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Implementation Strategy (IS) 2026 - 2028

Hoag Memorial Hospital Presbyterian
Newport Beach, Irvine and Hoag Orthopedic Institute



Introduction

Hoag Memorial Hospital Presbyterian is made up of two acute-care hospitals, one in Newport Beach and one in Irvine, and an orthopedic hospital, also located in Irvine. It primarily serves Newport Beach, Irvine, and South County areas. To identify community needs, Hoag conducted a Community Health Needs Assessment including 10 focus groups, 5 key informant interviews, and extensive document review and quantitative data analysis.

The IRS regulations allow for the conduct of joint Community Health Needs Assessments (CHNA) when hospitals define their service area communities the same. In compliance with these regulations, the CHNA was conducted jointly by Hoag Hospital Newport Beach, Hoag Hospital Irvine and Hoag Orthopedic Institute.

Implementation Strategy Priorities

As a result of the findings of our 2025 Community Health Needs Assessment (CHNA) and through a prioritization process aligned with our mission, resources, and strategic plan, Hoag will focus on the following areas for its 2026-2028 Community Benefit efforts:

PRIORITY 1: ACCESS TO CARE

A consistent concern across all focus groups was barriers to medical care causing a lack of equitable and timely access for residents. This was discussed in every session and was usually a key focus of discussion.

Access barriers lead to people not seeking or receiving necessary care, and delaying both prevention and intervention, resulting in less healthy individuals and communities.

What's the Issue?

Through focus groups, interviews, and research, ten different contributors to a lack of access to care were identified: 1) lack of providers; 2) insurance concerns; 3) cost of services/treatments; 4) the complexity of navigating the system; 5) transportation; 6) language and culture; 7) immigration concerns; 8) youth specific issues; 9) emergency room utilization; and 10) recent developments in the political sphere that may affect access.

Why is it an Issue?

There are many barriers to accessing health care: a lack of available providers, especially specialists, insurance complexities, high costs, language and cultural differences, transportation limitations, and fears related to immigration status. According to the US Census Estimates, in 2023, 6.8% of Orange County residents were uninsured, with 18.5% on Medicaid and 11.2% on Medicare. The uninsured rate in the past ten years has fallen from 21% due to the implementation of Covered California and the Affordable Care Act. This is confirmed by the 132,146 visits that Hoag's Emergency Department had in 2024.

PRIORITY 2: MENTAL AND BEHAVIORAL HEALTH

Consistent across all data, mental and behavioral health was identified as a significant concern in the community. Mental health hospitalizations in Orange County are at 34.9 per 10,000 residents, with 33.7 for youth and 26.7 for seniors, according to the 2025 OC Community Indicators report.

What's the Issue?

Increase of stress, anxiety, depression, and substance abuse.

Why is it an Issue?

Focus group participants attributed the increase of mental health needs to the lingering effects of the pandemic, economic pressures, and evolving social dynamics. According to the 2025 Orange County Indicators report, substance abuse hospitalizations for all residents in 2022 (the most recent year available) were 13.5 per 10,000 residents, 20.0 for adults, and 6.9 for seniors.

PRIORITY 3: OLDER ADULTS

A strong theme discussed among interviewees were the unique challenges of the aging population in Orange County. Many of the trends in access appear to be exacerbated for older adults. There is a perceived lack of specialists, such as gerontologists and oncologists, and little focus on preventative care for seniors. Seniors also overuse emergency services when a dedicated specialist is not available.

What's the Issue?

According to 2023 Census estimates, there are 529,832 people 65 years and older in Orange County, representing 16.9% of the population. Of these, 228,509 (7.3%) are 75 and older. This population is growing both in absolute terms and as a percentage of Orange County and is projected to continue growing over the next twenty years.

Why is it an Issue?

There is a lack of resources that are needed to address some of the needs that we are seeing amongst the older adult population. These include but are not limited to dementia care, hospice services, and end-of-life planning. Other barriers include high co-pays, inability to obtain appointments, lack of home care, transportation, and difficulty navigating the complex health care system.

PRIORITY 4: FOOD SECURITY

What's the Issue?

In Orange County, the food insecurity rate has grown with 13.9% of residents and 12.9% of children being impacted as of 2024. Compared to a national level, in 2025 the rates rose to 16%. As a result of rising costs in Orange County, this rate is projected to continue to increase as it becomes more difficult for individuals to have access to healthy foods.

Why is it an Issue?

It has become an even more prominent need in our community as federally funded programs, like CalFresh, are being impacted by policy changes. These policy changes will come with new qualifications and eligibility requirements, causing many to lose support from CalFresh. In addition, it will begin to impact the overall wellbeing of our community as food access faces more barriers such as transportation and geographic location.

Hoag's Implementation Strategy

The Implementation Strategy (IS) was developed with input from the Community Health Committee and the Department of Community Health. For each health need that Hoag plans to prioritize, the IS describes the initiatives and strategies, including programs and resources it plans to utilize.

ACCESS TO CARE

Strategies

1. Provide financial assistance for health care services, consistent with the hospital's financial assistance policy.
2. Offer information and enrollment assistance for no cost and low-cost insurance programs.
3. Provide funding and/or in-kind support to community clinics.
4. Provide funding and/or in-kind support to community nonprofit organizations that reduce barriers to accessing care.
5. Provide partners with space and resources at the Melinda Hoag Smith Center for Healthy Living.
6. Hoag Orthopedic Institute will provide community education related to arthritis & fall prevention.
7. Provide screenings and access to flu vaccines at no cost.
8. Provide resource brokering and case management services.
9. Provide wellness and prevention programs to vulnerable communities.

Expected Outcomes for this Health Need

- Increase access to primary and specialty care services.
- Bridge gaps, improve referrals and increase coordination among health care providers and community resources and programs.
- Leverage Hoag assets to build capacity among community clinics and community organizations to improve access to care.
- Support community wide public health groups.

MENTAL AND BEHAVIORAL HEALTH

Strategies

1. Provide mental health services primarily focused on vulnerable populations in various languages.
2. Provide funding and/or in-kind support to community nonprofit organizations that focus on mental health that goes beyond our scope of care.
3. Provide workforce development opportunities (internships, internal and external professional development) for the mental health profession.
4. Use existing pathways to expand our continuum of care for mental health.

Expected Outcomes for this Health Need

- Increase access and remove barriers to mental health care services in community settings.
- Provide culturally and linguistically appropriate mental health services.
- Bridge gaps, improve referrals and increase coordination among mental health care providers and community resources and programs.
- Leverage Hoag assets to build capacity among community clinics and community organizations to improve access to mental health care.

OLDER ADULTS

Strategies

1. Provide funding and/or in-kind support to senior transportation programs.
2. Provide funding and/or in-kind support to community nonprofit organizations that focus on older adults.
3. Provide "Ask the Nurse" one on one nurse navigation sessions in senior settings.
4. Offer chronic disease prevention, management, education, care navigation, screenings and support groups at the Melinda Hoag Smith Center for Healthy Living and local senior centers.

Expected Outcomes for this Health Need

- Improve individuals' compliance with chronic disease prevention and management recommendations.
- Increase community awareness of disease prevention strategies.
- Leverage Hoag assets to build capacity among community clinics and community organizations to improve chronic disease management older adults.
- Provide access to needed health promotion resources for vulnerable populations.

FOOD SECURITY

Strategies

1. Provide funding and/or in-kind support to community-based organizations focused on addressing food insecurity.
2. Partner with Second Harvest Food Bank to host monthly on-site food distributions.
3. Provide nutrition education classes to the community.

Expected Outcomes for this Health Need

- Expanding reach and access by increasing capacity among food community resources.
- Address immediate food insecurity needs.
- Provide culturally and linguistically appropriate nutrition education to promote healthy eating.

Planned Collaboration

To accomplish these strategies Hoag will collaborate with community partners. Sharing resources and enhancing the capacity of partner organizations supports the achievements of our goals. Potential collaborative partners include, but are not limited to:

- Federally Qualified Health Centers (FQHCs)
- OC Publicly Funded Health Insurance Plan – Cal Optima
- Orange County Health Care Agency
- Community health centers and community clinics
- Community-based organizations
- Faith based organizations
- Family resource centers
- Local municipalities
- Mental health associations
- School districts and schools
- Local food banks
- Senior centers

Evaluation of Impact

Hoag will monitor and evaluate the programs and activities outlined above. Hoag anticipates the actions taken to address significant health needs will improve health knowledge, increase wellness behaviors; increase access to health and mental health care; and support self-sufficiency among the broader and more vulnerable populations. Hoag is committed to monitoring key initiatives to assess impact and has implemented a system that tracks the implementation of the activities and documents the anticipated impact.

The reporting process includes the collection and documentation of tracking measures, such as the number of people reached/served and collaborative efforts to address health needs. An evaluation of the impact of the Hoag's' actions to address these significant health needs will be reported in the next scheduled CHNA.

Other Identified Health Needs

Knowing that there are not sufficient resources to address all the identified community health needs, Hoag chose to concentrate on those health needs that can be addressed effectively given the facilities' areas of focus and expertise. This Implementation Strategy is not exhaustive of everything Hoag does to enhance the health of the community. Hoag will continue to look for opportunities to address community needs where it can appropriately focus on those needs.

The following community health needs identified in the 2025 CHNA will not be prioritized, however an explanation is provided below on various efforts that address these needs:

- **Housing Concerns** – Hoag partners with Share Our Selves and Families Forward to provide rental and motel assistance to those eligible applicants. Families Forward has a housing navigator that is available to clients from the Melinda Hoag Smith Center for Healthy Living. Hoag also partners with Serving People In Need (SPIN) to provide guided assistance to permanent housing placement.

- **Diabetes, Obesity, & High Blood Pressure** – Hoag provides financial support and in-kind space to CHOC's Pediatric Diabetes and Endocrine Program at the Mary and Dick Allen Diabetes Center. In addition, Hoag also supports the Pediatric and Adolescent Diabetes Research and Education Foundation. They provide health education classes to children and families on how to prevent diabetes. The community nurse navigators host monthly support groups on topics such as lifestyle and nutrition, diabetes, and no sugar to educate individuals about healthy habits.

Report Adoption and Comments

This Implementation Strategy was adopted by the Board of Directors of Hoag Memorial Hospital Presbyterian in May 2026. The Community Health Needs Assessment (CHNA) and Implementation Strategy (IS) are available on the Hoag website at www.hoag.org/reports. To request a paper copy without charge, provide feedback or comments on the CHNA or IS Report, or any additional inquiries, please email CommunityBenefit@hoag.org.