

Partners in Health

Engaging in the Community



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Letter from the CEO

As a leading public institution and research center, UCLA Health is committed to removing barriers in access to health care and serving patients from all walks of life. Embedded in one of the most diverse cities in the country, we have expanded our efforts to reach the underserved and are strategically positioned to develop important projects that have major impact on quality of life for all of our communities.

In particular, we focus on programs and services that are uniquely amenable to an academic health care center in terms of scale and expertise and not easily fostered or supported by other community and public services. Our annual, three-day Care Harbor clinic, incorporating interdisciplinary teams of medical, dental and vision professionals to provide free and often urgent care to low-income and homeless residents, is just one of the many examples.

Our commitment to public service is a component of the world-class comprehensive health care that we routinely offer to patients who need us most, no matter the circumstances. We are inspired by the potential for healthier neighborhoods, families and futures and dedicated to solutions with sustainable and systemic foundations that address social, cultural and biological determinants of health. An example is our annual colon cancer awareness campaign that emphasizes the importance of testing, especially for those with increased risk, as the only way to prevent the disease.

We strive to fill critical and unique gaps in community health. Our free treatment programs are examples. They include the UCLA Health Mobile Eye Clinic, UCLA Health Operation Mend which provides health care and mental health resources for military veterans and The UCLA Health Rape Treatment Center. These programs are ongoing and conducted with local and national partners and designed to serve people with limited access to health care services.

Another initiative is UCLA Health Sound Body Sound Mind, which aims to combat childhood obesity by building comprehensive physical education programs at underserved middle and high schools. Each of these schools face difficult budget challenges and rely on this program to supplement, or in some cases, provide the only physical education program to students.

While much work remains, these and many other efforts at UCLA Health are designed to bring us closer to those who need us most, no matter the circumstance, because the promise of medicine — to cure disease, alleviate suffering and improve quality of life for all people — is our mission.

Sincerely,

Johnese Spisso, MPA
President, UCLA Health
CEO, UCLA Hospital System
Associate Vice Chancellor, UCLA Health Sciences



By the numbers

Provided
\$289M

in charity care, Medi-Cal, health education training, subsidized health services, in-kind contributions, and other community benefits in fiscal year 2018 – 19.

Invested
\$3,070,629

in community health improvement services and community benefit operations.



Care Harbor clinic provided free medical, dental, vision and preventive care to **1,700** underinsured and underserved Angelenos. **257** UCLA Health volunteers participated, including physicians, dentists, optometrists and nurses.

Colon Cancer Awareness Month

campaign created a social media conversation that garnered **149** posts with **#UCLAColonChampion** and fostered **23.3 million** Twitter impressions.



UCLA Health Operation Mend

served **300** veterans needing advanced surgical/medical services as well as intensive treatment for post-traumatic stress disorder and mild traumatic brain injury.

The Rape Treatment Center

provided free, state-of-the art treatment to **1,339** victims of sexual assault/abuse and prevention education to **20,452** community members.





UCLA Health Sound Body Sound Mind has had an impact on **750,000** students since opening its first fitness center in 1998. In 2018 – 2019, **15,000** students benefited from new program resources.

Fitness centers were opened in **10** new schools in Los Angeles, Long Beach and Compton school districts, and two additional Los Angeles county schools received curriculum programs and resources.



The Center for Nursing Excellence provided free continuing education to **1,164** nurses in the community through **64** offerings.

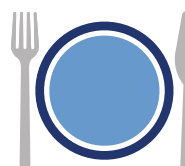
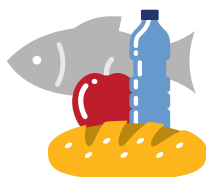
UCLA Health hospitals

provided **2,500** articles of clothing and **886** meals to homeless patients since January 2019.



UCLA Medical Center, Santa Monica,

nurses in partnership with Westside Food Bank raised over **\$2,000** and accumulated **2,000** pounds of food as part of a Food and Funds Drive in winter 2018.



UCLA Health conducted **86** free community health seminars with important health information and wellness programs to **1,762** attendees.



UCLA Blood & Platelet Center,

in partnership with the Los Angeles Lakers, organized five blood drives as a response to the Borderline Bar & Grill shooting in Thousand Oaks, which led to **58** blood donors. From July 2018 through June 2019, a total of **276** community drives were completed in which **14,293** units of blood were collected.

UCLA Health 50 Plus

administered **200** free flu



shots to individuals in the Los Angeles community.



The People Concern which provides transitional housing in Santa Monica, held monthly health workshops for a total of **120** attendees.

Stein Mobile Eye Clinic

provided free eye care to **115** patients at 4 LA Dodgers health fairs and in FY18-19.



Advance Care Planning

offered **9** free sessions, consisting of workshops and individual consultations serving **90** people at a Westside homeless shelter in 2019.



UCLA Health and IMPACT Melanoma distributed free SPF 30 sunscreen to **300,000** beachgoers at **50** sun safety kiosks set up along Santa Monica and Malibu beaches by Brightguard, an innovative company in the field of sunscreen dispensers.

Serving the community

Community benefit expenses

July 2018 – June 2019

UCLA Health
community benefits

Net community
benefit expense*

Financial assistance and other community benefits

Financial assistance at cost	5,829,553
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Medicaid	185,653,165
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Community health improvement services and community benefit operations	3,070,629
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Health professions education	76,363,741
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Subsidized health services	7,368,976
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Research	8,000,000
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Cash and in-kind contributions for community benefit	2,649,476
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Total	\$288,935,540
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Medicare

Medicare uncompensated care	277,241,690
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Total, including Medicare	\$566,177,229
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*Prepared in alignment with instructions to IRS Form 990, Schedule H. As a governmental entity, UCLA Health does not file Form 990.



Driven to make a difference

Food and Funds drive empowerment

The Food and Funds drive is one way nursing staff and council members collaborate to serve the local community. Developed in partnership with the Westside Food Bank — which enables low-income people to stay in their homes by deterring the problem of homelessness by providing food resources – the drive was conceived and established by the nursing staff at UCLA Medical Center, Santa Monica. The drive offers a tangible way nursing staff and other employees can contribute to the community while also raising the awareness of hunger in our community.

This year, the nurses raised money and non-perishable food donations over a two-month period. Food collection tubs were set up in hospital lobbies and nursing units, and donation tables helped the drive achieve its monetary goals. Overall, the council's efforts raised more than \$2,000 and nearly 2,000 pounds of food.

UCLA Health | Santa Monica Campus

Sponsored by Nursing's
Structural Empowerment
Magnet Council

**8th-Annual
Food & Funds Drive
Nov. 4 - Dec. 8, 2019**

We are partnering again with Westside Food Bank this holiday season to bring hope, relief and security to our neighbors struggling with hunger.

Our goal is to collect **2,000 pounds** of food and raise **\$2000**.

You can make a monetary donation online or donate non-perishable food to help local families in need. Every dollar provides enough food for four nutritious meals, so please give as generously as possible. [Click here to make a donation or visit: https://flmnyr.com/UCLAMED19](https://flmnyr.com/UCLAMED19).

Food-collection bins will be in the hospital lobbies, Café Santa Monica and our Outpatient Surgery Center. For your convenience, smaller bins will be on nursing units and in ancillary areas.

Thank you for joining Nursing's Structural Empowerment Council in taking care of our community!

For more information, email Maria.Straub.

Food Donations
We are seeking **non-perishable** foods only. Please consider the most needed foods:

- Meals in a can (stew, chili, soup, beans)
- Pinto beans, lentils, etc.
- Dried pastas, instant soups
- Macaroni & cheese
- Fruit juices
- Tuna/canned meat
- Peanut Butter & other nut butters (in plastic)
- Hot and cold cereals
- Canned fruits and vegetables
- Nutritional bars – protein, granola, energy or breakfast bars
- Baby foods
- Infant formula
- Jar foods – all flavors and stages
- Crackers, teething biscuits and cookies
- Raisins & fruit snacks
- Juices; jars, cans, pouches and boxes
- Infant and children's cereals

Driven to make a difference

One weekend, thousands of healthier lives



Each year since 2009, UCLA Health physicians, dentists, nurses, ophthalmologists, students and staff provide free care to some of the most vulnerable people in Los Angeles as part of the Care Harbor clinic. During the October 2018 three-day clinic at The Reef in downtown L.A., a record 257 volunteers performed dental work; conducted vision and health screenings; gave immunizations; and treated patients with high blood pressure, diabetes, thyroid disease and other health conditions. After treatment, attendees needing follow-up care were referred to low- or no-cost health care services. The event was a defining experience for some attendees and staff and an affirming occasion for everyone.





“Being homeless, it’s difficult to find resources to obtain health care. I appreciate the help [from UCLA Health physicians, clinicians and staff]. I feel they’re helping out people that really need it,”

— Daniel Palacios
Age 21, Care Harbor patient



The front lines of health care for the homeless

For the first time, one full day of the three-day Care Harbor clinic was devoted to 1,000 homeless individuals, who were transported to the event from shelters. Some, arriving ill at the event, required urgent care. Dentistry volunteers extracted infected teeth, and eye specialists handed out glasses to those needing simple vision correction.

Driven to make a difference

Changing the quality of life for the vision impaired

The UCLA Mobile Eye Clinic's specially equipped exam rooms have provided free, on-the-spot eye care services to underserved children and adults throughout Los Angeles County since 1975. It is one of the first programs of its kind and the longest continuously operating eye clinic on wheels. At preschools, clinics, community centers, health fairs and other events, the clinic's free eye exams detect vision impairment, such as nearsightedness (myopia), as well as potential eye diseases, like cataracts and glaucoma, that can result in permanent vision loss. Individuals requiring follow-up care are referred to community health care providers.

The UCLA Mobile Eye Clinic's free vision screening reaches children and adults who may not be aware that they have vision loss.





Bringing eye care to underserved communities

As part of the partnership between UCLA Health and the Los Angeles Dodgers, finalized in 2019, the UCLA Mobile Eye Clinic is now co-branded with the Dodger logo. Going forward, the clinic will participate in Dodger community events and home games. In 2019, the clinic rolled up to 8 free Viva Los Dodgers events, conducting 100 exams; referring 31 people for follow-up eye care; and dispensing free, over-the-counter glasses to eligible attendees.

For more information about the clinic, go to uclahealth.org/mobile-eye-clinic





Driven to make a difference

UCLA Health Operation Mend



UCLA Health Operation Mend was established over a decade ago as a groundbreaking partnership with the United States military and the Department of Veterans Affairs to help heal the wounds of war. Through this program, UCLA Health provides advanced surgical and medical treatment, as well as comprehensive psychological support for post-9/11-era service members, veterans and their families at no cost. Two new initiatives recently integrated into Operation Mend address the unique needs of veterans and their families. One provides intensive care for outpatients, recognizing that many veterans have special health needs apart from non-military patients.

Another initiative has enabled the expansion of mental health services related to post-traumatic stress and traumatic brain injuries, doubling the number of patients who can benefit from such treatment.

Veterans' Day 2018

For the 8th consecutive year, veterans who have received treatment through UCLA Health Operation Mend attended the New York City's Veteran's Day parade. They were joined by their family members, friends, supporters and other veterans as they marched along a 1.2-mile route up Fifth Avenue. They were cheered on by a crowd of 30,000 well-wishers. "It's truly an honor for us to walk in the New York City Veterans Day parade with our patients and their families who sacrificed so much for our country," said Troy Simon, executive director, Operation Mend, UCLA Health Military and Veteran Health Programs.

To learn more about UCLA Health Operation Mend, its patients, staff and specialty services, visit uclahealth.org/operationmend



"After you get back from war, you are a different person. This program teaches you how to live and accept the 'new you,'" said Army Maj. Yolanda Poullard, who completed the intensive treatment program at Operation Mend in 2016. "It gave me lifelong skills and showed me how to connect with resources in my community."

Fighting obesity one student at a time

UCLA Health Sound Body Sound Mind

According to the Los Angeles County Department of Public Health, 42 percent of children in our community are obese or overweight. The problem is particularly acute in low-income, minority communities, which regularly lack safe outdoor play spaces and recreational facilities. Once more, many of these schools face budget challenges and rely on this program to supplement, or in some cases, provide the only physical education program to students.

To help combat this epidemic, UCLA Health Sound Body Sound Mind (SBSM) has implemented a comprehensive physical education program, including curriculum and professional development for school staff, organized around school-based fitness centers. To date, SBSM has established fitness centers at 137 middle and high schools in 5 school districts in the Los Angeles area. Total enrollment across these schools and nationwide is 170,000 students.



UCLA Health Sound Body Sound Mind is an organization dedicated to fighting childhood obesity by providing underserved physical education classrooms with comprehensive and state-of-the-art fitness programs.



Fitness centers

Fitness centers are the core of SBSM. Program staff work with individual schools to select a specialized mix of fitness equipment that align with the goals of each physical education department and the needs of students. The facilities, which can include cycling rooms with stationary bikes, weight training and cardio equipment, have transformed children's physical education by offering resources previously unavailable in most public schools.

Curriculum

The SBSM curriculum consists of 36 lessons integrating the best elements of fitness-based physical education programs, team sports and research-based youth development strategies. It was created with three goals in mind: to educate students on the fundamentals of fitness and movement, to develop students into skilled movers and to make fitness fun. These goals fight obesity by giving students a knowledge base that they can carry forward into their adult years and by providing an incentive to stay active.

Professional development

Professional development is based on the SBSM curriculum and extended to physical educators, afterschool instructors and others who lead the fitness classes in the schools. Session length varies based on the number of participants, time available, group interests and the student population. It is an interactive experience comprising both education and exercise.

To evaluate the impact of the program, participating schools are required to conduct a FitnessGram, an assessment that measures student fitness levels,



and a behavioral survey for each student at the beginning of the curriculum and eight weeks later for comparison. In LAUSD, students experienced almost a 25 percent increase in fitness over the eight weeks. On a behavioral level, students had improved scores in terms of feeling physically fit, good about their bodies, and stronger than other children their own age.

In the 2018 – 2019 school year, UCLA Health SBSM opened 10 new fitness centers and provided curriculum and associated resources to two additional schools. The UCLA Health SBSM program identifies new schools based on a competitive grant process. Each approved grant includes \$40,000 to \$50,000 for state-of-the-art physical fitness equipment and corresponding professional development utilizing the SBSM curriculum.

For the 2019 – 2020 school year, SBSM will focus on updating existing resources, improving the curriculum to expand standards and advancing professional development for school instructors and staff.

For more information, visit

uclahealth.org/soundbodysoundmind

Sexual assault survivors recover and heal

Free services at the UCLA Health Rape Treatment Center



The UCLA Health Rape Treatment Center provides comprehensive services for sexual assault victims — adults and children — 24 hours a day, including specialized medical care, forensic services, counseling, and information about rights and options.

UCLA Medical Center, Santa Monica, is one of a few hospitals in Los Angeles offering state-of-the-art sexual assault services and education through a multi-faceted Rape Treatment Center (RTC). There, teams of health care providers specifically trained in treatment, support and advocacy provide the full range of emergency services, free of charge, on a 24-hour basis. During the period of July 2018 through June 2019, 1,339 sexual assault victims were treated.

RTC services include comprehensive medical care, psychological counseling, critical forensic examinations and evidentiary assistance.

Companionship and advocacy are provided to patients throughout the examination, interview and treatment process. The mission is to ease a life-defining trauma while delivering targeted, effective care. Los Angeles area hospitals routinely transfer sexual assault patients to the RTC from their emergency departments so they may benefit from these comprehensive services.

Upon discharge, RTC staff present patients with options to help them move past the initial emergency room treatment, including trauma-informed follow-up therapy and medical care, alternate living arrangements, and legal and advocacy resources.

In a drive to educate middle school, high school and college students, the highest risk age groups for rape, sexual assault and peer sexual harassment, RTC staff provide prevention education programs at schools and community centers, reaching 16,671 students during the 2018 – 2019 academic year.

To strengthen the treatment that victims receive wherever they need it, RTC offers free training to victim service providers — police, medical personnel,

mental health professionals, teachers and community health workers. RTC training programs were provided to 1,888 victim service providers during the most recently tabulated year.

While individual sexual assault victims are front and center in RTC efforts, the charge goes beyond helping individuals. Behind the scenes, staff work relentlessly to change the political and legal structures that are discriminatory and often hold sexual assault and abuse victims of all ages to different standards than victims of other crimes.

In 2018, the RTC sponsored The Clothesline Project to promote sexual assault awareness. The project featured a display of more than 150 T-shirts created by sexual-assault survivors or their loved ones as a voice against violence. Founded in 1990, The Clothesline Project is a national initiative to raise awareness of the many issues still remaining in communities across the country.

To learn more about the Rape Treatment Center at UCLA Medical Center, Santa Monica, visit uclahealth.org/santa-monica/rape-treatment



Sexual assault survivors recover and heal

Stuart House

Established in 1988 by the UCLA Health Rape Treatment Center, Stuart House is recognized internationally as a model program for treatment of sexually abused children and their families. The child-friendly facility, which houses a multi-agency team of police, prosecutors, expert child forensic interviewers and child-protection personnel, works to immediately respond to reports of child sexual abuse, expedite criminal investigations and implement timely protective actions. Stuart House also provides free, state-of-the-art treatment, including 24-hour emergency medical care and evidentiary examinations, as well as advocacy and child-family therapy services.

In 2016, a beautiful new Stuart House was opened, a gift made possible through a partnership among the University of California Regents, UCLA Health and The Rape Foundation. The house is child-friendly with warm, vibrant living accommodations and special rooms for group, play and art therapy. It also includes a mock courtroom, where children can attend “court school” before they testify in criminal proceedings. The new, larger facility will expand its capacity to serve more child victims in the community, as well as provide space for innovative programs, such as a training center for first responders in child abuse cases.





In 2016, a beautiful new Stuart House was opened. The new, larger facility will expand its capacity to serve more child victims in the community.



Protecting those we love

Free sunscreen aids local beachgoers

UCLA Health has partnered with the cities of Santa Monica and Malibu to deliver a unique skin safety message: Apply free sunscreen while enjoying the surf and sand. The partnership began in 2018 with the installation of 50 sun safety kiosks, featuring touch-free dispensers, along the beaches from Santa Monica to Malibu. Now beachgoers can apply SPF 30 lotion, free of charge, throughout their visits to the beach, as dermatologists recommend.

At a July 2018 kickoff event for the campaign, UCLA alumnus and former professional volleyball player Sinjin Smith, whose renowned beach volleyball career has spanned more than 25 years, helped unveil the first sunscreen station, which was located on the Santa Monica Pier. The program is ongoing.

The participation of two important players was enlisted to make the program a reality. Brightguard, a maker of first-of-its-kind, automated sunscreen dispensers provided the gear, and IMPACT Melanoma, a national

nonprofit that promotes melanoma education and research, helped the project reach the beaches.

Brightguard has worked with organizers across the country to make sunscreen dispensers available in a range of high-traffic outdoor spaces. In addition to beaches, the dispensers have been added to sports venues, parks and playgrounds around the U.S. While IMPACT Melanoma focuses on the most deadly form of skin disease, it promotes and supports safe skin practices for the full range of skin cancers.

As part of a disease prevention routine for everyone, dermatologists urge people to conduct regular self-examinations of the entire body, not just the parts that are exposed to the sun. New or unusual spots, freckles or moles, including changes in their size, shape and color, are the hallmarks of potential disease and should be followed up by a medical visit. Periodic skin checks by a qualified health care professional are the next step in early detection and an essential one for those with the highest risk of the disease.

While anyone, regardless of skin color or ethnicity can get skin cancer, the fair-skinned have a higher incidence of the disease. People with a history of bad sunburns or excessive sun exposure, especially those living in sunny or high-altitude climates, are also vulnerable. The highest risk, however, is for people with a family or personal history of skin cancer or precancerous lesions.





Skin cancer affects one in five Americans by the age of 70.



Protecting those we love

You can stop colon cancer

UCLA Health's 2019 annual colon cancer awareness campaign, "U Can Stop Colon Cancer," led by the UCLA Vatche & Tamar Manoukian Division of Digestive Diseases, expanded on the success of the inaugural event in 2018, which received four national awards, including recognition as the best integrative campaign.

U Can Stop Colon Cancer, 2019, resulted in an increase in screening rates among patients, which is the goal of the awareness efforts. Since early colon

cancer has no symptoms, regular screening is the only way to detect the disease before it progresses. Unfortunately, 30 percent of Americans do not get screened at all.

Physicians agree that the only way to stop the incidence of colon cancer is for people to follow screening guidelines, which include tests that visualize your colon, generally conducted every 10 years, beginning at age 50. These tests have the ability



to both detect rectal polyps, which is the source of the disease, and remove them before they become cancer, or when they are early cancers that are easily curable.

While individuals can decrease their risk of developing colon cancer by controlling their weight, maintaining a high-fiber and low-fat diet, engaging in regular physical activity, not smoking, and minimizing alcohol use, some risk factors cannot be minimized. They include age, inherited syndromes or a family history of the disease, and incidence of inflammatory bowel disease or type 2 diabetes. Additionally, some racial and ethnic groups — African-Americans, for instance — have a higher incidence of colon cancer, increasing risk for those members.

To amplify its message, the 2019 campaign combined community education events with widespread media coverage, including social media outreach; influencer engagement, starring Kareem-Abdul Jabbar; patient-directed videos; educational materials with bilingual handouts; and “Wear Blue Day,” a system-wide, on-campus giveaway that handed out 500 T-shirts with a U Can Stop Colon Cancer message.

For more information, visit

uclahealth.org/colon-cancer-screening



Colon cancer is the third most commonly diagnosed cancer and the third leading cause of cancer death in the United States.



UCLA Health and Dodgers partner together



UCLA Health and the Los Angeles Dodgers have a shared history that includes sports stars and university alumni Jackie Robinson, Eric Karros, Chase Utley and current Dodger manager Dave Roberts. That history has now become stronger. Starting with the March 26, 2019, preseason game, UCLA Health became an official medical partner of the Dodgers. One component of the partnership is that UCLA Health physicians and staff serve as a resource for fans by manning the Dodger Stadium first aid station. Another integral component of the partnership is a joint effort to support and deliver services that benefit the community. In 2019, the UCLA Mobile Eye Clinic began

participating in Viva Los Dodgers events, providing free on-site eye care services to fans attending games. As part of the 2019 Dodgers Love LA Community Tour, nearly 20 players visited with patients at Ronald Reagan UCLA Medical Center and UCLA Mattel Children's Hospital, and the club hosted patients at home games.

The annual Dodger Stadium College Baseball Classic, in which the Dodgers play against UCLA's collegiate baseball team, will continue to delight UCLA Health staff and their families. Said Dr. John Mazziotta, vice chancellor of UCLA Health Sciences and CEO of UCLA Health, "Working together, we can take to even greater heights what I know we are both committed to — enhancing the health of the residents of greater Los Angeles and serving our collective community."





“We’re excited to bring together two of Los Angeles’ strongest teams ... which will truly unite the operations of both organizations in the community ...”

— Lon Rosen
Dodger executive vice president and chief marketing officer

UCLA Health community sports alliances

Lakers meeting the challenge

UCLA Health and the Los Angeles Lakers expanded their joint community outreach efforts in November 2018 to support the American Red Cross and the Ventura County Community Foundation (VCCF) following the tragic shooting in Thousand Oaks, California. The UCLA Blood & Platelet Center organized drives at five Lakers' games in Los Angeles and the South Bay, bringing 58 new blood donors to the American Red Cross, and the Lakers made a generous monetary gift of \$150,000 to the VCCF. Additional monetary donations were made by fans online and in the auction of "ENOUGH" T-shirts.

One component of the alliance between UCLA Health and the Lakers is the community-based partnership that supports youth organizations and health and fitness programs that have an impact on lifelong wellness, including Boys & Girls Clubs of America

and LA's BEST Afterschool Enrichment Program. The partnership also contributes to education and research in injury prevention and sports performance.

Since 2018, the partnership has produced several community events. Free CPR training, "CPR Palooza," was offered at the UCLA Health Training Center where more than 800 children and adults learned lifesaving resuscitation techniques from UCLA Health cardiologists. "#TeamUCLALakers Challenge" was launched, asking more than 25 Health Sound Body Sound Mind schools to submit essays or videos on the importance of physical fitness. The winning school's physical education class was rewarded with a trip to a Lakers' game. The Healthy Kids and Family Fitness Fair offered health screenings, healthy foods and sports training tips from UCLA Health experts and sports professionals.

To learn more about the partnership between UCLA Health and Lakers, visit uclahealth.org/lakers





The alliance between UCLA Health and the Los Angeles Lakers is a symbol of a shared commitment to improving the health of our community, the importance of fitness and teamwork, and the belief that sports have the power to unite people and communities.

