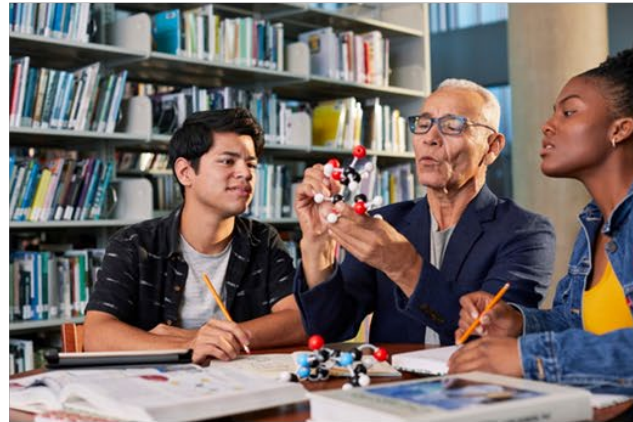


# 2022 Implementation Strategy



Kaiser Permanente Modesto Medical Center

License number:030000393

Approved by Kaiser Foundation Hospitals Board of Director's Community Health Committee

September 27, 2022



# Kaiser Permanente Modesto Medical Center 2022 IMPLEMENTATION STRATEGY

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## General information

|  |  |
|--|--|
| Contact Person   | Deborah Pitts, Public Affairs Director   |
| Date of written plan   | May 11, 2022   |
| Date written plan was adopted by authorized governing body   | September 27, 2022   |
| Date written plan was required to be adopted   | May 15, 2023   |
| Authorized governing body that adopted the written plan  | Kaiser Foundation Health Plan, Inc., Kaiser Foundation Hospitals, Board of Directors, Community Health Committee |
| Was the written plan adopted by the authorized governing body on or before the 15 <sup>th</sup> day of the fifth month after the end of the taxable year the CHNA was completed? | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>  |
| Date facility's prior written plan was adopted by organization's governing body  | March 18, 2020   |
| Name and EIN of hospital organization operating hospital facility  | Kaiser Foundation Hospitals, 94-1105628  |
| Address of hospital organization   | One Kaiser Plaza, Oakland, CA 94612  |

# Kaiser Permanente Modesto Medical Center 2022 Implementation Strategy

## Summary

Kaiser Permanente is an integrated health care delivery system comprised of Kaiser Foundation Hospitals, Kaiser Foundation Health Plan, and physicians in the Permanente Medical Groups. For 75 years, Kaiser Permanente has been committed to shaping the future of health and health care — and helping our members, patients, and communities experience more healthy years. We are recognized as one of America's leading health care providers and nonprofit health plans.

Every three years Kaiser Permanente Modesto Medical Center conducts a community health needs assessment (CHNA) and identifies significant health needs. To address those needs, Kaiser Permanente Modesto Medical Center has developed an implementation strategy (IS) for the priority needs it will address, considering both Kaiser Permanente's and the community's assets and resources. The CHNA-IS process is driven by a commitment to improve health equity and is intended to be transparent, rigorous, and collaborative.

For the 2023-2025 IS, Kaiser Permanente Modesto Medical Center has identified the following significant health needs to be addressed in the IS, in priority order:

1. Access to care
2. Income & employment
3. Mental & behavioral health

Kaiser Permanente Modesto Medical Center's CHNA report and three-year IS are publicly available at <https://www.kp.org/chna>.

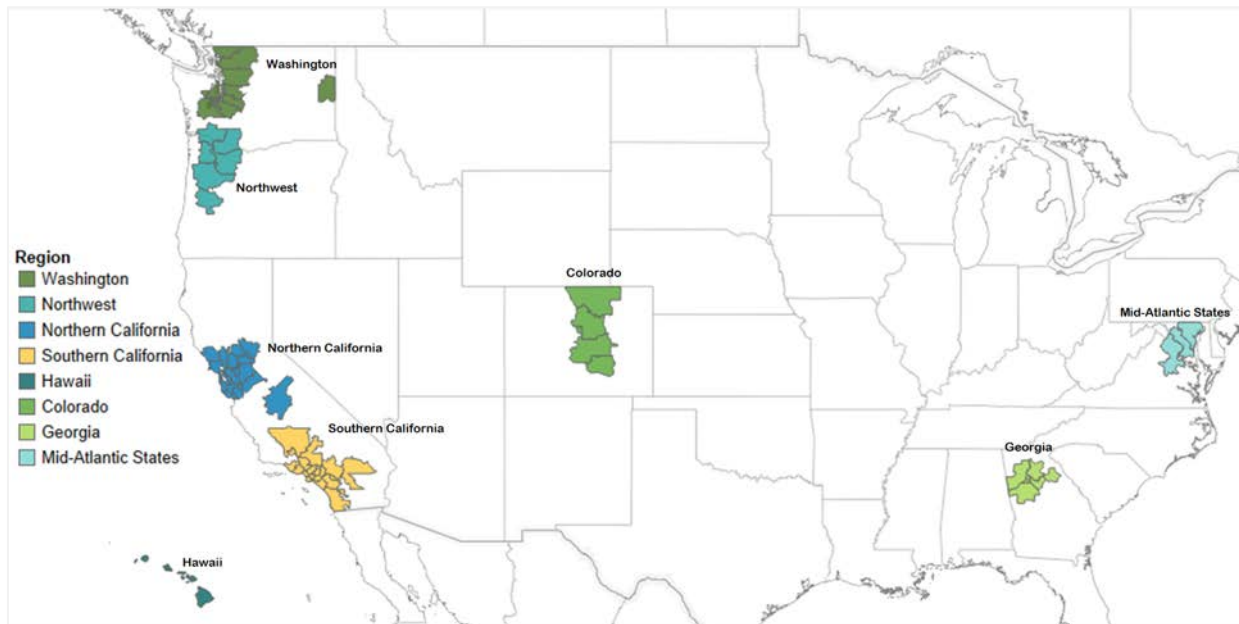
# Introduction/background

## About Kaiser Permanente

Kaiser Permanente is an integrated health care delivery system comprised of Kaiser Foundation Hospitals, Kaiser Foundation Health Plan, and physicians in the Permanente Medical Groups. For 75 years, Kaiser Permanente has been committed to shaping the future of health and health care — and helping our members, patients, and communities experience more healthy years. We are recognized as one of America’s leading health care providers and nonprofit health plans.

Kaiser Permanente is committed to helping shape the future of health care. Founded in 1945, Kaiser Permanente has a mission to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve. We currently serve 12.5 million members in 8 states and the District of Columbia. Care for members and patients is focused on their total health and guided by their personal Permanente Medical Group physicians, specialists, and team of caregivers. Our expert and caring medical teams are empowered and supported by industry-leading technology advances and tools for health promotion, disease prevention, state-of-the-art care delivery, and world-class chronic disease management. Kaiser Permanente is dedicated to care innovations, clinical research, health education, and the support of community health.

Kaiser Permanente regions and CHNA service areas



## About Kaiser Permanente Community Health

At Kaiser Permanente, we recognize that where we live and how we live has a big impact on our health and well-being. Our work is driven by our mission: to provide high-quality, affordable health care services and to improve the health of our members and our communities. It's also driven by our heritage of prevention and health promotion, and by our conviction that good health is a fundamental right.

As the nation's largest nonprofit, integrated health system, Kaiser Permanente is uniquely positioned to improve the health and wellbeing of the communities we serve. We believe that being healthy isn't just a result of high-quality medical care. Through our resources, reach, and partnerships, we are addressing unmet social needs and community factors that impact health. Kaiser Permanente is accelerating efforts to broaden the scope of our care and services to address all factors that affect people's health. Having a safe place to live, enough money in the bank, access to healthy meals, and meaningful social connections is essential to total health. Now is a time when our commitment to health and values compel us to do all we can to create more healthy years for everyone. We also share our financial resources, research, nurses and physicians, and our clinical practices and knowledge through a variety of grantmaking and investment efforts.

As we reflect on how 2020 changed the world, we must recognize that communities everywhere are coping with unprecedented challenges magnified by the COVID-19 pandemic and a renewed struggle for racial equity and social justice.

Through our continued focus on expanding our community health approach we laid the foundation for an acceleration of work to meet the challenges posed by the public health crises we now face. We dedicated ourselves to improving the social health of our 12.5 million members and the millions of people who live in the communities we serve.

Learn more about Kaiser Permanente Community Health at <https://about.kaiserpermanente.org/community-health>.

## Kaiser Permanente's approach to community health needs assessment

The Affordable Care Act (ACA) was enacted in March 2010 to make health insurance available to more people, expand the Medicaid program, and support innovative medical care delivery to lower health care costs. The ACA also requires that nonprofit hospitals conduct a community health needs assessment (CHNA) every three years and develop an implementation strategy (IS) in response to prioritized needs.

Kaiser Permanente's CHNA process is driven by a commitment to improve health equity. Our assessments place a heavy emphasis on how the social determinants of health — including structural racism, poverty, and lack of access to health-related resources such as affordable housing, healthy food, and transportation — are affecting the health of communities. By analyzing community-level data and consulting individuals with deep and broad knowledge of health disparities, the Community Health team in each KP service area has identified and prioritized needs unique to the community served. Each service area has developed an IS for the priority needs it will address, considering both Kaiser Permanente's and the community's assets and resources.

The Kaiser Permanente Modesto Medical Center 2022 CHNA report and three-year IS are available publicly at <https://www.kp.org/chna>. In addition, the IS will be filed with the Internal Revenue Service using Form 990, Schedule H.

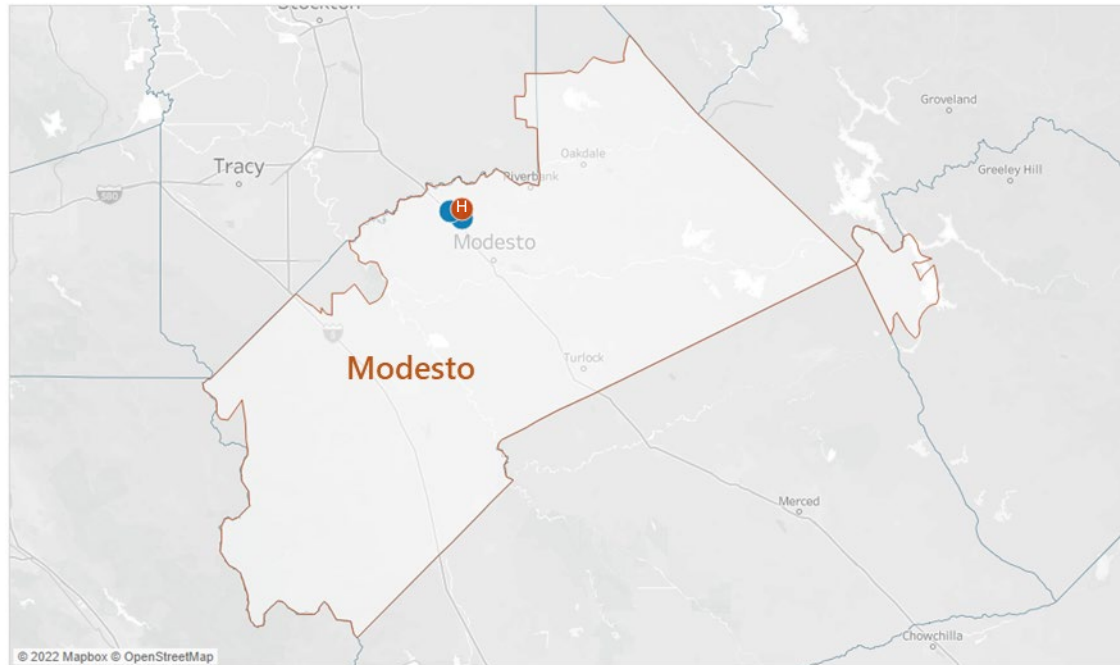


## Community served

Kaiser Permanente defines the community served by a hospital as those individuals residing within its hospital service area. The Kaiser Permanente Modesto Medical Center hospital service area includes residents in a defined geographic area surrounding the hospital and does not exclude low-income or underserved populations.

### Modesto service area

 Kaiser Permanente hospital    Kaiser Permanente medical offices



### Modesto service area demographic profile

|  |         |
|--|---------|
| Total population:                      | 549,370 |
| American Indian/Alaska Native          | 0.5%    |
| Asian                                  | 5.4%    |
| Black                                  | 2.6%    |
| Hispanic                               | 48.2%   |
| Multiracial                            | 2.9%    |
| Native Hawaiian/other Pacific Islander | 0.7%    |
| Other race/ethnicity                   | 0.1%    |
| White                                  | 39.6%   |
| Under age 18                           | 27.1%   |
| Age 65 and over                        | 12.9%   |

## Community health needs

### Significant health needs identified in the Kaiser Permanente Modesto Medical Center 2022 CHNA report

Each Kaiser Permanente service area analyzed and interpreted the primary and secondary data to determine what constitutes a health need in the community. Once all the community health needs were identified they were prioritized, resulting in a list of significant community health needs in the Modesto service area, listed below.

1. Access to care
2. Mental & behavioral health
3. Housing
4. Income & employment
5. Healthy Eating Active Living opportunities
6. Chronic disease & disability



## Kaiser Permanente's implementation strategy process

Identifying the highest priority needs with an equity lens informs our community investments and helps us develop strategies aimed at making long-term, sustainable change, allowing us to deepen the strong relationships we have with other organizations that are working to improve community health.

To identify the significant health needs that Kaiser Permanente Modesto Medical Center will address in the 2022 three-year Implementation Strategy, Kaiser Permanente Modesto Medical Center Community Health considered a set of criteria that includes:

- Severity and magnitude of need: How health measures compare to national or state benchmarks, the relative number of people affected, impact of COVID-19 on the need
- Community priority: The community prioritizes the issue over other issues
- Clear disparities or inequities: Differences in health factors or outcomes by geography, race/ethnicity, economic status, age, gender, or other factors
- Leveraging Kaiser Permanente assets: Kaiser Permanente can make a meaningful contribution to addressing the need
- Leveraging community assets and partnerships
- A successful solution has the potential to solve multiple problems

## Health needs Kaiser Permanente Modesto Medical Center plans to address

The health needs in the Modesto service area that will be addressed during 2023-2025 are:

**1. Access to care:** Access to comprehensive, quality health care services — including having insurance, local care options, and a usual source of care — is important for ensuring quality of life for everyone. The Affordable Care Act (ACA) helped extend insurance coverage to many previously uninsured individuals and families, especially in Medicaid expansion states. Still, low-income families and people of color are more likely to be uninsured, and even with the ACA, many find insurance to be unaffordable. The capacity of the health care system in the Modesto service area is strained, lacking easily accessible, affordable health care providers who represent the diverse communities they serve. This provider shortage exacerbates existing inequities experienced by underserved populations and leads to worse health outcomes. Medicaid/public insurance enrollment is an asset in the service area, facilitating access to care for low-income service area residents. However, communities with large Hispanic populations have higher percentages of uninsured residents. Many key informants pointed to further constraints on access to care due to the lack of linguistically and culturally appropriate providers.

**2. Income & employment:** Economic opportunity provides individuals with jobs, income, a sense of purpose, and opportunities to improve their economic circumstances over time. People with steady employment are less likely to have an income below poverty level and more likely to be healthy. While the unemployment rate in the Modesto service area is only slightly higher than the California average, the service area's average income is lower and rates of poverty for adults and children are both higher. As a result, food insecurity is a concern for families in the Modesto service area, many of whom struggle to access affordable, healthy foods. Children are among the most affected by poverty, and often rely on free and reduced-price school lunches (FRPL) to supplement their nutritional needs. Areas with larger Hispanic populations than the service area average showed some of the highest rates of childhood poverty and FRPL eligibility. Key informants described that inequities in economic security were made more apparent by the pandemic and that low-income residents, immigrants, migrant workers and people of color were disproportionately affected.

**3. Mental & behavioral health:** Mental health affects all areas of life, including physical well-being, ability to work and succeed in school, and to participate fully in family and community activities. Mental and behavioral health is a critical and urgent health need in the Modesto service area. Immediate action is needed to address the provider shortage and barriers to accessing care, particularly in underserved populations. Key informants in the service area also identified substance use as a co-occurring top need, stressing the inextricable tie to mental and behavioral health. Even where mental health services are available, key informants stated that care can be very difficult to access due to cost, insufficient insurance coverage, inadequate transportation, language or cultural differences, limited access to technology/Internet and social stigma. The emergence of the pandemic exacerbated many of these barriers at a time when the demand for mental health services skyrocketed, especially among those who were the most vulnerable to trauma. Key informants listed children, adolescents, low-income residents, immigrants, LGBTQ+ individuals and people of color as having high need for accessible mental health services, and the most difficulty in obtaining them.

## Kaiser Permanente's approach to implementation strategies

As the nation's largest nonprofit integrated health care organization, Kaiser Permanente is mission-driven to improve health and well-being in the communities we serve. The COVID-19 pandemic has underscored deep-seated inequities in health care for communities of color and amplified the social and economic disparities that contribute to poor health outcomes.

We will continue to work to improve the conditions for health and equity by addressing the root causes of health, such as economic opportunity, affordable housing, health and wellness in schools, and a healthy environment. We carry out work in our focus areas through a lens that includes deepening our commitment to equity and inclusion.

Kaiser Permanente strategic focus areas include:

### Increasing health access

- **Charity care:** Transforming Charitable Health Coverage and Medical Financial Assistance approaches to continue supporting coverage and care needs for our communities and patients
- **Medicaid:** Growing our Medicaid participation in a financially sustainable way through innovative operating models that support whole person care and coverage
- **Safety Net Partnerships:** Ensuring that communities have access to a strong safety net that can equitably meet patients' needs and improve health outcomes

### Social health needs

- **Thrive Local:** Establishing bi-directional electronic community networks that enable health care providers, safety net clinics, social service agencies, government programs, and other participants to make, receive, and track patient and client referrals
- **Food for Life:** Transforming the economic, social, and policy environments to improve health and food security for the communities we serve
- **Intergenerational healing and trauma:** Acknowledging and addressing trauma across the life course, including trauma related to exposure to racism

### Improving community conditions

- **Economic opportunity:** Increasing income, improving financial security, and reducing economic inequities through our business operations and community partnerships
- **Housing for Health:** Transforming housing and homelessness systems to improve housing stability for the communities we serve
- **Thriving Schools:** Fostering healthier school environments for students, staff, and teachers
- **CityHealth:** Advancing local policies that improve conditions for health
- **Environmental stewardship:** Reducing and eliminating environmental contributors to disease and illness

## Kaiser Permanente Modesto Medical Center implementation strategies

Kaiser Permanente Modesto Medical Center Community Health has identified the strategic focus, strategies, and expected impact for each priority health need, described in the table below. While we recognize that IS strategies can address multiple health needs, each strategy in the table is associated with the needs where we expect to see the greatest impact.

To implement the strategies identified, Kaiser Permanente Modesto Medical Center will draw on a broad array of organizational resources, such as grantmaking and leveraged assets, as well as internal Kaiser Permanente programs. Kaiser Permanente Modesto Medical Center Community Health also recognizes the importance of joint planning and collaboration with community stakeholders and leaders and welcomes opportunities to build on the strong partnerships we currently have in place.

| Priority health need | Expected impact   | Focus                                       | Strategy   |
|----------------------|---|---|--|
| 1. Access to care    | Increased access to care for low-income at-risk populations   | Medicaid & Charity Care                     | Charitable Health Coverage: Provide access to comprehensive health care and to coverage for low-income individuals and families who do not have access to public or private health coverage  |
|                      |   |   | Medicaid: Provide high-quality medical care services to Medicaid participants who would otherwise struggle to access care  |
|                      |   |   | Medical Financial Assistance: Provide temporary financial assistance to low-income individuals who receive care at KP facilities and can't afford medical expenses and/or cost sharing   |
|                      | Support organizations that build capacity, provide information about coverage options, assist with eligibility screening, application and enrollment, and advocate for increasing coverage options for low-income individuals |   |  |
|                      | Improved quality of care for patients of safety net organizations   | Safety Net Partnerships                     | Provide core support to safety net organizations, allowing these organizations to implement initiatives appropriate for the needs of their population (e.g., expansion of specialty care, providing more virtual care for nonsurgical specialties) |
|                      | All people have access to a robust network of community organizations to meet their social health needs   | Thrive Local: Community Network Development | Support partnerships with local, regional, or national organizations to grow networks of community-based organizations that address social health needs and coordinate care  |

| Priority health need   | Expected impact  | Focus   | Strategy  |
|------------------------|--|---|---|
| 2. Income & employment | Reduced structural barriers and improved opportunities for inclusive economic mobility                           | Economic Opportunity: College & Career Readiness  | Support programs that improve high school attendance, achievement, and/or graduation for students of color in low-income areas  |
|                        |  | Economic Opportunity: Diverse Small Business      | Support organizations that provide culturally and linguistically relevant training and technical assistance to small businesses and entrepreneurs of color  |
|                        |  | Economic Opportunity: Individual Financial Health | Improve individual financial health by supporting housing, workforce development, or other organizations that embed or enhance financial coaching services  |
|                        |  | Economic Opportunity: Quality Jobs & Careers      | Enhance career pathways by partnering with workforce development organizations to develop and implement job training and placement programs, including pre-apprenticeship programs  |
|                        | All people have access to safe, affordable, and stable housing and homelessness becomes a rare, brief occurrence | Housing for Health: Transform Care                | Support improved coordination among Continuum of Care programs, social service organizations, and housing providers   |
|                        | All people have consistent access to affordable healthy food   | Food for Life: Increasing Purchasing Power        | Support organizations that increase enrollment in programs that extend food dollars such as in the Supplemental Nutrition Assistance Program (SNAP), Special Supplemental Nutrition Program for Women, Infants and Children (WIC), and federal school meal programs |
|                        |  | Food for Life: Meal/Nutrition Distribution        | Support organizations that distribute food such as medical tailored meals, prepared food, produce, or other food and meals to school children, families, and those in underserved communities   |

| Priority health need          | Expected impact  | Focus  | Strategy   |
|-------------------------------|--|--|--|
| 3. Mental & behavioral health | Safe, healthy, and supportive learning environments for all students, staff, and teachers  | Thriving Schools: Broad reach: Provide resources and support for all           | Extend school and district adoption and integration of Kaiser Permanente Thriving Schools initiatives, tools, and resources  |
|                               |  | Thriving Schools: Intensive support: Partner with select schools and districts | Provide funding to schools and districts to fill gaps identified in a Healthier Generation assessment or to implement the Healthier Generation Thriving Schools Integrated Approach  |
|                               | A systemwide approach to preventing and mitigating the negative impacts of trauma  | Intergenerational Trauma and Healing   | Support Black, Indigenous, People of Color (BIPOC)-led organizations that advance best practices for preventing and/or mitigating the impacts of ACEs, toxic stress, and trauma for communities disproportionately experiencing inequities |
|                               | All community members experience social emotional health and wellbeing and have access to high quality behavioral health care services when needed | Mental Health & Wellness   | Enhance community supports to mitigate impact of ACEs  |
|                               |  |  | Increase capacity of organizations and institutions to provide trauma-informed services and programs   |
|                               |  |  | Increase access to behavioral health care services for low-income and vulnerable populations   |
|                               |  |  | Unhealthy substance use: Prevent and reduce misuse of drugs and alcohol  |



Kaiser Permanente Modesto Medical Center will monitor and evaluate the strategies listed above to track implementation and document the impact of those strategies in addressing significant health needs. Tracking metrics for each prioritized health need include the number of grants made, the number of dollars spent, the number of community-based organizations supported, and the number of people reached/served.

In addition to the strategies developed as part of the CHNA/IS process, many health needs are addressed by Kaiser Permanente business practices that contribute to community well-being, including environmentally responsible purchasing, waste reduction, and purchase of clean energy for facilities. We procure supplies and services from a diverse set of providers and partner with workforce development programs to support a pipeline for diverse suppliers, and we build the capacity of local small businesses through training on business fundamentals. We also conduct high-quality health research and disseminate findings intended to increase awareness of the changing health needs of diverse communities, address health disparities, and improve effective health care delivery and health outcomes.

## Health needs Kaiser Permanente Modesto Medical Center does not plan to address

The significant health needs identified in the 2022 CHNA that Kaiser Permanente Modesto Medical Center does not plan to address are shown in the table below, along with the reasons for not addressing those needs.

| Reason  | Chronic disease & disability | Healthy Eating Active Living opportunities | Housing |
|---|------------------------------|--|---------|
| Community does not prioritize this need over other issues                               | x                            | x  |         |
| Less ability for Kaiser Permanente to leverage expertise or assets to address this need |                              | x  |         |
| Less ability to leverage community assets to address this need                          | x                            | x  | x       |
| This need is incorporated into other needs selected                                     |                              |  | x       |
| Aspects of this need will be addressed in strategies for other needs                    | x                            |  |         |