

# Healthcare





## City of Hope's World-Class and Compassionate Care Make a Difference During Breast Cancer Journey

MOTHER OF TWO IS GRATEFUL FOR HER CARE TEAM AND LIVES TO THE FULLEST



Nancy Oshiro

Don't forget to keep lotion by your bed at night to soothe your dry skin. Keep an ice pack on your nightstand for the times you wake up sweating. Get a water bottle that belongs to only you and nobody else can use. Nancy Oshiro doesn't hesitate to share her practical advice for women recently diagnosed with breast cancer, because she had Michelle, her "chemo friend" and the person she could talk to about the challenges they faced.

"It's nice to know what you're in for, to have someone to talk to and explain things to you," Oshiro said.

The two met at a patient support group in 2012. Oshiro was diagnosed with stage 2 breast cancer after going in for an x-ray for a foot injury and on a whim got a mammogram the same day. Michelle, a new mom at the time, discovered her mass when her children were young.

They clicked, and they turned to each other to share their struggles. But it wasn't all hardship; they had the same oncologist, Wade Smith, M.D., and because their appointments were often scheduled around the same time, the duo enjoyed making him laugh. Michelle always told Oshiro, "Choose happy," and hoped other women going through breast cancer would find the same encouragement they had, that everything would be OK.

Health-wise, Oshiro was OK until about five years to the day after her diagnosis, when she learned her cancer had returned and metastasized to stage 4. Unfortunately, she no longer had her chemo friend by her side; Michelle had passed away, and her death was a shock to Oshiro. But she still had Dr. Smith, and he is the reason Oshiro drives to City of Hope Newport Beach from her La Mirada home every 21 days for chemotherapy.

"I trust Dr. Smith and I trust his opinion," Oshiro said. "I'm lucky enough to have a doctor that cares deeply. I think Michelle's passing affected both of us. So it makes me happy that when I go in, he will often ask about her children, or if I've seen her husband. He doesn't have to do that, but I feel we have that bond, which is Michelle."

Oshiro also trusts Dr. Smith's team. After Dr. Smith puts in an order for a scan or blood work, someone from the office contacts Oshiro to make sure she's followed his instructions.

"I'm lucky enough to have a doctor that cares deeply. I also like the fact that I walk in and my nurses ask me, 'Oh, what are you reading today?' To me, **the people at City of Hope are like angels** that are here to help us get better."

-Nancy Oshiro,  
grateful patient



Wade Smith, M.D.

"It's important how they hold you accountable for what you're responsible for," she says. "I also like the fact that I walk in and my nurses ask me, 'Oh, what are you reading today?' To me, the people at City of Hope are like angels that are here to help us get better."

Oshiro's second breast cancer battle hasn't kept her from living a full life. She has an "incredibly supportive" husband and two kids. Her extended family gathers for weekly Wednesday dinners, and her close group of friends meets for coffee on Fridays. Oshiro and her husband run an auto reconditioning business, and she works early hours in logistics at Nordstrom because she loves everything about retail, "including the employee discount," Oshiro said with a laugh.

She strives to stay active: Oshiro is an avid fan of Angels baseball, does Zumba four times a week, and tries to walk 10,000 steps daily. With her health-oriented lifestyle and the current advances in medicine, people are often surprised to hear she has cancer because "if you were to see me walking down the street, you would never know that I go to chemo every three weeks." Oshiro also has a lively sense of humor; she still likes to joke with Dr. Smith during appointments.

That upbeat mindset is important to Oshiro. "Each day, I make a decision: Do I want to make the most of every situation?" she said.

"We got this; we really do."

To learn more about City of Hope Orange County, visit [CityofHope.org/OC](https://www.cityofhope.org/OC). To make an appointment, call (949)763-2204.



# CITY OF POSSIBILITIES

Imagine a time when cancer is a disease of the past. That's the vision unfolding at City of Hope in Newport Beach and coming soon to Irvine, where we're building a comprehensive cancer center focused on eradicating cancer. It's the promise of tomorrow, starting right here today. Make your appointment today.

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COMPREHENSIVE CANCER CENTER OPENING IN IRVINE 2022

**Nancy Oshiro**, breast cancer  
Grateful patient of Wade Smith, M.D.





## Hoag Orthopedic Institute Leads in Helping Patients Recover Faster and Safely at Home After Total Joint Replacement Surgery

Joint replacement surgery is one of the safest and most successful procedures in modern medicine. In fact, Hoag Orthopedic Institute (HOI) performed more joint replacement procedures than any other hospital in California for eight years in a row. HOI is also the leading provider of joint replacements on the West Coast. Over the past decade, the length of stay in the hospital for joint replacement surgery has gradually reduced. Patient optimization and development of standardized pathways has allowed patients to safely go home on the day of surgery.

### Leading the Way Regionally and Nationally

Since 2015, HOI has been at the forefront of enhanced recovery protocols that allow patients to be discharged home on the same day of their hip or knee replacement. Although same-day discharges have been described for nearly a decade, this has been accelerated by the Center for Medicare Services (CMS), which moved to allow total knee replacements to be performed as an outpatient starting in 2019, and total hip replacements in 2020.



"The key to the enhanced recovery program's success is ensuring appropriate criteria for identifying the patients who are candidates for same-day discharge," shared Nader Nassif, MD, one of HOI's premier joint surgeons and committee member for the enhanced recovery program at HOI.

In a multidisciplinary effort involving orthopedic surgeons, anesthesiologists, internists, nursing and administration, Hoag Orthopedic Institute has thoughtfully developed and initiated protocols to maximize patient outcomes and safety while minimizing hospital stay.

These protocols have effectively shortened the length of stay for many patients. Today, the patients who go through HOI's enhanced recovery protocol spend an average of 6 hours in the hospital after their surgery before going home.

### Recovering Safely at Home

HOI surgeons evaluate each patient's medical condition preoperatively; patients with no active or controlled medical issues are determined safe for the program.

"Patients must have social support so they can return home safely, and they must have assistance for the first few days following surgery," Dr. Nassif also shared. "Those who do not meet these criteria follow the standard pathway and spend one night in the hospital."

HOI also developed specific preoperative and postoperative protocols to facilitate an enhanced patient experience. The modifications include improved preoperative hydration to reduce nausea, improved pain protocols, and elimination of catheters and drains. These changes have helped to decrease pain and complications after surgery. In addition, at-home physical therapy is initiated the day after discharge, and patients have multiple follow up appointments at their surgeon's office to ensure they are progressing appropriately.

### Exceptional Outcomes and Success throughout the COVID-19 Pandemic

HOI's patient outcomes have supported these efforts. Nearly 2,000 patients have experienced this rigorous program, with approximately 90 percent meeting the criteria for safe discharge on the same day of surgery.

"Patients did well after going home and experienced minimal complications," stated Dr. Nassif.

HOI's complication rate is one of the lowest in the nation at 1.4% and significantly better than the national average of 2.4%. This complication rate is similar to or better than HOI's traditional joint replacement surgery pathway and historical data from other institutions.

The transition to outpatient joint replacement surgery has been especially relevant in 2020 with the COVID-19 pandemic. As elective surgeries resumed after the six-week statewide shutdown, patients, families and surgeons agreed that recovery at home rather than in the hospital was safer. Today, approximately 40% of all total joint replacement patients now go home on the same day as surgery, and 92% are discharged within 48 hours.

With HOI's foundation and knowledge of enhanced recovery and same-day discharge, HOI surgeons have successfully transitioned more patients to a rapid recovery pathway with the same excellent outcomes.

"It's important for patients to still seek the medical care they need during the COVID-19 pandemic," shared Alan Beyer, MD, orthopedic surgeon and executive medical director, Hoag Orthopedic Institute. "HOI developed additional detailed procedures to ensure the safety of our patients and caregivers and we believe our commitment to safety coupled with our continued excellence in outcomes, is why HOI is ranked so highly among premier orthopedic hospitals across the nation."



### Recognized Excellence through Outcomes and Patient Experience

Notably, HOI continues to be recognized for orthopedic excellence and patient experience. HOI recently ranked in the Top 2% of orthopedic hospitals across the country and #1 in Orange County by *U.S. News & World Report's Best Hospitals List 2020-2021*.

HOI also received three Press Ganey awards for patient experience including, the Guardian of Excellence® for Patient Experience for the seventh consecutive year, the Pinnacle of Excellence® for Patient Experience in HCAHPS for maintaining consistently high levels of excellence over multiple years, and the Pinnacle of Excellence® for Patient Experience in "Inpatient" for maintaining consistently high levels of excellence over multiple years.

Additionally, HOI is the only hospital in Southern California to receive a five-star rating for patient experience from the Centers for Medicare & Medicaid Services (CMS) after a nationwide assessment through its recent Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) star ratings.

"We are honored that our patients recognize our staff for their exemplary work and dedication to creating a patient-centered, healing environment at Hoag Orthopedic Institute," said Jennifer Mitzner, CEO of Hoag Orthopedic Institute. "We pride ourselves in fostering a culture of empowerment and excellence to ensure each patient has the best outcome."



# RANKED #1 IN ORANGE COUNTY TOP 2% IN NATION

Hoag Orthopedic Institute has once again been nationally recognized as a 'Best Hospital' in *U.S. News & World Report's* 2020-2021 Best Hospitals list placing HOI in the Top 2% of orthopedic hospitals in the nation and #1 in Orange County. U.S. News has also recognized HOI as 'High Performing' in Hip and Knee Replacements for 2020-2021.



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or call 844-325-8666.





Through innovations in care delivery and research, CHOC is poised to be the leading destination for children's health by providing exceptional and innovative care.



The Cherese Mari Lauhere Mental Health Inpatient Center at CHOC uses an innovative approach to care which includes a nurturing physical environment.

## CHOC Ramps up Research and Innovation to Become a National Leader in Pediatric Care

From a COVID-19 K-12 school restart project to a state-of-the-art mental health inpatient center, medical innovations developed at CHOC in recent years have had a meaningful impact on children and families. Now, with the recent hiring of Dr. Terence Sanger as its first chief scientific officer and vice president for research, CHOC is also ramping up its research efforts to find new treatments and cures for childhood illnesses.

### Innovation driving transformative care for kids

CHOC has made innovation a mainstay of its mission as it continues to evolve into one of the nation's premier pediatric health systems. The following recent efforts at CHOC are making a big difference in patients' lives as well as the community at large:

- **COVID-19 K-12 school restart project:** In a partnership with UC Irvine, CHOC has launched an innovative and research-informed approach to ensure the healthiest possible reopening of K-12 schools during the pandemic. Funded with a \$1-million award from the Orange County Health Care Agency, CHOC and UCI are engaged in a clinical study to evaluate the prevalence of SARS-CoV-2 infection and COVID-19 among students and school personnel, and to assess the fidelity and feasibility of mitigation procedures designed for schools. This observational exploratory research project will provide contact tracing to determine early identification of spikes in COVID cases. It will also demonstrate best practices in minimizing the virus' impact, while providing proactive and timely information.

- **Machine learning algorithm to support ED providers:** CHOC has developed a machine-learning model to identify children with subtle signs of deterioration during emergency department (ED) triage. This early predictive warning tool will reduce the time from ED triage to hospital admission, as well as help identify patients who warrant early intervention, when needed. The tool, one of the first models to combine prediction of severe sepsis, other sepsis, and general patient decompensation in the ED, is currently undergoing prospective evaluation and tuning.

- **Telehealth innovation for children with autism:** Due to the COVID-19 pandemic, the Thompson Autism Center at CHOC was challenged with rapidly transitioning from an in-person to a telehealth care model. Within two business days, the team launched a remote care model. The most challenging aspect of telehealth care relates to the unique requirements of children with autism. CHOC's nurse-driven, in-clinic care model includes a nurse as a member of the interactive visit consult team. Having this nursing lead allowed CHOC to launch an innovative approach to team care to mimic as closely as possible in-person sessions. This model allows CHOC to effectively move with families through virtual treatment rooms. In addition to medical providers, the team offers social support and the ability to inform stressed families about local resources, including access to food and basic needs.

- **Inpatient mental health – innovative clinical care model:** CHOC's Cherese Mari Lauhere Mental Health Inpatient Center's trauma-informed approach to treatment is based on three areas of focus: the center's physical environment, patient/family care model and in-depth employee development. The center was built with state-

of-the-art materials to promote safety of both patients and staff, including a 3,600-square-foot, child-friendly outdoor play area. The center offers a seven-day programming schedule including psychoeducational groups, study sessions,

formal group therapy as well as both music and art therapies provided by an interdisciplinary team of psychiatrists, nurses, mental health assistants, child life specialists, social workers, art and music therapists, as well as a full-time teacher and psychologist. CHOC encourages parents, grandparents and legal guardians to remain in the unit 24 hours per day, seven days per week to promote transparency and treatment participation. CHOC also has a comprehensive, nine-week, trauma-informed staff training and development program, including both didactic and hands-on experiences. Together, these three aspects provide an innovative approach to pediatric mental health care, resulting in positive outcomes, including the use of seclusion or four-point mechanical restraints for fewer

than 1% of patients, and scoring 5.6 out of 6.0 for nursing staff engagement, which is well above the 90<sup>th</sup>-percentile throughout the nation.

- **Unique care coordination:** The population health division at CHOC has long been focused on providing innovative approaches to ensure medical and mental health access for children "where they are." Understanding that access to medical records and timely care plan information is a vital component of a strong care coordination program across the entire care continuum, CHOC successfully created a patient/student privacy bridge, with required parental consent, to allow school nurses access to view CHOC's electronic medical record (EMR). Within the EMR, CHOC also created a single plan of care (SPOC) that serves as a landing page that contains all the pertinent, up-to-date data required to help facilitate care.

### Innovations in pediatric care research

In his new role, renowned physician and research scientist Dr. Sanger is responsible for accelerating CHOC's research efforts including the growth and development of CHOC's team of researchers. With more than 350 active studies across nearly all pediatric subspecialty areas, CHOC has an ambitious vision that includes addressing the critical need for rare disease research.

In 2017, CHOC began its collaboration with Rady Children's Institute of Genomic Medicine (RCIGM) to bring genomic research programs to CHOC. There have been multiple projects with two currently open and available to CHOC patients. The success of this collaboration has been attributed to a multidisciplinary team approach, with critical care and neonatal intensive care physicians as the force behind these projects.

The primary objective of the current projects is to provide rapid whole genome sequencing, an emerging method of diagnosing genetic conditions, to critically ill patients to support clinicians in medical decision making, and to better understand the clinical utility and impact of rapid whole genome sequencing on the clinical management to improve care for patients. These programs collectively have provided over 140 CHOC patients with rapid whole genome sequencing at no cost.

To learn more about CHOC, visit [choc.org](http://choc.org).







## Translating real patient needs into real-world treatments.

At CHOC Children's, we know that research can lead to lifesaving decisions. And with over 350 studies in more than 30 specialties, a key part of our vision is to address a critical need in rare disease research, so every child can live the healthiest life possible.

### Reversing genetic disease through **CARE**

The CHOC Children's Center for Advancing Rare disease Editing, or CARE, is helping to fix rare pediatric diseases by correcting the genetic mutations at their root. In doing so, CARE aims to develop fundamental cures for genetic disorders, eliminating the need for further treatments.

The goal of CARE is to provide patients with  
***“an objective, rigorous assessment of whether genome editing therapy has the potential to advance their current standard of care.”***

— Brent Dethlefs, Executive Director  
CHOC Children's Research Institute

### Protecting lives with **Project Baby Bear**

CHOC Children's recently participated in Project Baby Bear, a two-year pilot program focused on the rapid diagnosis of genetic diseases, giving severely ill babies the best chance at a healthy, happy childhood.

- Rapid whole genome sequencing (rWGS) can identify the cause of rare disease in a matter of days, leading to faster, more customized treatments.
- This level of early intervention can eliminate the need for further tests, reduce costs and save lives in the short and long term.



Visit [CHOC.org/research](https://www.choc.org/research) to learn more about the work we're doing at the CHOC Children's Research Institute.



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Healthy Smiles accepts most dental insurances, including Denti-Cal and PPO.



## Healthy Smiles Telehealth: Virtual Dentistry at your Fingertips

Many things have slowed down in the face of the COVID-19 pandemic, but not dental disease. Easy access to the kitchen while working or learning from home has increased snacking tendencies, which speed up the cavity cycle. According to recent data from the American Dental Association, dentists have seen an increase of stress-related oral health conditions in patients since the onset of the pandemic, citing a 26.4% rise in cavities (ADA.org). On top of this, social distancing guidelines have made normal tasks like visiting the dentist even more difficult to complete. In addition to the barriers introduced by the pandemic, pre-existing transportation and financial barriers have reached greater heights, further emphasizing the current need for accessible dental services. In response, Healthy Smiles presents Telehealth, a virtual dental service ensuring that nobody needlessly suffers from dental pain.

### This is the very premise of telehealth:

1. Triage the calls to help decrease emergency room visits.
2. Prescribe antibiotics if pain and swelling are detected.
3. Recommend a follow-up appointment at a dental clinic, based upon the patient's further oral health needs. To remove language barriers, multi-lingual services are available through the Martti translation service (60 languages).

Telehealth addresses the challenges of the pandemic by delivering family-centered, comprehensive, and coordinated care from the comfort of a patient's home. Patients can receive face-to-face video conferencing or telephone services, express a variety of dental concerns to our specialized dentists, and receive quality care without going to a dental office. This program is unique because we provide extra guidance to ensure that every patient successfully connects to a dental provider and achieves completion of treatment by capturing photos of any problem areas and sharing the images with our Care Coordinator. The photos are then uploaded to the patient's chart for our doctors to review. Healthy Smiles uses a HIPAA compliant cloud-based Electronic Dental Record system called Teledentix. There is no need for patients to wait until dental concerns become emergencies with Telehealth: Virtual Dentistry at Your Fingertips.

With our dedicated, experienced, and dependable team, Healthy Smiles' patients are in good hands. **To learn more, visit [healthysmilesoc.org/telehealth](https://healthysmilesoc.org/telehealth) or call (855) 999-3030.** Healthy Smiles accepts most dental insurances, including Denti-Cal and PPO.

**Healthy Smiles for Kids of Orange County** has been at the forefront of innovation to address the pediatric dental epidemic in Orange County for over 17 years. Healthy Smiles is the only specialized pediatric dental safety net clinic in the county that offers Nasoalveolar Molding (NAM) for babies with cleft palate, general anesthesia, and other sedation services through our affiliation with Children's Hospital of Orange County and Herman Ostrow School of Dentistry of USC. As a community-based nonprofit organization, Healthy Smiles is dedicated to improving the oral health of Orange County's most vulnerable children: the very young, those with special healthcare needs, and those with government dental insurance. Since 2003, Healthy Smiles has had approximately 1 million encounters by offering collaborative programs directed at prevention, advocacy, outreach, education, and access to treatment.



affiliated with







# Hoag Celebrates Breast Cancer Awareness Month

In honor of Breast Cancer Awareness Month, Hoag encourages women to maintain their breast health through three key steps:

- 1 **Be breast aware** (including breast self-exams)
- 2 **Get a yearly physical**
- 3 **Schedule an annual screening mammogram**



As Orange County's largest Cancer Program, combined with Orange County's largest Breast Center – the only center designated a Certified Quality Breast Center of Excellence™ – Hoag provides the full continuum of breast care to the community. From prevention, to innovative screening and high risk programs, to leading-edge cancer research and the most advanced surgical approaches, to survivorship, Hoag gives patients every advantage in their cancer journey.

Schedule your mammogram today at one of our eight locations, by calling 949-764-5573.

For Hoag's award-winning comprehensive cancer care, call 949-722-6237.





# Message to the Business Community

Dear Valued Community Members,



Barry Arbuckle

As Orange County remains in the red tier for the state of California, we ask you to continue to stay vigilant in spread prevention measures including physical distancing, wearing face coverings in public and hand-washing. Please be assured it's possible to protect yourself and others without neglecting your healthcare.

## CONTINUED SAFETY IS OUR TOP PRIORITY

We understand that some may be concerned about potential exposure to COVID-19 in a medical setting, which has caused members of our community to avoid or postpone medical care. Whether you need routine care or treatment for a chronic condition, it is important to stay in close contact with your physicians, so your health can be tended to.



Marcia Manker

MemorialCare is taking every possible precaution to ensure a safe and protected care environment for all patients, whether they are in our hospitals, emergency departments, urgent care centers, or primary care health centers.



Mark Schafer

## THE ORANGE COUNTY REGISTER'S BEST OF OC

We are honored that our community named MemorialCare Orange Coast Medical Center number one *Best Hospital* followed by Saddleback Medical Center, ranked number two *Best Hospital* by readers of *The Orange County Register*.

In the medical group category, MemorialCare Medical Group ranked number two and our closely affiliated medical group, Edinger Medical Group, ranked number one.

It is our true privilege to be held in such high regard by the Orange County community, and we remain committed to providing the best possible care for you, your family and your employees.

## NETWORK EXPANSION

MemorialCare continues to expand its high value ambulatory care network. We are pleased to announce that MemorialCare and Physical Rehabilitation Network, based in Carlsbad, have partnered to create the largest consolidation of physical therapy services under one health system in our region. Employers and consumers will have greater access to high-quality, lower cost physical therapy, preventive care and rehabilitation services with the addition of 17 community-based, full-service physical therapy centers, adding to our three hospital-based physical therapy centers.

## NOW OPEN: NEWPORT BEACH BREAST CENTER

MemorialCare Breast Centers remain open for all breast cancer screening services, including our newest center located in Newport Beach between Irvine Avenue and Dover Drive. At the MemorialCare Breast Centers, mammograms are reviewed by fellowship-trained radiologists who specialize in disease of the breast. They use the latest technology to its best effect and find even the smallest tumors.

## COMING SOON: HUNTINGTON BEACH BREAST CENTER

Our ninth MemorialCare Breast Center will soon open in Huntington Beach at 7055 Yorktown Avenue. This location will provide the same comprehensive care you've come to expect from MemorialCare.



## MEMORIALCARE IS PLEASED TO ANNOUNCE THE OPENING OF OUR NEWPORT BEACH BREAST CENTER

2001 Westcliff Drive, Suite 103 | Newport Beach, CA 92660 | (714) 378-7955

## NEW WOMEN'S GROUP JOINS MEMORIALCARE

*Doctors of Women*, an exceptional group of board-certified obstetricians and gynecologists in Irvine, have joined MemorialCare Medical Group and will utilize Saddleback Medical Center as its preferred hospital for women's services. It is a great pleasure to have these highly acclaimed physicians join our team.

## MEMORIALCARE NOW

With MemorialCare Now, you can get quality care when, where and how you want it.

For medical needs that do not require a physical exam, patients can see a doctor from the comfort of home. MemorialCare patients can also access e-visits for low acuity, common medical conditions. For these visits, patients respond to an online survey regarding their symptoms and within one hour receive a response from a MemorialCare provider with an assessment and prescription, if necessary.

An online symptom checker is also available on MemorialCare's website. This chatbot will ask a series of questions and helps direct patients to the most appropriate care site to treat their symptoms. Other virtual tools include SilverCloud for behavioral health needs.

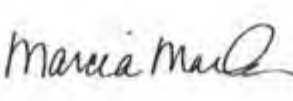
## KEEP YOUR EMPLOYEES HEALTHY IN EVERY STAGE OF LIFE

MemorialCare is deeply committed to providing you and your employees with exceptional and safe healthcare for every stage of life. We are proud to offer four leading hospitals to serve our community's healthcare needs, including MemorialCare Orange Coast Medical Center, MemorialCare Saddleback Medical Center, MemorialCare Long Beach Medical Center and MemorialCare Miller Children's & Women's Hospital Long Beach; two award-winning medical groups – MemorialCare Medical Group and Greater Newport Physicians; and more than 200 sites of care.

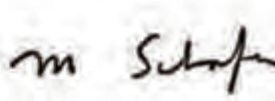
We are honored to serve you and will continue to implement every possible measure to ensure your safety and that of your employees.



Barry Arbuckle, Ph.D.  
President and CEO  
MemorialCare



Marcia Manker  
CEO  
Orange Coast Medical Center  
Saddleback Medical Center



Mark Schafer, M.D.  
CEO  
MemorialCare Medical Group  
Greater Newport Physicians

Contact Cathy Capaldi, Senior Vice President,  
at [ccapaldi@memorialcare.org](mailto:ccapaldi@memorialcare.org) or (714) 377-2960 to learn more.





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## How to Relieve the Overburdened Healthcare System and Help OC's Homeless

Providing adequate, safe and stable housing is critical to the physical and emotional wellbeing of Orange County's homeless population. In turn, doing so helps reduce the burden on the county's healthcare system.

Every day in Orange County, homeless individuals battling physical or mental illness – and frequently both – are treated by doctors and other caregivers in temporary shelters, clinics or the ER. Most of the time, homeless individuals lack access to basic resources such as healthy food, transportation and dependable income that supports stable housing and healthcare.



While receiving treatment in a hospital or clinic may provide temporary relief, most homeless individuals fall into a continuing loop, returning multiple times to receive care for chronic health problems that often progress to even more serious and expensive illnesses—and subsequently, more involved and costly care.

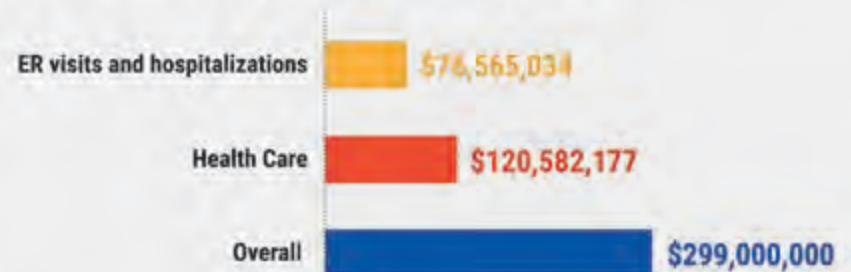
Our healthcare system incurs a huge cost as it repeatedly admits and tends to the homeless. According to the 2017 cost study *"Homelessness in Orange County – The Costs to our Community"*, the yearly cost for healthcare services to homeless individuals in Orange County is roughly \$120,582,177, and the estimated total cost for homeless ER visits and hospitalizations across the county is \$76,565,034.

Studies confirm that placing the chronically homeless in supportive housing could substantially decrease those costs, and would be realized primarily as a result of the corresponding reduction in emergency services. For example, 78% fewer ambulance rides and a 43% drop in visits and stays in the ER would result from placing chronically homeless individuals in such housing.

Through United to End Homelessness, Orange County United Way is working to activate both immediate and long-term Housing First focused solutions. This includes housing individuals and families in privately owned scattered apartments through our landlord network program, WelcomeHomeOC, as well as advocating for the development of additional permanent supportive housing for the most vulnerable of Orange County's homeless population.

When the COVID-19 pandemic hit, the healthcare system was already stretched

### HEALTHCARE COST OF HOMELESSNESS IN OUR COMMUNITY COMPARED TO OVERALL COST



Source: Homelessness in Orange County—The Costs to our Community (2017)

thin so it was imperative to keep COVID-19 hospital admissions low so as not to overwhelm the healthcare system. The key to achieving this was to continue providing immediate housing through WelcomeHomeOC and support the County of Orange in their involvement with Project Roomkey. Doing so has helped ensure there are enough ICU and critical care beds for those who need them most.

Additionally, to prevent even more people from falling into homelessness and risking further strain to our healthcare system, Orange County United Way launched a Homelessness Prevention Program, providing financial assistance to families and individuals on the verge of homelessness. More than 5,300 emergency debit cards have been distributed to households in the community to help pay for basic needs and keep them housed during this critical time.

What affects one of us affects all of us. Stable, permanent housing is an essential human need. It also benefits our healthcare system and makes our community stronger.

Most important of all, it provides safety and comfort to individuals as they strive to improve their overall quality of life.

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Photos depict a typical facility; amenities vary and some may be temporarily closed. Social distancing protocols will be observed in compliance with government guidelines. ©2020 Fitness International, LLC. All rights reserved.



# UNPARALLELED DIGESTIVE HEALTH CARE.

UNWAVERING COMMITMENT TO  
PREVENT, TREAT AND CURE.



The **UCI Health Digestive Health Institute (DHI)** is the only of its kind in Southern California and one of the few in the nation. As the latest addition to UCI's world-class healthcare offerings, the DHI is dedicated to caring for patients with digestive conditions to ensure the greatest quality of life.

With leading-edge treatments and technologies, and internationally recognized digestive health expertise, our multidisciplinary team of specialists takes a whole-patient approach to care—unique treatment plans are tailor-made for you to provide the best possible outcome. And with clinical research and innovation powered by the University of California, Irvine, our patients have access to groundbreaking therapies and technologies not found anywhere else.

Together, we'll **STOP AT NOTHING** to redefine the future of digestive health.

**Learn more at [ucihealth.org/dhi](https://ucihealth.org/dhi)**

**UCI Health**  
Digestive Health Institute

