

PARTNERS IN HEALTH

PROMOTING WELLNESS AND EQUITY IN THE LOS ANGELES COMMUNITY





THIS PAGE:

Exterior of the new UCLA Health primary & specialty care office in Downtown LA at The Bloc.

COVER FROM LEFT:

A health care worker participates in the White Coats for Black Lives demonstration on June 5, 2020.

Operation Mend event in NYC

A family participates in a Dodgers RBI Drive-Thru event in June 2020.

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LETTER FROM THE CEO

Last year was an extraordinary year, midway through which COVID-19 challenged us as a global community and as a health care organization. It also was a time of social unrest and increased awareness of inequities, both in the community at large and in health care. These challenges brought to the forefront the importance of UCLA Health's commitment to support patients from all walks of life and to uplift our community as a socially and culturally responsible academic health system in one of the most diverse cities in the country.

We are honored to serve the region through outreach programs and services. The UCLA Health Office of Community leads our outreach and engagement efforts and collaborates with our partners, including the Los Angeles Lakers and Dodgers and their foundations, to more effectively serve the greater Los Angeles community and beyond.

We continued our outreach efforts for veterans with UCLA Health's Operation Mend. Joseph Paulk, U.S. Army specialist and our Operation Mend patient, is grateful for the program and the confidence it instilled back into his life. He suffered burns to his body and face, damage to his vocal cords and had to have all of his fingers amputated after the military vehicle in which he was riding was hit by an exploding mine during the Iraq and Afghanistan war. "Before Operation Mend, I would hide in a hoodie at my mother's house. I stand confidently because of the services I received," he said.



Johnese Spisso, MPA

We also are dedicated to supporting healthier communities through programs such as UCLA Health Sound Body Sound Mind (SBSM), which fights childhood obesity by providing state-of-the-art, school-based fitness centers and comprehensive physical education programs to local underserved communities. SBSM opened new fitness centers in three schools, bringing resources to an additional 5,000 students. It now offers health and wellness resources and fitness programs in 140 middle schools and high schools across five school districts, and provides services to more than 175,000 students. Percival Delacruz, a physical education teacher at Luskin Academy High School, said, “Before we got the Sound Body Sound Mind fitness equipment, our PE program was basically relegated to outdoor activities. Once we got the equipment, it was like a whole new world was available.”

We also helped to fill critical and unique gaps with our support of programs available through the Rape Treatment Center at UCLA Santa Monica Medical Center and the Stuart House, which provide adult and pediatric victims of sexual abuse or assault with medical care, forensic services and trauma-informed therapy. These services continued amid the pandemic with emergency medical forensic examinations available 24/7 along with the availability of remote video visits and teletherapy that benefited victims and families. We served our homeless population through our UCLA Department of Family Medicine-sponsored Student-Run Homeless Clinic. Students treated and helped to coordinate podiatry services and provide clothing, tents and shoes, with the goal of keeping the local unhoused population out of the emergency department. We also provided free medical, dental, vision and preventive care to underinsured and underserved Angelenos during the annual Care Harbor event. Daniel Palacios, a 21-year-old who had been homeless for three years, came to the clinic to have a dental cavity treated. “I feel they’re helping out people that really need it,” he said.

As a leading health system, we strive to remove barriers in access to health care and support our community through public service. In March 2020, right before the pandemic led to stay-at-home orders, UCLA Health expanded its footprint to open a primary and specialty care office in Downtown L.A. to better serve the area. In addition, we also pursued new opportunities to improve the coordination of behavioral health services in the Los Angeles region to increase access to these services for all Angelenos with Medi-Cal and other insurance types.

Also, in 2020, the UCLA Health Hospital and Clinic System developed a framework to advance health equity, diversity and inclusion for employees and patients alike. UCLA Health leadership understands that a diverse and inclusive health care workforce and environment results in better care, service and health outcomes for patients. These health equity, diversity and inclusion efforts are vital to achieving our vision to heal humankind, one patient at a time, by improving health, alleviating suffering and delivering acts of kindness.

Sincerely,



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

A low-angle shot of two hands, one from a darker-skinned person and one from a lighter-skinned person, reaching towards each other against a bright blue sky with soft white clouds. The hands are positioned in the lower half of the frame, with fingers slightly curled as if about to grasp each other. The lighting is bright and natural, suggesting a sunny day.

BY THE NUM BERS

IN FISCAL YEAR 2019-2020

JULY 1, 2019 - JUNE 30, 2020

Care Harbor provided free medical, dental, vision and preventive care to about **1,000 underinsured and underserved Angelenos** during a three-day clinic from Nov. 15-17, 2019. A record **350 UCLA health professionals** volunteered, including physicians, dentists, optometrists and nurses.

UCLA Health Operation Mend served **340 veterans** (with **201 caregivers**), providing medical diagnoses and advanced surgical/medical services, as well as intensive treatment for post-traumatic stress disorder and mild traumatic brain injury.

UCLA Health Sound Body Sound Mind provided services to more than **175,000 local students**. Fitness centers were opened in three new schools. The program is now offered in **140 schools** across five Los Angeles area school districts. When schools transitioned to distance learning, SBSM launched a weekly remote learning newsletter that included workout, nutrition and wellness information for teachers and students.

The Rape Treatment Center provided free, state-of-the-art treatment in this reporting period to **1,235 victims** of sexual abuse or assault, including medical care, forensic services and trauma-informed therapy.

Stuart House provided free services to **440 child victims**, including forensic interviews and specialized therapy services.

PROVIDED

\$246 Million

in charity care, health education training, subsidized health services, Medi-Cal services, in-kind contributions and other community benefits.

INVESTED

\$2,858,835

in community health improvement services and community benefit operations.



UCLA Blood & Platelet Center organized and completed **270** community blood drives, in which **12,835 units** of lifesaving blood were collected. Between April 21 and June 30, 2020, they also completed **150 collections of convalescent plasma** from people who were diagnosed — and recovered from — COVID-19.

UCLA Santa Monica Medical Center nurses, in partnership with Westside Food Bank, raised **\$2,390** and accumulated **1,500 pounds of food** as part of a **Food and Funds Drive** in 2019.

The Center for Nursing Excellence provided continuing education to **716 nurses** in the community through **42 offerings**.



262

Free Eye Exams

provided by the UCLA Mobile Eye Clinic during the three-day Care Harbor event

UCLA Mindfulness Awareness Research Center facilitators offered **free weekly meditation sessions** to more than **650 people** from July 2019 through Feb 2020, and virtual sessions from March through June 2020.

UCLA Health hospitals provided **5,833 articles of clothing** and **2,522 meals** to homeless patients.

UCLA Health physicians, providers and staff led **69 free community health seminars** for more than **1,650 attendees**, covering topics including heart disease and managing stress and anxiety. They participated in **12 community events**, providing free health information and resources to more than **2,800 total attendees**.

The UCLA Ambulatory Community Outreach team led or participated in more than **300 free community events** for **thousands of attendees**, including a six-part remote series on health and safety during COVID-19.

For **Colon Cancer Awareness Month** in March 2020, UCLA Health providers shared information in **two free community lectures**, offered **two radio interviews**, and shared information in free educational materials at several events.

The UCLA Health Nursing Structural Empowerment Council Community Outreach Subgroup held **eight** workshops on hygiene, coping with stress, diabetes education and other health topics for about **50 attendees** with **The People Concern**, an organization that provides transitional housing in Santa Monica. The groups also partnered to host a free flu clinic in 2019, during which they administered **70 free flu shots** to the local homeless population.



350

Free Flu Shots

administered by **UCLA Health 50 Plus** in the greater Los Angeles Area

Palliative Care nurses at UCLA Health offered **nine free sessions** of an Advance Care Planning outreach program called “Hearing their Voice” to the local homeless population. They distributed **100 advance directives** along with other health care resources, and provided outreach to long-term care facilities in the area, providing education on advance care planning to residents and staff.



FROM TOP LEFT:

A volunteer distributes a UCLA Health giveaway during a drive-thru event.

UCLA Health infectious diseases physician, Annabelle de St. Maurice, MD, MPH, donates blood at Ronald Reagan UCLA Medical Center in April 2020.

UCLA Health clinical volunteer provides a free vision screening at the 2019 Care Harbor event.

UCLA Health digestive diseases physician, Folasade May, MD, PhD, MPhil, has publicly shared her commitment to the 'White Coats for Black Lives' movement.



JULY 2019 - JUNE 2020

COMMUNITY BENEFIT EXPENSES

UCLA HEALTH COMMUNITY BENEFITS

NET COMMUNITY BENEFIT EXPENSE

Financial assistance (charity care)	\$8,624,297
Medicaid	\$156,632,553
Community health improvement services	\$2,808,533
Health professions education	\$58,440,225
Subsidized health services	\$11,555,478
Research	\$5,132,240
Cash and in-kind contributions	\$3,094,583

TOTAL

\$246,287,909

Medicare

\$373,295,512

TOTAL, INCLUDING MEDICARE

\$619,583,422

Prepared in alignment with instructions to IRS Form 990, Schedule H. As a governmental entity, UCLA Health does not file Form 990.



COMMUNITY OUTREACH

OFFICE OF COMMUNITY

NEW STRUCTURE, RENEWED FOCUS

In November 2018, the Office of Community was formed to establish trust in UCLA Health by having a direct on the ground street presence and engaging in equitable and impactful health and wellness initiatives in strategic alignment with internal stakeholders and key community partners.

The Office of Community envisions a culture in which active community engagement and equitable and accessible health and wellness initiatives are embraced as UCLA Health core workplace values, with UCLA Health positioned as the most trusted health care provider across the diverse communities of Southern California.

Led by executive director, Becky Mancuso-Winding, with the support of Fedra Djourabchi, director of community engagement and international partnerships, and Patrese Kirsch, director of wellness and community engagement, the office is primarily focused on local outreach and efforts that have a direct impact on the health and wellness of the Southern California community. In Fiscal Year 2019-2020, Office of Community efforts were focused on providing COVID safety education and wide distribution of personal protective equipment (PPE) for the community through our corporate and community partnerships. Additionally, the Office of Community supported the annual Los Angeles Care Harbor event, which provided free medical, dental, vision and preventive care to over 1,000 homeless, underinsured and underserved Angelenos. The Office of Community participated in outreach efforts for veterans through the UCLA Veterans Affairs Relations and Programs and coordinated multiple events with our community partners in targeted underserved communities. Clinical volunteers provided free dental screenings and cleanings, eye exams and glasses, as well as other health resources. The Office of Community collaborated with the UCLA School of Nursing, UCLA School of Dentistry and the David Geffen School of Medicine at UCLA to offer this clinical care.

Internally, the Office of Community is closely aligned in mission and goals with UCLA Health Equity, Diversity and Inclusion and UCLA Health Marketing to position UCLA Health as the trusted hospital system of choice to our diverse communities throughout Southern California.

JULY 1, 2019 - MARCH 4, 2020

LOCAL COMMUNITY OUTREACH EFFORTS

DODGERS RBI EVENTS

Provided free dental screenings and offered community health resources and giveaways at community parks in cooperation with the Los Angeles Dodgers Foundation (LADF).

- **703 total attendees**
- **3 events held 7/20/19, 7/27/19, 8/10/19**

VIVA LOS DODGERS EVENTS

Provided free eye screenings.

- **3,000 attendees per event**
- **2 events held 7/21/19 and 8/25/19**

DODGERS LA GRAN FIESTA EVENT

Provided free health services including nutritional education, free dental cleanings and exams, free eye exams, dermatology services, family medicine exams and blood pressure screenings. Supplied sunscreen and had People-Animal Connection (PAC) dogs on hand to offer companionship and warmth to attendees.

- **7,500-10,000 attendees**
- **Event held 9/21/19**

KERSHAW'S CHALLENGE BACK-TO-SCHOOL BASH

Offered free dental cleanings and screenings, physical fitness assessments, free vision screenings and had a physician available to answer health care questions at this annual event, held in partnership with the LA Dodgers Federation.

- **3,200 students attended from downtown LA and public assisted housing projects**
- **Event held 8/3/19**

CARE HARBOR 2019

Provided free medical, dental, vision and preventive care during a temporary clinic at The Reef in downtown Los Angeles. A record **350 UCLA Health professionals** volunteered, including physicians, dentists, optometrists and nurses.

- **About 1,000 underinsured and underserved Angelenos**
- **Event held over 3 days, 11/15/19 - 11/17/19**

SPARK OF LOVE - IN COLLABORATION WITH MATTEL/ABC7 AND LADF

Collected new, unwrapped toys and sports equipment for underserved children and teens in Los Angeles, San Bernardino, Orange, Ventura and Riverside counties.

- **400 attendees**
- **Event held 12/8/19**

TDE XMAS NICKERSON GARDENS

Provided educational and community health resources and giveaways at a youth toy and shoe drive for kids who live in Nickerson Gardens and surrounding housing projects. Facilitated the presence of Vision to Learn, which provided free eye exams and glasses.

- **1,800 attendees**
- **Event held 12/19/19**



FROM TOP:

Dodgers pitcher Clayton Kershaw poses with UCLA Health physician and staff volunteers at the Kershaw's Challenge Back-to-School Bash event.

A family attends a Dodgers RBI Drive-Thru event in June 2020.

The Office of Community executive director, Becky Mancuso-Winding, poses with director of community engagement and international partnerships, Fedra Djourabchi, at an outreach event.

OFFERING COMMUNITY SUPPORT IN A PANDEMIC

The Office of Community team was redeployed to handle incoming personal protective equipment (PPE) with the Command Center Supply Chain Task Force, Materials Management and UCLA Health Sciences Development team. Incoming PPE included masks, gloves, sanitizers, protective surgical gowns and other supplies. They established protocols, donation forms and multiple “standard operating procedures,” from routing sales solicitations to procurement to review of donated products by the infectious disease team.

The Office of Community then worked with the Incident Command Center, Planning, Design and Construction Team, and Materials Management

and Procurement to establish a dedicated COVID-19 donation and PPE collection center, which was opened on March 29 in Van Nuys. On April 22, the collection center was renamed the University of California Distribution Center (UCDC).

By early-May, the team was able to support more robust and COVID-safe community outreach efforts, including a **Lakers Mother’s Day Drive-Thru Grocery Giveaway**, during which 800 lower-income UCLA employees received groceries and roses; **Boys and Girls Club food giveaways**; and **YMCA Grab & Go Healthy Kids Day**, which provided food, masks and other school supplies during masked drive-thru events.

PICTURED: A UCLA Health employee works at a Dodgers RBI Drive-Thru event in June 2020.



MARCH 2020 - JUNE 30, 2020

COMMUNITY EVENTS DURING COVID-19

LAKERS MOTHER'S DAY DRIVE-THRU GROCERY GIVEAWAY

Provided free groceries, rose bouquets, gift cards and other giveaways to lower-income UCLA Health employees in a two-day event.

- Served 800 employees
- Event held 5/8/20 and 5/9/20

DODGERS RBI DRIVE-THRU EVENT SERIES

Provided PPE giveaways to combat COVID-19, including UCLA Health bags with hand sanitizers, masks and water bottles.

- Served 1,131 families
- 4 events - 6/13/20, 6/18/20, 6/20/20, 6/27/20

YMCA HEALTHY KIDS & FAMILY

PROGRAMS

In association with a number of YMCA locations and the Los Angeles Unified School District, UCLA Health provided giveaway bags to hold groceries, donated Mattel toys, Lakers apparel, UCLA Health hand sanitizers and masks.

- Served 1,200 families
- 8 events held April - June 2020

BOYS AND GIRLS CLUB FOOD DISTRIBUTION

During COVID-19, Los Angeles Boys and Girls Clubs provided a weekly food distribution to anyone in need, supported by UCLA Health providing bags to hold groceries, hand sanitizer, masks and donated Mattel activity kits for kids.

- Served 1,200 families
- 6 events held April - June 2020



ABOVE: UCLA Health employees organize COVID-19 donations, PPE and giveaways in the University of California Distribution Center (UCDC).

AN EXPANDED AND UNIFIED APPROACH TO COMMUNITY OUTREACH

The Office of Community works closely with many national and local foundations, such as the American Heart Association (AHA), Leukemia & Lymphoma Society (LLS), American Cancer Society (ACS), American Red Cross and others on important community engagement and education initiatives. These programs include Nutritional Teaching Garden programs with the AHA; Closer to a Cure cancer educational programs with the LLS; and awareness/educational programs, such as Relays for Life and Making Strides Against Breast Cancer, with the ACS.

The Office of Community also serves as an important community interface and sponsor of many health-specific awareness campaigns that have much deeper reach and impact than simply fundraising, such as the annual Kidney Fair, Tour de Pier pancreatic cancer event, March of Dimes and National Alliance on Mental Illness, and many others.

Beyond Fiscal Year 2019-2020, the Office of Community has continued to partner with more local names in sports and entertainment, such as Top Dawg Entertainment and Homeboy Industries, to offer exciting community-focused holiday events in late-2020.

The office has increasingly worked with the Health Equity, Diversity and Inclusion team to involve doctors and nurses who want to be engaged in community outreach efforts, and brought together volunteers to work the Magic Johnson Park opening in Watts, where they provided food and other giveaways.

The Office of Community has expanded their scope beyond just helping the local community. In the fall of 2020, they oversaw global humanitarian outreach efforts as part of UCLA Operation Beirut and UCLA Aid to Armenia.

Looking forward, they hope to serve as the glue and connective tissue that brings together all community outreach and engagement efforts across UCLA Health.



FROM TOP LEFT:

Four Dodgers RBI Drive-Thru events were held in June 2020, serving more than 1,000 families. A participant and volunteer are pictured at top.

Dodgers pitcher Clayton Kershaw poses with his family at Kershaw's Challenge Back-to-School Bash, supported by community partner, UCLA Health..

A volunteer provides a free vision screening at the 2019 Care Harbor event.

OUTREACH TEAMS EDUCATE AND ENGAGE

In addition to the Office of Community, marketing outreach teams led or participated in hundreds of free community events across the greater Los Angeles region in Fiscal Year 2019-2020. These included:

- **FREE HEALTH SEMINARS AND PHYSICIAN TALKS** on general and specialized health topics, such as treatment for knee pain, managing high blood pressure, cancer breakthroughs and supporting transgender youth
- **PARTICIPATION IN HEALTH EXPOS** and events, including the “Light the Night” community event, the Movember/I Heart Walking event, and other virtual Town Hall and Health Fair community-focused events.
- **PARTNERING WITH DIGESTIVE DISEASES PHYSICIANS** to offer two free community lectures to support Colon Cancer Awareness Month
- **OVERSEEING A REMOTE SIX-PART SERIES** on health and safety during COVID-19. Topics covered by UCLA Health physicians during this series included “Coping during COVID-19: Fostering mental health and resilience,” “Eating your way to a stronger immune system,” and “Keeping kids safe during COVID-19.”



ABOVE: UCLA Health partnered with the Leukemia & Lymphoma Society to raise money for the fight against blood cancers in the 2019 "Light the Night" event.



PROGRAMS OF SUCCESS

PICTURED: Brandy Peacock, the PE and softball coach at Culver City High School, helps students get fit as part of the Sound Body Sound Mind program.

SOUND BODY SOUND MIND

UCLA Health Sound Body Sound Mind (SBSM) is dedicated to improving youth wellness by providing state-of-the-art school-based fitness centers and comprehensive physical education programs to local underserved communities.

During the 2019-2020 school year, SBSM opened fitness centers in three new schools, which brought resources to an additional 5,000 students. SBSM now offers wellness resources and fitness programs in 140 middle schools and high schools in Los Angeles, and provides services to more than 175,000 local students.

NEW CURRICULUM

This year, SBSM created and distributed a new comprehensive nutrition curriculum, developed in partnership with UCLA Health Sports Performance powered by EXOS. This curriculum includes eight lessons with corresponding activities and lesson plans, meant to be implemented along with SBSM's main fitness curriculum and equipment. Lesson topics include nutrients, hydration, and the impacts of nutrition.

ONGOING SUPPORT

Alongside new school expansion, SBSM increased its focus on past school support, providing fitness center maintenance and additional professional development opportunities for educators at existing schools. Working to build a more vibrant and engaged SBSM school network and community is now one of their key priorities. They continue to invest heavily in ensuring that all participating schools have received their most current resources and tools.

COMMUNITY-WIDE INITIATIVE

SBSM launched a community-wide multi-year health and wellness project in the city of Huntington Park, CA in 2019. Funded by a grant from the UniHealth Foundation, the project supported the expansion of the SBSM program to all traditional middle and high schools in the city.

FISCAL YEAR 2019-2020

5 School Districts
Supported by SBSM

1. Los Angeles Unified
2. Long Beach Unified
3. Compton Unified
4. Culver City Unified
5. Santa Monica-Malibu Unified

Beyond the school-based programs, SBSM upgraded two city Parks and Recreation gym facilities, built a new outdoor park workout space, brought additional resources to the city's annual health expo, and launched a free monthly nutrition class.

ADAPTING TO REMOTE LEARNING

In March 2020, at the start of the coronavirus pandemic, all area schools transitioned to remote learning. To continue to support physical education during this time, SBSM moved its resources online and distributed a weekly remote learning newsletter for teachers at all SBSM schools. These newsletters included home workouts, wellness articles, nutrition information, and lesson plans to align with California state physical education standards.

IN FISCAL YEAR 2019-2020, SOUND BODY SOUND MIND BROUGHT RESOURCES TO:



3

New Schools

140

Total Schools



5,000

New Students


175,000

Total Students

RAPE TREATMENT CENTER AND STUART HOUSE

Founded in 1974, the Rape Treatment Center at UCLA Santa Monica Medical Center provides free comprehensive, state-of-the-art care and treatment to sexual assault and abuse victims of all ages, 24 hours a day, seven days a week. This includes highly specialized emergency medical care, forensic/evidentiary services, counseling, advocacy, accompaniment and information about rights and options to help victims make informed decisions. It also includes ongoing, longer-term, trauma-informed therapy and other support services for victims and their significant others.

This innovative, highly-specialized medical clinic transformed 24/7 emergency care for sexual assault victims. In most communities, victims who seek immediate treatment must be seen in busy hospital emergency departments, where they are often subjected to long waits to receive care. At The Rape Treatment Center, victims receive care in a private, safe, therapeutic setting, staffed by professionals with specialized expertise in the medical, forensic and psychological aspects of victim care. It is a model for the nation.



"We train police, prosecutors, medical care providers, school personnel and other first responders to enhance the treatment victims receive wherever they turn to for help."

**Beth Cranston, senior director
of the Rape Treatment Center
and Stuart House**

A SPECIALIZED PLACE FOR CHILD VICTIMS

In 1988, the Rape Treatment Center created Stuart House to serve the special needs of sexually abused children and their families. Stuart House is now internationally recognized as an innovative model program.

Stuart House uniquely co-locates police, prosecutors, therapists and others so that child victims receive all of the specialized services they need in a single, child-friendly facility. Children are interviewed by forensic interview specialists who are skilled in communicating with children of all ages. Child victims also receive comprehensive free treatment, including emergency medical care, evidentiary examinations and specialized therapy services that are crucial to their recovery from the trauma of sexual abuse.

COMMUNITY OUTREACH AND EDUCATION

The Rape Treatment Center maintains a robust training program for first responders. “We train police, prosecutors, medical care providers, school personnel and other first responders, to enhance the treatment victims receive wherever they turn for help,” says Beth Cranston, senior director of the Rape Treatment Center.

Cranston notes that first responders interact with sexual assault victims immediately following their initial disclosures, when victims are particularly vulnerable. “The decisions first responders make are critical to the safety, physical health and psychological recovery of victims as well as the preservation of evidence to support criminal prosecutions in sexual assault crimes,” she says.

The Rape Treatment Center specifically trains thousands of police officers each year, including new recruits, patrol officers, detectives and command staff.

The Rape Treatment Center also launched its website in 2020. The impetus for the website, says Cranston, is to provide guidance to victims. “In the immediate aftermath of a sexual assault, victims have many choices to consider and decisions to make. Some are time-sensitive,” she says. “It is important that victims have information about their rights and options, as well as available resources, so they can make informed decisions.”

SUPPORT FOR VICTIMS DURING THE PANDEMIC

The Rape Treatment Center has remained open during the COVID-19 pandemic, providing free comprehensive services for sexual assault victims 24 hours a day, seven days a week.

Therapy services for children and adults remained available during the pandemic, primarily through remote teletherapy. The transition to teletherapy allowed the continued treatment of victims who lives farther away, at distances that might otherwise have prohibited them from receiving services at UCLA Santa Monica Medical Center.

IN FISCAL YEAR 2019-2020

THE RAPE TREATMENT CENTER provided free, state-of-the-art treatment to **1,235 new victims** of sexual abuse or assault, including medical care, forensic services and trauma-informed therapy.

STUART HOUSE provided free expert medical care, evidentiary examinations and specialized therapy services to **440 child victims**, including forensic interviews and specialized therapy services.

HOMELESS OUTREACH

According to the Los Angeles Homeless Services Authority (LAHSA), more than 66,000 people in Los Angeles County were identified as homeless in January 2020 during the annual Greater Los Angeles Homeless Count. Homelessness is defined as not having a fixed and adequate home. This lack of a safe and permanent place to sleep for the night applies to individuals, families, children and the elderly. The many forms of homelessness include people who sleep in emergency and transitional shelters, stay temporarily with friends or family, or in abandoned buildings, vehicles, encampments or on the street. More than 70% of this population has been identified as “unsheltered” or living in the streets, an increase of 13% from the previous year.

To address expanding needs in the Los Angeles street dweller community, UCLA Health physicians and staff, along with students and faculty from the David Geffen School of Medicine at UCLA, increased engagement efforts and outreach to the local unhoused population in Fiscal Year 2019-2020 with the goal of providing regular health care services and social support. The following represent some of the initiatives targeted at local homeless populations, many of which are united by shared objectives and leadership.



FROM LEFT TO RIGHT:

Mary Marfisee, MD, MPH, assistant clinical professor in the Department of Family Medicine attends to a man at Union Rescue Mission's Spring quarantine site during the early days of COVID-19.

A group of UCLA Health volunteer physicians and support staff poses during the annual Care Harbor event.

The Student-Run Homeless Clinics, which are now longitudinally embedded into the medical school curriculum, have been sponsored by the Department of Family Medicine since 1989. In Fiscal Year 2019-2020, 61 medical students from all years, first through fourth, participated in this program, treating 1,600 homeless patients. In addition to primary care, they provided immunizations, wound care and psychiatric assessments at several shelters and street sites throughout Los Angeles. They also coordinated foot care services with UCLA Podiatry five times during the year, and provided tents, clothing, and shoes with the goal of regularly addressing some of the medical and social issues experienced by the unhoused population with the hope of helping them avoid local emergency departments.

Students 4 Students (formerly known as the Bruin Shelter), is run by UCLA undergraduate students. The program initially only housed college students attending UCLA and Santa Monica College, but in the start of Fiscal Year 2019-2020, they expanded their scope to provide shelter and support for college students facing homelessness throughout the city of Los Angeles. Medical students from the



Student Run Homeless Clinics worked side-by-side with the S4S group to provide the same free and rapid medical care that they have offered to others experiencing homelessness. Becky Mancuso-Winding, director for the Office of Community, is on the advisory board, and Mary Marfisee, MD, MPH, assistant clinical professor in the Department of Family Medicine, has served as one of the faculty advisers since the program's inception.

The Venice Family Clinic, which has been providing high-quality, comprehensive medical care along with supportive programs and services since 1970, also enhanced its street medicine outreach by expanding to provide psychiatric and medical services to support to local unhoused populations as far north as Malibu.

EXPANDED OUTREACH EFFORTS DURING THE PANDEMIC

Dr. Marfisee, who serves as program director of the Student Run Homeless Clinics, says that when COVID-19 hit the Los Angeles region in mid-March, her team was in the process of partnering with the LA Mayor's Office of Homelessness and Street Strategies to provide medical care alongside the city's mobile hygiene units under the auspices of the Cleaning and Rapid Engagement (CARE) teams that were providing shower services at several street encampments.

When the pandemic hit, everything changed. "We couldn't help but to follow our patients," Dr. Marfisee says. Almost overnight, the city raised 24 makeshift shelters in recreation centers and FEMA trailers across the city with the goal of sheltering 6,000 of the most vulnerable people experiencing homelessness. The UCLA Department of Family Medicine continued caring for many of their street patients at these new shelters, providing free and regular medical care to people in seven of the shelters/trailers for about six months, until September 2020. Collaborating city-wide, Dr. Marfisee recruited and supervised additional

medical teams from Cedars-Sinai, the LA County Department of Health Services, and the Venice Family Clinic to provide similar medical services at the other shelters. In addition, the UCLA team provided care to people who were housed in hotels and motels through Project Roomkey, a collaborative effort between the state, county and LAHSA to secure hotel and motel rooms for people experiencing homelessness during the early days of the pandemic.

During this time, Dr. Marfisee and colleagues also ramped up care and firmly established their ongoing commitment to caring for homeless women and children. This included regularly providing free medical care to newly homeless and quarantined families, women and children at Union Rescue Mission in downtown LA on Skid Row, and in the affiliated transitional program at Hope Gardens Family Center in Sylmar. For homeless families, "a familiar UCLA face and continuity of care means the world to them," Dr. Marfisee says.

Between April and June 2020, the Office of Community also provided UCLA Health bags with hygiene kits, hand sanitizers, hand soap and masks, and donated clothing and socks to 800 homeless people who participated in Project Roomkey.

MORE COLLABORATIVE EFFORTS PLANNED FOR THE FUTURE

Looking ahead, Medell Briggs-Malonson, MD, Chief of Health Equity, Diversity and Inclusion for the UCLA Hospital and Clinic System, says that the goal of community outreach is to go deeper into the local homeless population to better understand who they are, and what their medical, social and mental health needs are so that UCLA Health can better serve these neighbors. "We want to develop comprehensive medical and health/wellness programs for our local homeless populations," she says, "and figure out ways to provide better primary and preventive care services."

UCLA BLOOD & PLATELET CENTER PIVOTS AMID PANDEMIC

The UCLA Blood & Platelet Center organized and completed 270 community blood drives in Fiscal Year 2019-2020, and collected 12,835 units of lifesaving blood.

While the Blood & Platelet Center team usually gets about 77% of mobile blood donations through high school, approximately 100 blood drives scheduled between mid-March and June 30, 2020 were canceled due to regional stay-at-home orders. “We had to redevelop the entire program and create new recruitment strategies in order to increase donor participation during COVID-19,” says Kathy Zagala, manager of donor recruitment at the Blood & Platelet Center. “Despite the pandemic, patients still need transplants, transfusions and treatments. We needed to adapt quickly so we had the necessary supply to support operations while ensuring safety protocols were met and CDC guidelines were followed.”

Luckily, the community response was incredible. While some blood donor centers reported collecting 10% to 12% of their normal supply, Zagala says, the UCLA Blood & Platelet Center was able to collect up to 30% of their normal amount.

That started with employees rolling up their sleeves and donating blood in the first weeks of the pandemic during almost daily blood drives at Ronald Reagan UCLA Medical Center and UCLA Santa Monica Medical Center between late-March and early-April. By late-April, COVID-safe community events were up and running throughout the Los Angeles region in communities including Santa Clarita, Thousand Oaks, Agoura Hills and the South Bay. Organizers noted that many regular blood donors participated, but so did first-time blood donors, as people looked for ways to give back and help their community.

COLLECTING CONVALESCENT PLASMA FOR COVID-19 THERAPY

Soon after COVID-19 hit the Los Angeles region, medical directors mobilized to launch research studies and other programs involving convalescent plasma collected from recovered patients. At UCLA Health, these efforts were promoted on the website and through physician referrals.

There were also news stories in local and national publications, and the California Department of Public Health sent letters to residents who tested positive, asking them to donate plasma. On April 21, the first units of convalescent plasma were collected at UCLA.

Collecting plasma and platelets is a time-intensive process that typically requires donors to set aside 2 1/2 to three hours for their entire visit. The initial goal was to collect plasma from 15 donors per week. About four weeks in, the Blood & Platelet

Center surpassed this goal, some weeks collecting convalescent plasma from up to 25 donors. Between April 21 and June 30, 2020, the team completed 150 total collections — 63 associated with a UCLA research study, and 87 from the greater Los Angeles community. Interestingly, 98% of people who donated convalescent plasma were first-time donors of any blood product type.

These efforts continue, and today, the team has a database of more than 500 people who have donated convalescent plasma.

The silver lining of the pandemic, says Matthew Hoffman, a recruiter for the Blood & Platelet Center, is that people began to recognize that there is an ongoing need for blood and plasma donations beyond just when there is a crisis or natural disaster. “It helped us get more people aware of this need and our process.”



ABOVE: Infectious diseases physicians Drs. Dan Uslan and Annabelle de St. Maurice pose after donating blood at Ronald Reagan UCLA Medical Center in April 2020.

PICTURED: A healthcare worker
participates in the White Coats for Black
Lives demonstration on June 5, 2020.

EQUITY DIVERSITY & INCLUSION

HEALTH EQUITY, DIVERSITY & INCLUSION

UCLA HEALTH EXPANDS FOOTPRINT, SERVICES

As a public institution, UCLA Health has always been committed to serving the Los Angeles community, including those who are most in need. Historically, this commitment has been shown by providing in-network care to lower-income patients with Medi-Cal and L.A. Care Health Plan, the largest Medicaid health plan in the country.

In March 2020, right before the COVID-19 pandemic led to stay-at-home orders, UCLA Health expanded its footprint to open a primary and multi-specialty care office in downtown Los Angeles to better reach a more diverse group of patients. This office now offers high-quality healthcare with convenient access to patients of all ages. In addition to this new office, inpatient services were also expanded in the downtown Los Angeles area when UCLA Health hospitalists began operating out of California Hospital.

UCLA Health also pursued new opportunities in Fiscal Year 2019-2020 to provide behavioral health services to Angelenos with Medi-Cal and other insurance types. Through a Medicaid waiver, Behavioral Health Associate (BHA) providers are now embedded into 12 primary care offices, including locations in Culver City, Santa Clarita and Manhattan Beach.

UCLA Health leadership understands that a diverse and inclusive health care workforce and environment results in better care, service and health outcomes for patients. These health equity, diversity and inclusion efforts are vital to achieving our vision to heal humankind, one patient at a time, by improving health, alleviating suffering and delivering acts of kindness.

FOCUSING ON LGBTQ PATIENTS AND GENDER HEALTH

UCLA Health also showed its commitment to health equity, diversity and inclusion through an increased focus on gender health and providing culturally competent care to lesbian, gay, bisexual, transgender and queer patients (LGBTQ).

According to Amy K. Weimer, MD, co-director of the Gender Health Program, which was launched in 2016, this commitment means providing holistic health care to LGBTQ patients that is sensitive to their unique gender and sexuality perspectives.

In July 2019, the David Geffen School of Medicine at UCLA launched a fellowship to address LGBTQ health care needs and inequities — areas that are often overlooked in medical school and residency training. The objective of the UCLA LGBTQ Healthcare Fellowship is to train future primary care physicians to be sensitive, comfortable, clinically knowledgeable and culturally competent when delivering healthcare to sexual and gender minority patient populations. The fellowship has four pillars, with advocacy, research, educational and clinical components, the latter of which provides immersive experiences in sexual and behavioral health, transgender care and hormone management, gender-affirming surgery, mental health and addiction medicine.

UCLA Health's Gender Health Program has now expanded into a virtually connected network of primary and specialty care physicians and staff who are invested in providing care to transgender and gender-diverse patients. UCLA Health has awarded a designation of "LGBTQ Champion" to physicians who have specialized training and experience caring for LGBTQ patients. More than 50 providers throughout the ambulatory footprint have added this "LGBTQ Champion" designation to their provider profile, demonstrating

their commitment to caring for these patients. In summer 2020, three new physicians with a focus on gender health also joined the Beverly Hills primary care team.

The Gender Health Program's lead psychologist, Jessica Bernacki, PhD, often provides free of charge "statements of support" that insurance companies require prior to approving gender-affirming surgery, removing an inequitable financial hurdle to patients. She also helps connect LGBTQ patients with long-term, affordable behavioral health services in the community.

To make sure the larger LA community knows these services are available, providers often offer free community talks where they're also available to answer questions. In 2019, Justine Lee, MD, gave a talk on facial feminization surgery, and Dr. Bernacki offered a free health seminar on how to support transgender youth. Additionally, UCLA Health providers were guest speakers at local chapter meetings for PFLAG, an organization that provides peer support, education and advocacy to LGBTQ people, attended the largest national LGBTQ youth-directed fair, and joined meetings for the Transgender Service Provider Network (TSPN), a community-based organization that coordinates and delivers trans services.

And when it comes to research, Dr. Weimer says there is a new focus on prioritizing topics based on a community's interests and goals. "Historically, there's been an authoritative model of research and care," Dr. Weimer says. "But we're sending the message that we're engaged with the community and trying to tailor our services to what is needed and helpful."



PICTURED: Members of the UCLA Gender Health Program include (from left) Dr. Amy K. Weimer, Dr. Jessica Bernacki, Laura Baybridge, Dr. Brandon Ito and Chris Mann.



THE UCLA GENDER HEALTH PROGRAM OFFERS:

- Primary and preventive care
- Management of hormone treatment, facial reconstruction and body modification such as chest/top surgery, genital reconstructive services/bottom surgery, reproductive health, fertility services and voice therapy/surgery
- Behavioral health services
- Opportunities to work through care coordinators, who coordinate referrals/surgeries, identify appropriate providers, coordinate benefits/coverage, advocate for patients in all aspects of care, provide links to UCLA and community-based resources

UCLA EMPWR PROGRAM

UCLA's "empower" program connects patients and families to an expert team of attending psychiatrists and psychologists as well as supervised advanced trainees who provide comprehensive mental health care. It is a joint initiative of the UCLA Division of Child Psychiatry and the UCLA Division of Population Behavioral Health designed to promote well-being and resilience in LGBTQ individuals of all ages.

UCLA CARE CENTER

The UCLA Center for Clinical AIDS Research and Education (CARE) provides state-of-the-art medical care and conducts clinical trials for people living with HIV and AIDS. It also provides HIV-prevention services.

SIMMS/MANN UCLA CENTER FOR INTEGRATIVE ONCOLOGY

Research shows that specific risk factors and health disparities may create a disproportionate cancer burden for gay, lesbian, bisexual and transgender (LGBTQ) people. The Center provides patients with sessions that sensitize participants to LGBTQ cancer risk factors and the unique issues faced by LGBTQ cancer patients and their families.

TAKING ACTION TODAY TO BUILD AN EQUITABLE TOMORROW

In the first eight months of 2020, 164 Black people were killed by police in the United States. Protests to support the Black Lives Matter movement and fight police brutality and racism, erupted locally and around the world in May 2020.

During this time, UCLA Health strengthened its commitment to anti-racism and anti-bias principles to advance equity and justice for our staff and patients. UCLA Health became one of the first health care systems in the country to fund both an Office of Health Equity, Diversity and Inclusion and an executive position, for which Dr. Medell Briggs-Malonson was named interim chief in September 2020, and chief in early-2021.

The groundwork to develop a formal Health Equity, Diversity and Inclusion strategic plan was laid in Fiscal Year 2019-2020. The complete plan, which includes five key objectives, was announced in September 2020. The fifth objective is to expand community service and engagement.

In a recent UCLA Health newsroom story, Dr. Briggs-Malonson spoke about the early efforts of this team. “We are thinking about equity in terms of the clinical care we provide, access to care, health education in the community and overall well-being,” she says. “There’s nothing more exciting than being at the very beginning of a cultural transformation rooted in unity.”



ABOVE: A health care worker participates in the White Coats for Black Lives demonstration on June 5, 2020.



RECENT STEPS TO SUPPORT HEALTH EQUITY, DIVERSITY & INCLUSION

- Launched the Health Equity, Diversity and Inclusion framework
- Ran a leadership series dedicated to advancing racial equity
- Formed the UCLA Hospital and Clinic System Equity Council, an oversight and accountability body for HEDI initiatives
- Launched a research theme in Health Equity and Translational Social Science in partnership with the David Geffen School of Medicine to promote equitable care by studying and developing new models to address the impact of social determinants of health
- Developed resource groups to provide staff, faculty, trainees and students with strategies to build a more inclusive culture
- Provided equity, diversity, inclusion and anti-racism training for all health system leaders
- Developed system for real-time reporting of incidents of discrimination that may occur within the UCLA Hospital and Clinic System
- Launched Courageous Civility Training, focused on enhancing awareness and understanding of key anti-racism principles

HEALTH EQUITY, DIVERSITY & INCLUSION STRATEGIC PLAN

OBJECTIVE #5 EXPAND COMMUNITY SERVICE AND ENGAGEMENT

1. Conduct a Community Needs Assessment with a specific focus on under-resourced populations
2. Create and support community health programs and events in diverse communities
3. Expand business affiliation agreements with diverse vendors and communities
4. Expand UCLA Health's educational presence by creating resource centers and pipeline programs in under-resourced communities and communities of color throughout Los Angeles County



Medell Briggs-Malonson, MD, MPH,
Chief, Health Equity, Diversity & Inclusion