to address the health need, anticipated impact of each action, plan to evaluate such impact, hospital committed program(s)/resource(s), and planned collaboration(s) between the hospital and other organizations.

If we are not addressing the health need, we included the reason for not addressing the issue.

**Significant Priority Health Need:
Access to Health Care**

The specific health needs identified under access to health care are:

- Having medical insurance (persons under age 65),
- Having a usual source of ongoing care (all ages),
- Experiencing delays in getting needed medical care (all ages), and
- Experiencing delays in getting prescription medications (all ages).

Health Needs:

- **Having medical insurance (persons under age 65)**
- **Having a usual source of ongoing care (all ages)**
- **Experiencing delays in getting needed medical care (all ages)**

Action	<p>The Venice Family Clinic (VFC) Uninsured Cohort pilot program was developed to improve access to specific UCLA outpatient subspecialty services – Gastroenterology, Neurology, Ophthalmology, Orthopedics, Podiatry, Rheumatology, Surgery (General), and Urology – and hospitalizations to a cohort of up to 1,200 uninsured, adult patients utilizing the VFC’s Irma Colen Health Center as their medical home.</p> <p>Enrolled adults are assigned to one of three VFC Irma Colen Health Center primary care physicians (PCPs) who are responsible for managing their patients’ health care needs. If an enrolled patient needs to be hospitalized, UCLA hospitalists will manage the inpatient care and communicate/coordinate the patient’s transition to the outpatient setting with the appropriate VFC Irma Colen Health Center PCP.</p>
Anticipated Impact	<p>Improved access to needed medical care for a previously uninsured population will result in an improvement to the patient’s overall experience of care and improve the health of this population.</p> <p>The pilot will also improve the coordination of care and likely lower healthcare costs over a five-year period. The PCP access should reduce unnecessary emergency department use.</p> <p>UCLA will be taking a previously uninsured group and treating them as if they have insurance coverage. These processes will be essential to learn as more previously uninsured patients come into the United States healthcare system under the PPACA.</p>
Plan to Evaluate Impact	<p>UCLA and VFC will jointly be responsible for evaluation of the program to determine whether the pilot has longer-term implementation feasibility. The evaluation will be organized around the following domains: 1. Access; 2. Costs; 3. Care coordination; and 4. Patient compliance.</p>
Hospital Committed Program(s) and Resource(s)	<p>See planned collaborations for more details regarding hospital committed programs and resources.</p>

Health Needs:

- **Having medical insurance (persons under age 65)**
- **Having a usual source of ongoing care (all ages)**
- **Experiencing delays in getting needed medical care (all ages)**

Planned Collaboration(s)	UCLA and VFC will build the necessary processes, systems, and infrastructure. VFC PCPs and UCLA Subspecialists will be required to meet a new standard of care that provides increased emphasis on primary and preventive care, improved coordination of care and management of chronic diseases, improved communication with patients – including patient reminders for check-ups and screenings, improved patient satisfaction, the use of information technology/electronic health record, and adhering to quality and safety standards.
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Health Needs:

- **Having Medical Insurance (persons under age 65)**
- **Usual source of ongoing care (all ages)**

Action	<p>The Mobile Clinic Project (MCP) at UCLA aims to improve the health outcomes and quality of life of the homeless and other vulnerable populations in the greater Los Angeles area by connecting clients to the existing continuum of care through direct medical care, health promotion and disease prevention activities, legal advocacy and referrals to health and social services.</p> <p>MCP is run by students with oversight from attending physicians from a variety of medical specialties who work on-site to ensure that clients receive the best care possible. Volunteers record medical histories, provide treatment or referrals, dispense medication and supplies and help clients with social or legal issues. Services range from basic check-ups and disease prevention and education to treatment of cuts, infections, coughs, etc.</p> <p>MCP operates at three sites in Santa Monica, including a homeless shelter and a mental health center. The Reproductive Health Outreach Project operates out of Common Ground, an HIV testing and treatment center and educates clients about responsible sexual and reproductive health issues.</p> <p>MCP offers a variety of basic medical help such as:</p> <ul style="list-style-type: none"> • Acute care (Cuts & bruises, colds & flues, fungal infections, coughs, and general pain), • Basic check-ups (include taking medical histories and measurement of vital signs) • Resource information and referrals (info & referrals to health/social service providers) • Dental exam, evaluation, education & referral (Common Ground only) • Preventive care (providing sunscreen, toothbrushes, soap, condoms & hygiene products) • Health education (includes STDs, hepatitis, TB, high blood pressure, cholesterol) <p>Some of the most common health complaints seen by MCP include: foot problems, joint problems, dental problems, inadequate nutrition, gastrointestinal diseases, HIV, STDs and other infectious diseases, urinary tract problems, respiratory problems, skin disorders, vision problems, and chronic health conditions such as:</p>
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Health Needs:

- **Having Medical Insurance (persons under age 65)**
- **Usual source of ongoing care (all ages)**

	<p>hypertension, diabetes, arthritis, and back pain.</p> <p>Many of the social scenarios that MCP tackles and attempts to remedy are: mental health, substance abuse problems, gender-based violence, and domestic abuse.</p> <p>For more information, please visit: http://www.mcp.ucla.edu/</p>
Anticipated Impact	MCP aims to improve the health outcomes and quality of life of the homeless and other vulnerable populations in the greater Los Angeles area by connecting clients to the existing continuum of care through direct medical care, health promotion and disease prevention activities, legal advocacy and referrals to health and social services.
Plan to Evaluate Impact	We will continue to track program participation and outcomes regularly.
Hospital Committed Program(s) and Resource(s)	MCP has a number of attending physicians from a variety of medical specialties work on-site to ensure that clients receive the best care possible. These doctors regularly oversee clinic and act as supervisors and mentors to MCP's large body of medical students.
Planned Collaboration(s)	The project includes students from UCLA's schools of Medicine, Public Health, Law, and Letters and Science.

Health Needs:

- **Having Medical Insurance (persons under age 65)**
- **Usual source of ongoing care (all ages)**

Action	<p>The UCLA Mobile Eye Clinic provides high-quality eye care to underserved populations – particularly children and the elderly – who lack access to health care as a result of finances, transportation problems or cultural and language barriers.</p> <p>The UCLA Mobile Eye Clinic and its staff of ophthalmologists, ophthalmology residents, technicians and volunteers make weekly visits to Southern California community locations including public and private schools, free clinics, social services agencies working with abused and foster children, low-income families and the homeless.</p> <p>Ophthalmologists perform basic eye examinations to determine the need for prescriptive lenses and to rule out the need for further treatment of any eye condition or disease.</p> <p>For more information, please visit: http://www.jsei.org/About/about_comm_eyeclinic.htm</p>
Anticipated Impact	In a typical year, 4,000 children and 1,000 adults are examined free of charge. An additional 1,500 people receive vision and glaucoma screenings at health fairs and 400 underserved children are given free prescription eyeglasses.
Plan to Evaluate Impact	We will continue to track program participation and outcomes regularly.

Health Needs:

- **Having Medical Insurance (persons under age 65)**
- **Usual source of ongoing care (all ages)**

Hospital Committed Program(s) and Resource(s)	The UCLA Mobile Eye Clinic is an outreach program of the Jules Stein Eye Institute, which is part of the DGSOM – staff include ophthalmologists, ophthalmology residents, technicians and volunteers.
Planned Collaboration(s)	Please see Action for information on the community locations that the UCLA Mobile Eye Clinic visits.

Health Need: Experiencing delays in getting needed medical care (all ages)

Action	UCLA is starting a Same Day Access initiative which offers any patient with non-urgent needs the option to be seen by a physician or caregiver on the same day – this will apply to both primary care consultations and visits to any specialist.
Anticipated Impact	This initiative will encourage patients to see a physician sooner rather than later to treat their health needs. Patients will likely be much more satisfied by having immediate access to UCLA physicians.
Plan to Evaluate Impact	Establishment of metrics to track monthly (3rd available appointment, cancellation, productivity, wait times, time from scheduled to seen) and dashboards will be forwarded to each practice on a monthly basis. A review of the metrics and improvement will be discussed at monthly meetings. For any areas which need further help, the FPG will provide resources and staff to help reach our goals.
Hospital Committed Program(s) and Resource(s)	The FPG is willing to devote necessary resources and staffing to ensure the Same Day Access initiative is a success.
Planned Collaboration(s)	While we are just starting this initiative and have not reached out to other organizations, we may be interested in working with other organizations to help improve access in our community.

Health Need: Experiencing delays in getting prescription medications (all ages)

<p>Reason for not addressing</p>	<p>We do not have enough information to determine the root cause of the delays in getting prescription medications in the service area defined in the 2013 CHNA. Depending on the root cause – whether pharmaceutical drug shortage, lack of convenience or high pharmaceutical costs – we may be able to develop targeted initiatives in an attempt to address this issue. However, since we are uncertain of our ability to impact this issue, we have identified this problem as a lower priority health need for UCLA Health System to address.</p> <p>At selected UCLA Health System primary care practices, we are piloting a “Managing Your Medication for Education and Daily Support” (MYMEDS) program to include a new team member – a clinical pharmacist – to the patient care team because many diabetes patients face challenges with keeping up with all their medications. The program consists of one-on-one consultations with a clinical pharmacist designed to educate patients about chronic medications, reduce medication side effects, and reduce costs by identifying equally effective but lower cost alternatives on medication adherence. The pharmacist will also help patients understand why they are taking their medications and address any questions or issues they may have with their medications. Expanding the care team to include a clinical pharmacist, accompanied by enhanced electronic communication between the pharmacist and doctors, is likely to greatly improve adherence to medications and may improve the health of patients with diabetes.</p>
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**Significant Priority Health Need:
Health Promotion and Disease Prevention**

The specific health needs identified under health promotion and disease prevention are:

- Adult cigarette smoking,
- Seniors who received a flu shot in the past year,
- Seniors ever diagnosed with high blood pressure,
- Physical activity programs for children, teens, and adults, and
- Health screening for
 - Cardiovascular risk
 - Diabetes, and
 - HIV testing.

Health Need: Adult cigarette smoking

Action	<p>We have attempted to address cigarette smoking for the immediate UCLA campus to determine what resources are required and what actions need to be taken to be successful. UCLA Health System and the UCLA Health Sciences implemented a policy establishing a smoke-free environment throughout the indoor and outdoor areas of the hospitals and health-sciences campuses effective November 16, 2011. The areas affected by this policy include RUMC, UCLA Medical Plaza, UCLA Medical Center, SMH, Tiverton House, DGSOM, and the Schools of Nursing, Dentistry and Public Health, as well as some areas of The UCLA College.</p> <p>The entire UCLA campus went completely tobacco-free less than 18 months later, on Earth Day 2013 (April 22, 2013) – the policy bars the use of cigarettes, cigars, chewing tobacco and all other tobacco products, as well as electronic cigarettes, indoors or outdoors on UCLA's campus and at sites owned or fully leased by the university.</p> <p>The UCLA Smoke-Free Resource Center provides updated information about the health risks of smoking and ways to stop smoking. This information is available for all members of the UCLA healthcare community to assist patients, families, visitors and staff who are impacted by smoking. Staff and faculty can also contact their provider or benefits office for smoking cessation programs and pharmacy benefits.</p> <p>For more information, please visit: http://www.uclahealth.org/smokefree</p>
Anticipated Impact	<p>These policies are expected to save lives by reducing tobacco-related deaths and diseases.</p> <p>Tobacco use and exposure to secondhand smoke are the leading causes of preventable death in the United States and research has shown that people are more likely to quit in a tobacco free environment.</p>
Plan to Evaluate Impact	The UCLA campus will continue to enforce the tobacco-free policies.
Hospital Committed Program(s) and Resource(s)	Please see Planned Collaboration(s).

Health Need: Adult cigarette smoking

Planned Collaboration(s)	The entire UCLA campus, including UCLA Health System, is committed to this program.
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Health Need: Adult cigarette smoking

Action	<p>UCLA Health System currently offers the American Lung Association Freedom From Smoking Program, which is an 8-week series of sessions, focused on lifestyle and behavior modification.</p> <p>The program includes an actual “quit” day, and program participants support each other through the process. The program can be combined with medication administration to facilitate the quitting process. The program is offered to patients, public, and health system employees.</p> <p>For more information, please visit: http://www.lung.med.ucla.edu/clinicalprog/scp.htm</p>
Anticipated Impact	There have been over 100 participants since starting the program in 2006. 19 participants in the past year; 4 UCLA employees, 5 court-ordered minors.
Plan to Evaluate Impact	We will continue to track program participation and outcomes quarterly, and report through the health system quality assurance process.
Hospital Committed Program(s) and Resource(s)	The health system funds operation of this program, including staff, materials, and ongoing accreditation.
Planned Collaboration(s)	There is current collaboration with SMH, UCLA Campus, the American Lung Association, and UCLA Health 50 Plus. The program is also promoted by Anthem Blue Cross as a resource for employees.

Health Need: Seniors ever diagnosed with high blood pressure

Action	<p>At general health fairs/community events as well as at senior health fairs, UCLA Health System staff often provides blood pressure checks.</p> <p>Additionally, UCLA annually holds a health seminar, called “Ups and Downs of Blood Pressure”. In 2011 and 2012, 45 and 39 people attended this health seminar at the Santa Monica Family YMCA and Sunrise of Santa Monica, respectively.</p>
Anticipated Impact	If a community member has high blood pressure, the staff at the health fair/community event provides recommendations for next steps to manage this clinical condition.
Plan to Evaluate Impact	We will continue to track health seminar attendance and provide blood pressure checks at health fairs/community events.
Hospital Committed Program(s) and Resource(s)	UCLA has committed the staff to attend the health fairs and perform the blood pressure checks. UCLA has also committed the staff to speak to the community in the health seminar.
Planned Collaboration(s)	Because the health fairs/community events are usually not organized by UCLA, they are all collaborative efforts.

Health Need: Seniors who received a flu shot in the past year

Action	UCLA provides an annual community flu shot clinic in October.
Anticipated Impact	In 2011, 260 shots were given in Santa Monica. In 2012, 245 shots were provided at Santa Monica Public Library. The October 2013 scheduled flu shot clinics are on various dates throughout Santa Monica and West Los Angeles.
Plan to Evaluate Impact	We will continue to track flu shot clinic attendance to determine whether any modifications should be made in future years.
Hospital Committed Program(s) and Resource(s)	In 2013, the flu shot clinics are being offered at the UCLA Urgent Care Centers on specific dates.
Planned Collaboration(s)	We have not reached out to other organizations to collaborate on the flu shot clinic, but we may be interested in working with other organizations in the future to help improve access in our community.

Health Need: Physical activity programs for Adults

Action	Westside Walkers is a free mall walking program where participants walk indoors in the safety and security of Westside Pavilion. For more information, please visit: http://www.uclahealth.org/body.cfm?id=183
Anticipated Impact	Walking offers many benefits, which include: stronger heart and lungs, increased muscular strength and endurance, greater bone strength, helping prevent osteoporosis and bone fractures, feeling more energetic, feeling less stressed, feeling better overall and sleeping better, improved balance, better weight management, and this program offers an opportunity to meet new friends.
Plan to Evaluate Impact	We will continue to track program participation regularly.
Hospital Committed Program(s) and Resource(s)	Westside Walkers is part of the UCLA Health 50 Plus free membership program.
Planned Collaboration(s)	Westside Walkers is sponsored by UCLA Health System, OASIS and Westside Pavilion.

Health Need: Physical activity programs for Children and Teens

Action	<p>UCLA Fit for Healthy Weight Clinic sees children who are overweight or obese (BMI percentile over 85%) and who have not been able to lower their BMI with help from their primary care provider.</p> <p>The UCLA Fit for Healthy Weight Clinic is staffed by a multidisciplinary team, composed of a pediatrician specializing in nutrition, a psychologist, and a dietitian. Patients and their families enjoy the benefit of seeing all three providers at every appointment. After an initial evaluation, a treatment plan is made with appropriate phone and/or clinic follow up. Pediatric subspecialists and a weight-loss surgeon are also available as needed.</p> <p>The UCLA Fit for Healthy Weight Clinic is piloting a program with satellite clinics from VFC (Simms Mann Telemedicine Fit Clinic) and Los Angeles Unified School District (LAUSD) to offer consultation with the Fit for Healthy Weight Clinic using telemedicine technology.</p>
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Health Need: Physical activity programs for Children and Teens

	For more information, please visit: http://fitprogram.ucla.edu/
Anticipated Impact	The goal is to provide comprehensive care to prevent and manage overweight and obesity among children and adolescents.
Plan to Evaluate Impact	We will continue to solicit patient feedback and track program participation and outcomes regularly.
Hospital Committed Program(s) and Resource(s)	<p>We work both in the community to prevent/reduce child obesity and at UCLA with our multidisciplinary team comprised of a general pediatrician, medical and surgical subspecialists, dietitian and a psychologist/psychiatrist.</p> <p>This project received support from the UCLA Department of Pediatrics, UCLA Patient Referral Services, UCLA Appointment Center, Venice Family Clinic IT support and program coordinators, and the newly-created telehealth support team within the UCLA Health System.</p>
Planned Collaboration(s)	The telemedicine consultation is in collaboration with satellite clinics from VFC (Simms Mann Telemedicine Fit Clinic) and LAUSD.

Health Need: Health Screening for Cardiovascular risk

Reason for not addressing	<p>At general health fairs/community events as well as at senior health fairs, we have sponsored booths on cardiac health and risk factors. Additionally, we hold health seminars related to heart failure and heart disease.</p> <p>We are in the process of identifying effective interventions that can address health screening for cardiovascular risk as well as management of heart disease as a chronic health condition.</p>
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Health Need: Health Screening for Diabetes

Reason for not addressing	<p>UCLA Health System entered into a clinical affiliation with MinuteClinic, the retail health care division of CVS Caremark, in Los Angeles County in 2012. MinuteClinic offers diabetes screenings. For more information, please visit: http://www.minuteclinic.com/services/wellnessandprevention/healthscreeningpackage/diabetesscreening/glucose/</p> <p>We are in the process of identifying effective interventions that can address health screening for diabetes.</p>
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Health Need: Health Screening for HIV Testing

Reason for not addressing	<p>UCLA Health System is not addressing this health need because other organizations in the community are already addressing the need.</p> <p>A search on http://hivtest.cdc.gov/ on 6/24/13 identified 21 organizations providing HIV testing within a 10 mile radius of SMH and 37 within a ten mile radius of RUMC, some of which provide the HIV testing for free.</p>
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**Significant Priority Health Need:
Management of Chronic Health Conditions**

The specific health needs identified under management of chronic conditions are:

- Asthma,
- Cancer,
- Diabetes,
- Heart Disease, and
- Obesity.

Health Need: Asthma

Action	<p>Breathmobiles are asthma clinics on wheels, traveling to schools to provide free asthma diagnosis, education, treatment and medications to high-risk children with asthma and for those who are unable to keep regular visits with an asthma specialist. UCLA is a designated provider for a Breathmobile in Los Angeles County.</p> <p>Each Breathmobile visits approximately 25 school sites, concentrating on low-income, uninsured youngsters who usually receive medical care in emergency rooms. The clinic returns every 6-8 weeks to provide continuous asthma care.</p>
Anticipated Impact	<p>The Breathmobile program has proven to be an efficient model in shifting patients from episodic care to preventative care.</p> <p>Evaluation studies estimate that those who visit the Breathmobile experience fewer emergency visits, improved pulmonary function, less school absenteeism, and improved quality of life. Patients with mild and moderate asthma appear to have control over the ailment after only two or three visits.</p>
Plan to Evaluate Impact	We will continue to track program participation and outcomes regularly.
Hospital Committed Program(s) and Resource(s)	The UCLA Breathmobile is staffed by a physician, registered nurse, patient-service worker and a coordinator/driver who manages the logistics of visits.
Planned Collaboration(s)	Mattel Children's Hospital UCLA, which is a "hospital-within-a-hospital," located on the third and fifth floors of RUMC, is one of 11 sponsors of a Breathmobile, which was developed by the California Chapter of the Asthma & Allergy Foundation of America (AAAFA)

Health Need: Cancer

Action	<p>UCLA Health System provides current cancer care information for patients diagnosed with cancer. The Simms/Mann – UCLA Center for Integrative Oncology, which is part of UCLA's Jonsson Comprehensive Cancer Center and UCLA Oncology, started the Insights into Cancer Lecture Series in 1994; since then, it has been delivering monthly lectures for individuals with cancer. The topics range from updates on specific types of cancer to traditional Western medicine to complementary approaches, mind-body healing and other coping techniques.</p> <p>For more information, please visit: http://www.simmsmanncenter.ucla.edu/insights/insights.asp</p>
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Health Need: Cancer

Anticipated Impact	The goal of this lecture series is to provide accurate and reliable information to patients from a variety of perspectives about cancer and the experience of living with cancer, now and beyond. No one should face cancer and its treatments without information based on the current state of knowledge and understanding.
Plan to Evaluate Impact	Feedback is solicited at every lecture – attendees can provide feedback on the topic and speaker as well as suggest future topics. Additionally, attendance is reviewed regularly to repeat those topics with large interest.
Hospital Committed Program(s) and Resource(s)	Please see Planned Collaboration(s).
Planned Collaboration(s)	The lectures are delivered by leading professionals in their fields, many of whom are faculty members at UCLA.

Health Need: Cancer

Action	<p>In addition to be a source of current cancer treatment information, UCLA Health System provides group support to cancer patients and their family members. The Simms/Mann – UCLA Center for Integrative Oncology, which is part of UCLA's Jonsson Comprehensive Cancer Center and UCLA Oncology, has many groups available that provide both patients and their family members with educational, healing and support opportunities. Many people find great value in being part of a group led by an experienced professional. Since each person has somewhat different needs, we offer a variety of groups that offer healing and support. Our groups include a variety of mind/body and healing techniques along with opportunities for expression.</p> <p>Groups for support and healing are available without cost to patients and family members. These operate on a donation basis.</p> <p>For more information, please visit: http://www.simmsmanncenter.ucla.edu/groups/groups.asp</p>
Anticipated Impact	There is a significant body of research that indicates that group experiences can help patients to live fully after a cancer diagnosis and increase quality of life. Research supports what patients and family members have shared; groups can help to reduce anxiety and depression while optimizing psychological well-being and enhancing people's ability to actively cope with cancer.
Plan to Evaluate Impact	A few times a year, evaluation forms are distributed to attendees of groups and reviewed to ensure the groups are beneficial to the participants.
Hospital Committed Program(s) and Resource(s)	See Planned Collaboration(s).
Planned Collaboration(s)	We provide the group sessions in collaboration with a variety of different facilitators, and their relationships with the Center vary. Additionally, some groups are co-sponsored by other organizations, such as the American Cancer Society.

Health Need: Breast Cancer

<p>Action</p>	<p>In addition to providing both cancer care information and group support, UCLA Health System also provides survivorship activities through the UCLA-LIVESTRONG™ Survivorship Center of Excellence at UCLA's Jonsson Comprehensive Cancer Center. The Young Breast Cancer Survivorship (YBCS) program is dedicated to identifying support services in the Los Angeles region for young women survivors of breast cancer (ages 21-45 at diagnosis).</p> <p>Specifically, Life After Breast Cancer is a one-time psycho-social workshop to assist young breast cancer survivors to transition to healthy psychological survivorship. It is limited to 6 participants per workshop and lasts a full weekend day (9 am – 4:30 pm).</p> <p>For more information, please visit: http://www.cancer.ucla.edu/ybcs</p>
<p>Anticipated Impact</p>	<p>The YBCS program seeks to enhance outcomes for young breast cancer survivors in the Los Angeles County region by helping to coordinate services that will be tailored to this unique population and its unique needs.</p> <p>Life After Breast Cancer was established in December 2012 and has held 3 workshops so far with attendees representing a cross-section of the community. Three more workshops are anticipated in the pilot phase of this project.</p>
<p>Plan to Evaluate Impact</p>	<p>Pre- and post-evaluations are distributed to workshop participants to assess how useful, relevant, whether the workshop targeted their needs appropriately, and if it was useful in approaching their daily lives in the future. Current feedback has been very positive.</p>
<p>Hospital Committed Program(s) and Resource(s)</p>	<p>The Young Breast Cancer Survivorship (YBCS) program is a component of the UCLA-LIVESTRONG™ Survivorship Center of Excellence.</p>
<p>Planned Collaboration(s)</p>	<p>We are developing psychosocial services and educational services/resources for community members via our partnerships with Torrance Memorial Medical Center's Cancer Resource Center, UCLA-Olive View Medical Center's AVON Cares for Life program, and the Simms Mann Integrative Oncology Center at UCLA. We are collaborating with community organizations to disseminate information about these services. The website (in development) will serve as a resource center for information, education, psychosocial support, and linkages to services in the Los Angeles region that are focused on young breast cancer survivors.</p>

Health Need: Diabetes

Action	UCLA offers diabetes self-management education (DSME), one-on-one counseling, free talks in the community, participation in health fairs, and expansion of our programs to other offices and facilities
Anticipated Impact	All of the actions listed will assist with decreasing health care costs by improving diabetes self-management knowledge and skills in order to facilitate behavior change, with an ultimate reduction in A1c and diabetes related complications.
Plan to Evaluate Impact	The diabetes self-management program is evaluated yearly as part of the requirement of ADA recognition. In addition, we conduct CQI projects in order to improve program performance and outcomes.
Hospital Committed Program(s) and Resource(s)	Our DSME program is a hospital-based program. The Gonda Diabetes Center uses a team approach with diabetes nurse educators, dietitians, and physicians to help care of the patients we see.
Planned Collaboration(s)	The DSME program is an American Diabetes Association recognized program.

Health Need: Diabetes

Action	<p>The Strong on Insulin™ group meets every other month for individuals with Type I Diabetes. There may also be other outings and events scheduled on the weekend as part of the group's activities.</p> <p>Notice about the meetings is posted on the UCLA Gonda Diabetes website, on the Strong on Insulin Facebook page, by direct email, in the mailings of the Juvenile Diabetes Research Foundation International (JDRFI) as well as on several blogs.</p> <p>The group brings together people with Type 1 diabetes and their significant others in a relaxed and comfortable setting. It provides an environment where people can share their experiences, obtain more information about living with diabetes, learn about new technologies, learn about new findings/research and just have fun.</p> <p>For more information, please visit: http://www.endocrinology.med.ucla.edu/strong_on_insulin.htm </p>
Anticipated Impact	Improve the knowledge and attitudes of individuals with type 1 diabetes
Plan to Evaluate Impact	Feedback is sought at each meeting and by email,
Hospital Committed Program(s) and Resource(s)	This group is led by individuals from the UCLA Gonda Diabetes Center, which is part of DGSOM's Division of Endocrinology, Diabetes & Hypertension.
Planned Collaboration(s)	Strong on Insulin™ routinely has speakers from the community, including trained chefs, personal trainers, and red cross volunteers.

Health Need: Heart Disease

Reason for not addressing	<p>At general health fairs/community events as well as at senior health fairs, we have had booths on cardiac health and risk factors. Additionally, we hold health seminars related to heart failure and heart disease.</p> <p>We are in the process of identifying effective interventions that can address health screening for cardiovascular risk as well as management of heart disease as a chronic health condition.</p>
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Health Need: Obesity

Please see UCLA Fit for Healthy Weight Clinic under Health Promotion and Disease Prevention because it addresses obesity.

**Significant Priority Health Need:
Mental Health Disorders and Substance Abuse and Addiction**

The specific health needs identified under mental health disorders are:

- Anxiety,
- Bipolar disorders,
- Depression,
- Mood disorders,
- Psychotic disorders,
- Schizophrenia, and
- Suicide ideation among students.

The specific substances identified under substance abuse and addiction are:

- Alcohol,
- Crack cocaine,
- IV drugs,
- Marijuana,
- Methamphetamines,
- Newer street drugs,
- Prescription drugs for pain, and
- Stimulants.

Many individuals with substance abuse and addiction problems also have mental health issues.

The UCLA Hospital System consists of three licensed hospitals: Ronald Reagan UCLA Medical Center (RUMC), Resnick Neuropsychiatric Hospital at UCLA (RNPH), and Santa Monica-UCLA Medical Center and Orthopaedic Hospital (SMH). RNPH is the psychiatry teaching facility of the DGSOM and is located on the fourth floor of RUMC.

As part of the UCLA Health System, RUMC and SMH are leveraging and collaborating with RNPH and its psychiatric medical staff to address the mental health disorders and substance abuse issues in the community. Please refer to the 2013 RNPH Community Health Needs and Program Implementation located on this website.

Additionally, please see Mobile Clinic Project under Access to Health Care because it also addresses mental health disorders as well as substance abuse and addiction.

**Significant Priority Health Need:
Social Issues**

The specific health needs identified under social issues are:

- Aging population,
- Dental Care, and
- Homelessness.

Social Issue: Aging Population

Health Needs:

- **Many elderly live on their own, without an adequate support structure in place**
- **Many elderly may not remember or understand physician orders, medications, maintaining health and well-being**

Action	<p>UCLA Health 50 Plus is a specially designed free membership program that helps people age 50 or older maintain a healthy and independent lifestyle through a host of special amenities, including health education, a walking program, free newsletters, resources and referrals to community organizations and neighborhood physicians, caregiver resources, and special programs. Some of the additional membership amenities include: a free yearly flu shot; discount for Freedom from Smoking program; discounts for programs, workshops and classes at the UCLA Mindful Awareness Research Center; special rates for the 4-week UCLA Memory Training Course sponsored by the UCLA Longevity Center; and special rates at Santa Monica Family YMCA, Westside Family YMCA and YWCA Santa Monica/West Side.</p> <p>For more information, please visit: http://www.uclahealth.org/50plus</p>
Anticipated Impact	Help people age 50 or older maintain a healthy and independent lifestyle.
Plan to Evaluate Impact	We will continue to track program participation regularly.
Hospital Committed Program(s) and Resource(s)	This free membership program is offered by UCLA Health System.
Planned Collaboration(s)	Some of the membership amenities are through collaboration with organizations, such as Westside Pavilion, Santa Monica Family YMCA, Westside Family YMCA, and YWCA Santa Monica/West Side.

Social Issue: Aging Population

Health Needs:

- **Many elderly live on their own, without an adequate support structure in place**
- **Many elderly may not remember or understand physician orders, medications, maintaining health and well-being**

Action	UCLA is expanding a new program to provide coordinated, comprehensive, patient and family-centered, and efficient care for approximately 1,000 Medicare and Medicaid beneficiaries with Alzheimer's disease or other forms of dementia.
Anticipated Impact	<p>By training and deploying professional and non-professional workers and unpaid volunteers, expanding a dementia registry, conducting patient needs assessments, and creating individualized dementia care plans, the program is expected to reduce hospitalizations and shorten hospital stays, reduce emergency room visits, and improve patient health, caregiver health, and quality of care with estimated savings of approximately \$6.9 million.</p> <p>Over the three-year period, the program will train an estimated 2500 workers, while creating an estimated 10 new jobs. These workers will include nurse practitioners, who will be trained as dementia care managers. These dementia care managers will in turn help train primary care providers and patient care givers on dementia care.</p>
Plan to Evaluate Impact	UCLA is applying the evaluation criteria requirements of the Centers for Medicare & Medicaid Services (CMS) Innovation Center's Health Care Innovation Awards. The Health Care Innovation Awards are for organizations implementing projects that aim to deliver better health, improved care and lower costs to people enrolled in Medicare, Medicaid, and the Children's Health Insurance Project (CHIP), particularly those with the highest health care needs.
Hospital Committed Program(s) and Resource(s)	UCLA Health System is working with the DGSOM to implement this project.
Planned Collaboration(s)	The project will include the training and deploying professional and non-professional workers and unpaid volunteers.

Social Issue: Homelessness

- **30% chance of getting Hepatitis C**
- **Communicable diseases**
- **Individuals debilitate so much faster**
- **Malnutrition**
- **Wound control**

Action	<p>The Happy Feet Clinic unites UCLA undergraduates and medical students from the PRIME* program at the DGSOM to provide comfort to homeless one foot at a time by setting up podiatry clinics at multiple sites in Los Angeles. These include Ocean Park Community Center in Santa Monica as well as Union Rescue Mission in downtown LA, and New Image Emergency Center in South LA.</p> <p>After documenting a short health history, volunteers wash and clean clients' feet. Under the supervision of a physician or podiatrist, medical students perform a foot exam to screen for the most common foot pathologies. Simple procedures and medications are provided as needed and referrals for more complex situations can be provided. Clients are also provided with a goody bag with supplies to help maintain their foot health. Throughout the entire process, medical students and volunteers provide helpful education about how to maintain good foot health.</p> <p>Happy Feet Clinic is usually held twice a quarter.</p> <p>For more information, please visit: http://www.uclahappyfeetclinic.org/</p> <p><i>* PRIME is a five-year dual-degree program focused on developing leaders in medicine who will address health policy, care and research for the underserved.</i></p>
Anticipated Impact	<p>Some foot ailments are remedied immediately. Often, simple services prevent major problems, including leg amputations.</p> <p>A medical “education station” provides fresh socks, shoes, and other essential foot-care products.</p>
Plan to Evaluate Impact	We will continue to track program participation and outcomes regularly.
Hospital Committed Program(s) and Resource(s)	UCLA podiatrists and UCLA medical students of all backgrounds participate.
Planned Collaboration(s)	By working with existing community resources, Happy Feet brings together undergraduates, medical students, podiatrists, and physicians.

Social Issues: Dental Care and Homelessness

Health Needs:

- **Dental care is separate from health care (including insurance coverage and providers)**
- **Homelessness**
 - a. **30% chance of getting Hepatitis C**
 - b. **Communicable diseases**
 - c. **Individuals debilitate so much faster**
 - d. **Malnutrition**
- **Wound control**

Please see Mobile Clinic Project under Access to Health Care because it also addresses dental care and homeless issues.

Additional Initiatives and Resources

While UCLA Health System has targeted programs towards many of the significant priority health needs identified in the CHNA, there are also other initiatives and resources that address these – and other – health concerns in the community.

Venice Family Clinic

Venice Family Clinic (VFC), the largest free clinic in the nation, provides free, quality health care to more than 25,000 patients a year. The clinic provides primary medical, dental, vision and mental health services to patients at eight sites in Venice, Santa Monica, Mar Vista, Inglewood and Culver City.

Although VFC is a separate non-profit organization with its own Board of Directors, an affiliation agreement with the DGSOM enables VFC to function as an administrative department and clinical program of the medical school. Approximately 150 UCLA residents and faculty members in primary care fields provide more than 4,700 volunteer hours. UCLA donates primary and specialty care services from faculty, residents and/or fellows in the areas of cardiology, dermatology, family medicine, gastroenterology, internal medicine, medicine/pediatrics, neurology, obstetrics/gynecology, ophthalmology, pediatrics, psychiatry, and sports medicine. More than 200 medical students and undergraduate students also volunteer their time.

UCLA also provides in-kind lab and radiology services from DGSOM and SMH and a number of outpatient surgeries per month, as well as emergency room suturing, at SMH.

VFC offers a wide range of comprehensive wellness and education programs including:

- HIV/AIDS prevention and treatment
- Domestic violence screening and intervention
- Nutrition and exercise classes
- Obesity prevention
- Chronic pain and stress management
- Reproductive health education, and
- Child development services

The clinic's Simms/Mann Health and Wellness Center also offers integrative medicine services including acupuncture, chiropractic and osteopathic care.

VFC is a respected and valued training center for 44 programs in the areas of medicine, mental health, social work, nursing, pharmacy, public health and administration and integrative medicine.

For more information, please visit: <http://www.venicefamilyclinic.org/>

MinuteClinic

In 2012, UCLA Health System and MinuteClinic, the retail health care division of CVS Caremark, entered into a clinical affiliation to enhance access to high quality, affordable health care services in Los Angeles County. Under the agreement, UCLA Health System physicians serve as medical directors for 11 MinuteClinic walk-in medical clinics open seven days a week inside select CVS/pharmacy stores in Los Angeles County. The clinics are in the communities of

Agoura, Arcadia, Burbank, Los Angeles (Wellworth Avenue), Manhattan Beach, Marina del Rey, Montrose, Pomona, Reseda, Sherman Oaks and Torrance.

MinuteClinic and UCLA Health System are planning to collaborate on patient education and disease management initiatives and will inform patients of the services each offer. UCLA Health System will provide care to patients who need a level of care that is not provided among MinuteClinic standard services.

MinuteClinic nurse practitioners specialize in family health care and can diagnose, treat and write prescriptions for common illnesses such as strep throat and ear, eye, sinus, bladder and bronchial infections. Minor wounds, abrasions, skin conditions and joint sprains are treated, and common vaccinations such as influenza, tetanus, pneumonia, pertussis and Hepatitis A & B are available at most locations. Walk-in camp, sports and college physicals for adolescents are available daily. In addition, MinuteClinic administers a series of wellness services designed to help consumers identify lifestyle changes needed to improve their current and future health, including screenings and monitoring for diabetes, high blood pressure and high cholesterol.

No appointments are required at MinuteClinic and most health insurance is accepted.

For more information, please visit: <http://www.minuteclinic.com/CA/Los-Angeles/clinics.aspx>

Community Health Programs

UCLA Health System offers community health programs and events in various locations throughout the year to help our community lead healthier lives through wellness education and the prevention of illness and injury.

Topics include, but are not limited to the following: Alzheimer's disease, cancer, diabetes, gout, heart disease, healthcare advice, memory care, midwives, multiple sclerosis, obesity, Parkinsonian disorders, pituitary disorders, plastic surgery, sleep disorders, uterine fibroid, weight gain, and wellness.

In 2011 and 2012, UCLA organized 73 and 66 health seminars, respectively, with attendance ranging from 3 to 140 people. After most of the health seminars, an evaluation form is distributed to the attendees requesting feedback about both the content of the program as well as the speaker. It also asks for other topics of interest and general feedback.

Information about the health seminars is available in *Vital Signs* as well as on our website (<http://www.uclahealth.org/calendar>). Videos from some of the community programs and events are also available on our website at <http://www.uclahealth.org/programvideos>.

Community Events

UCLA Health also participates in general health fairs/community events and senior health fairs, often organized by other community organizations. In 2011 and 2012, UCLA participated in 17 and 13 community events, respectively, with attendance ranging from 20 to thousands.

At the general health fairs/community events, UCLA provides blood pressure checks, Ask the Doctor, diabetes information, varicose vein screenings, pediatricians - general information, geriatricians - general information, and travel medicine information.

At the Senior Health Fairs, UCLA offers blood pressure checks, memory/cognition screenings, depression screenings, nutrition assessments, sleep assessments, fall prevention assessment/home safety, medication assessments/review and sometimes offers carotid artery screenings, foot checks, stroke information, varicose veins screenings.

There is no invasive testing – e.g., blood sugar, cholesterol, HIV testing, etc. – at any of these events.

UCLA Health System Publications and Online Resources

UCLA Health System offers publications and other online resources for consumers highlighting the latest findings in medicine and research.

Vital Signs (<http://www.uclahealth.org/vitalsigns>) is a resource for your health – it is published three times a year to provide consumers with health news they can use. 500,000 households receive this publication and 3,485 subscribe to it via email. From June 1, 2012 through May 31, 2013 there were 208,385 visits to Vital Signs online.

Health Tips for Parents (<http://www.uclahealth.org/healthtips>) is emailed to about 1,000 subscribers. It is published all year long on the 1st of the month (except for July and December) and provides information for parents courtesy of the pediatricians at Mattel Children's Hospital UCLA.

Real Questions (www.uclahealth.org/webcasts) is a video gallery that features answers from UCLA physicians to questions posed by real people about a variety of health and medical conditions.

UCLAMDChat Webinars (www.uclahealth.org/UCLAMDChat) offer the latest information on advances and treatments from expert physicians at UCLA. The live-streaming webinars provide the opportunity to learn and to also ask questions.