

GATEWAYS HOSPITAL & MENTAL HEALTH CENTER

2025 EQUITY REPORT



**GATEWAYS HOSPITAL
& MENTAL HEALTH CENTERS**

**This report is a requirement of
Assembly Bill (AB) 1204 (Chapter 751,
Statutes of 2021)**

The past year has been transformative for Gateways Hospital and Mental Health Center (“Gateways” or “organization”). Gateways has successfully navigated through various challenges and achieved significant milestones. By improving data collection and launching a patient experience survey, the organization can better evaluate services provided. The Quality Improvement and Health Information System departments have worked collaboratively with the clinical staff to review forms and assessment tools to ensure the data that is being requested by regulatory agencies such as HCAI, DHCS, and LPS are readily available upon request.

Key achievements

- **Implemented** a patient experience survey to capture responses to HCAHPS survey questions 17 and 19 and CMS PIX survey requirements.
- **Addressed disabilities and social determinants of health** by updating the Health & Physical and Comprehensive Psychosocial Assessment tools to better identify and address health inequities.
- **Advanced collaboration and innovation** through cross-departmental partnership among senior leadership, Health Information Management, Health Information Systems, Information Technology, and clinical services, supporting successful project execution and enhanced data collection.

Leadership Support

On Thursday, August 20, 2026, Gateways Hospital and Mental Health Center held a leadership summit for the management team. Leadership outlined its commitment to creating an integrated continuum of care aligned with Gateways’ mission and responsive to the needs of the vulnerable population served. The summit reflected on Gateways’ history while planning for the future needs of the community and addressing the inequities its members face.

Future outlook

Looking ahead, Gateways is committed to further enhancing services provided and expanding service offerings. The focus will be on leveraging data analytics to drive personalized customer experiences and exploring new market opportunities. Enhanced Care Management is expanding community outreach. Department of State Hospital-contracted Conditional Release programs will move to a new campus in Glendale. Gateways’ Child and Adolescent Outpatient Program recently moved to a new and larger office in Chinatown, providing mental health services to children,

adolescents and young adults. The goal in addressing inequities is to communicate to patients and clients that they matter and their journey is important and Gateways is here to support them. Gateways is confident that these strategic initiatives will position the organization for sustained growth and success.

Addressing Data omitted from Health Equity Report

Gateways Hospital and Mental Health Center currently operate a 55-bed acute inpatient psychiatric hospital. The total discharges for calendar year 2025 were 158 patients. These patients had lengths of stay ranging from 1 day to over 600 days. This is a small group of patients with highly specialized needs. Gateways goal is to protect the confidentiality of the services rendered and to keep our patients safe. In addition to privacy and safety concerns, Gateways can only report data that is available. The Quality Improvement team reviewed the *Hospital Equity Report: Measures Submission Guide* and compared the requested data with the data available in the EHR and patients' medical records. The review identified opportunities to enhance the organization's data collection and assessment tools to ensure that data requested by Department of Health Care Access and Information (HCAI) and Centers for Medicare & Medicaid Services (CMS) is captured. The process of evaluating data collection systems and making necessary enhancements takes time. The calendar year 2025 Health Equity Report submission omits data in the following areas:

- Regarding stratification, much of this data is masked utilizing the guidance from the Data De-identification Guide (DDG).
- Specifically citing the Numerator – Denominator condition. The Denominator Condition sets a minimum value for the denominator. The DDG has identified the lower limit for the denominator to be a minimum value of 20,000.
- Any cell with a count less than 11 will be suppressed or masked. Since this is a Numerator – Denominator Condition, both the minimum cell size for the numerator and denominator must be met. In addition, record level data is evaluated for uniqueness of the record and the ability for the requester to identify individuals in the data.

Conclusion

The achievements of the past year are a testament to the dedication and hard work of the team. Gateways is grateful for the support of stakeholders and looks forward to continuing on the journey of growth and innovation.