



*St. Joseph Health St. Jude Medical  
Center*

*St. Joseph Health St. Jude Heritage HealthCare*

**Fiscal Year 2013 COMMUNITY BENEFIT REPORT  
PROGRESS ON FY 12 – FY 14 CB PLAN/IMPLEMENTATION STRATEGY REPORT**

**St. Joseph Health**   
St. Jude Medical Center

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<sup>1</sup> Non-financial summary of accomplishments are referred to in SB 697 as non-quantifiable benefits.

## EXECUTIVE SUMMARY

### **Our Mission**

*To extend the healing ministry of Jesus in the tradition of the Sisters of St. Joseph of Orange by continually improving the health and quality of life of people in the communities we serve.*

### **Our Vision**

*We bring people together to provide compassionate care, promote health improvement and create healthy communities.*

### **Our Values**

*The four core values of St. Joseph Health -- Service, Excellence, Dignity and Justice -- are the guiding principles for all we do, shaping our interactions with those whom we are privileged to serve.*

## **Who We Are and What We Exist**

St. Joseph Health, St. Jude Medical Center (referred to as St. Jude Medical Center in this document) is a 329 bed hospital sponsored by St. Joseph Health Ministry with centers of excellence in Cardiac, Oncology, Orthopedics, Rehabilitation and Women and Children's Services. The Medical Center's 2,478 employees and 672 medical staff are committed to striving for sacred encounters, perfect care and healthiest communities.

St. Jude Heritage Healthcare is a not-for-profit medical practice foundation with 785 employees and 165 physicians that serves as the integrated partner with the Medical Center in serving over 164,000 residents in North Orange County and neighboring areas.

St. Jude Medical Center invested **\$46,875,708** in community benefit in FY 2013, an increase of 0.3% from FY12 \$46,715,471. St. Joseph Health, Heritage Healthcare invested **\$5,372,556** in community benefit in FY13, an 18.6% increase from FY12 \$4,529,554. The main reason for this increase has been the increase in persons served by the MediCal and Medical Services for the Indigent (MSI) programs. For FY 13, St. Jude Medical Center had an unpaid cost of Medicare of \$35,457,174 and St. Jude Heritage Healthcare had an unpaid cost of Medicare of \$8,462,863.

Our accomplishments for Fiscal Year 13 include:

- Provided 12,306 medical visits and 6,922 dental visits to uninsured/underinsured low income persons through our fixed site and mobile community clinics increasing access to care to 4,578 individuals.
- Continued the St. Jude Heritage Access Program to expand comprehensive medical home access to 106 patients at St. Jude Heritage primary care physician offices.
- Increased access to specialty care for the uninsured by recruiting additional volunteer specialists at our clinics and partnering with Access OC where 90 volunteers provided 15 free surgeries and colonoscopies at a Super Surgery Saturday event.
- Implemented Year 5 of the Healthy for Life program partnering with the Orange County Department of Education on a transition plan in the elementary schools..
- Continued the South Fullerton Neighborhood Healthy Weight Initiative which expanded nutrition and physical activity programs and policies in the Richman community.

- Continued to partner with Fullerton, Placentia, La Habra and Buena Park Collaboratives on their Obesity Prevention Plans.
- Prevented the conversion of St. Jude Neighborhood Health Center patients with pre-diabetes to diabetes through a pre-diabetes protocol.

### ***Overview of Community Needs and Assets Assessment***

The FY 13 priorities and programs were based on the findings of the 2011 SJMC Needs Assessment. The process utilized in conducting the needs and assets assessment included the following:

- Orange County Health Needs Assessment 2007 Survey with updates for 2010.
- Orange County Health Care Agency Secondary Data
- Stakeholder surveys conducted by the Orange County Health Needs Assessment
- Community meetings with low income residents and representatives from agencies that serve them.

The community needs and asset assessment is available online at [stjudemedicalcenter.org](http://stjudemedicalcenter.org)

### ***Community Plan Priorities/Implementation Strategies***

Community benefit priorities were developed in 2011 based on the 2011 Community Health Needs Assessment with input from community groups. FY 13 accomplishments include:

**Increase Access to Medical Care for the Uninsured and Underinsured in Zip Codes 92832 and 92833 and Increase Access to Dental Care for Uninsured and Underinsured in North Orange County.** The number of unique patients who live in zip codes 92832 and 92833 receiving medical services at St. Jude Neighborhood Health Center declined 13.9% in FY 13 as compared to FY 12. This was due to one full-time vacant provider position and one provider being on maternity leave. The dental access goal was met as the number of unique persons served at the two dental clinics increased from 1,121 in FY 12 to 2,090 in FY 13. The percentage of the population served increased from 0.2% of the population to 0.4%.

**Improving the percentage of Healthy Weight Children in South Fullerton** – Initiatives included the Healthy for Life Program, the Richman Neighborhood Healthy Weight Initiative at 6 schools and support for community-based exercise and walking programs. The FY 13 Fitnessgram data will not be available until winter 2013 to determine the results.

**Reducing the conversion of St. Jude Neighborhood Health Center patients with pre-diabetes to diabetes.** Initiatives included the identification of pre-diabetic clinic patients, referral to classes and follow-up testing. In FY 13, 98.8% of clinic pilot group patients with pre-diabetes did not convert to diabetes which was better than our target of 90%.

## INTRODUCTION

### *Who We Are and Why We Exist*

The tradition of the Sisters of St. Joseph of Orange calls on us to go out into the communities we serve, identify the problems that exist and work with the people in the community to solve these problems. The work we are continuing to do in reducing childhood obesity in South Fullerton is an example of how this tradition is lived today. Six years ago St. Joseph Health, St. Jude Medical Center (referred to as St. Jude Medical Center in this document) identified that the majority of students in South Fullerton classes who took the Fitnessgram test were not in the healthy fitness zone for body composition. In an effort to address this important issue that could have a life-long health impact, the Medical Center engaged the community residents and community partners, including the City of Fullerton, Fullerton School District, Fullerton Collaborative, and the Boys and Girls Club to create a culture of healthy lifestyles. The goal was to provide increased opportunities for children to have more minutes per week of moderate to vigorous physical activity and to decrease sugar sweetened beverage intake while increasing access to healthy foods. Over the past year the Medical Center invested over \$150,000 in activities such as training parents to lead school lunch exercise programs, zumba classes, walking clubs, school gardens, enhanced school curriculums around health and the Healthy for Life program which provided equipment and teacher training.

St. Jude Medical Center and St. Jude Heritage Healthcare continue to focus on community benefit priorities to increase access to medical and dental care for the uninsured and underinsured, implement programs to reduce childhood obesity and reducing the conversion from pre-diabetes to diabetes at the St. Jude Neighborhood Health Center. Our accomplishments for Fiscal Year 13 are:

- Provided 12,306 medical visits and 6,922 dental visits to uninsured/underinsured low income persons through our fixed site and mobile community clinics increasing access to care to 4,578 individuals.
- Continued the St. Jude Heritage Access Program to expand comprehensive medical home access to St. Jude Heritage primary care physician offices. This program served 106 unique uninsured patients.
- Increased access to specialty care for the uninsured by recruiting additional volunteer specialists at our clinics and partnering with Access OC where 90 volunteers provided 15 free surgeries and colonoscopies at a Super Surgery Saturday event.
- Implemented Year 5 of the Healthy for Life program in our service area, partnering with the Orange County Department of Education on a transition plan for the elementary schools.
- Implemented the South Fullerton Neighborhood Healthy Weight Initiative which expanded nutrition and physical activity programs and policies in the Richman community. Piloted a reduced flavored milk policy in all Fullerton schools.
- Continued to partner with Fullerton, Placentia, La Habra and Buena Park Collaboratives on their Obesity Prevention Plans.
- Prevented the conversion of 98.8% of St. Jude Neighborhood Health Center patients with pre-diabetes to diabetes through a pre-diabetes protocol.

St. Jude Medical Center is a 329 bed hospital sponsored by St. Joseph Health Ministry with centers of excellence in Cardiac, Oncology, Orthopedics, Rehabilitation and Perinatal Services. The Medical Center's 2,478 employees and medical staff are committed to striving for sacred encounters, perfect

care and healthiest communities. St. Jude Heritage Healthcare is a not-for-profit medical practice foundation with 785 employees and 165 physicians that serves as the integrated partner with the Medical Center in serving over 164,000 residents in North Orange County and neighboring areas.

St. Jude Medical Center invested **\$46,875,708** in community benefit in FY 2013 (FY13) a 0.3% increase from FY12 \$46,715,471. St. Joseph Health, Heritage Healthcare invested **\$5,372,556** in community benefit in FY13, an 18.6% increase from FY12 \$4,529,554. The main reason for this increase has been the increase in persons served by the MediCal and Medical Services for the Indigent (MSI) programs. For FY 13, St. Jude Medical Center had an unpaid cost of Medicare of \$35,457,174 and St. Jude Heritage Healthcare had an unpaid cost of Medicare of \$8,462,863.

### ***Community Benefit Governance Structure***

The Community Benefit Committee of the Board of Trustees composed of a majority of community members, with Board members and executive management of both the hospital and Heritage Healthcare provides oversight for the development and implementation of the Medical Center's Community Benefit Plan. Community members include representatives from School Boards, city government, Orange County Health Care Agency, faith based organizations and others knowledgeable about the needs of the underserved. The members have provided input into the community benefit needs assessment and planning process, helped establish priorities for community benefit, monitored the outcomes of community benefit programs and approved the community benefit budget. In addition, they support us in our advocacy efforts with local government and school boards. The Committee provides its minutes and regular reports to the full Board of Trustees. This year the CEO sought to engage Executive Management Team members in our community benefit activities by encouraging their participation in the Richman Neighborhood 5K and in the West Fullerton Food Distribution.

### ***Patient Financial Assistance Program***

Our mission is to provide quality care to all our patients, regardless of ability to pay. We believe that no one should delay seeking needed medical care because they lack health insurance. That is why St. Joseph Health, St. Jude Medical Center has a **Patient Financial Assistance Program (FAP)** that provides free or discounted services to eligible patients. In FY 13, St. Jude Medical Center provided \$8,251,168 in charity care serving 14,884 encounters and St. Jude Heritage Healthcare provided \$357,420 in charity care serving 2,266 encounters.

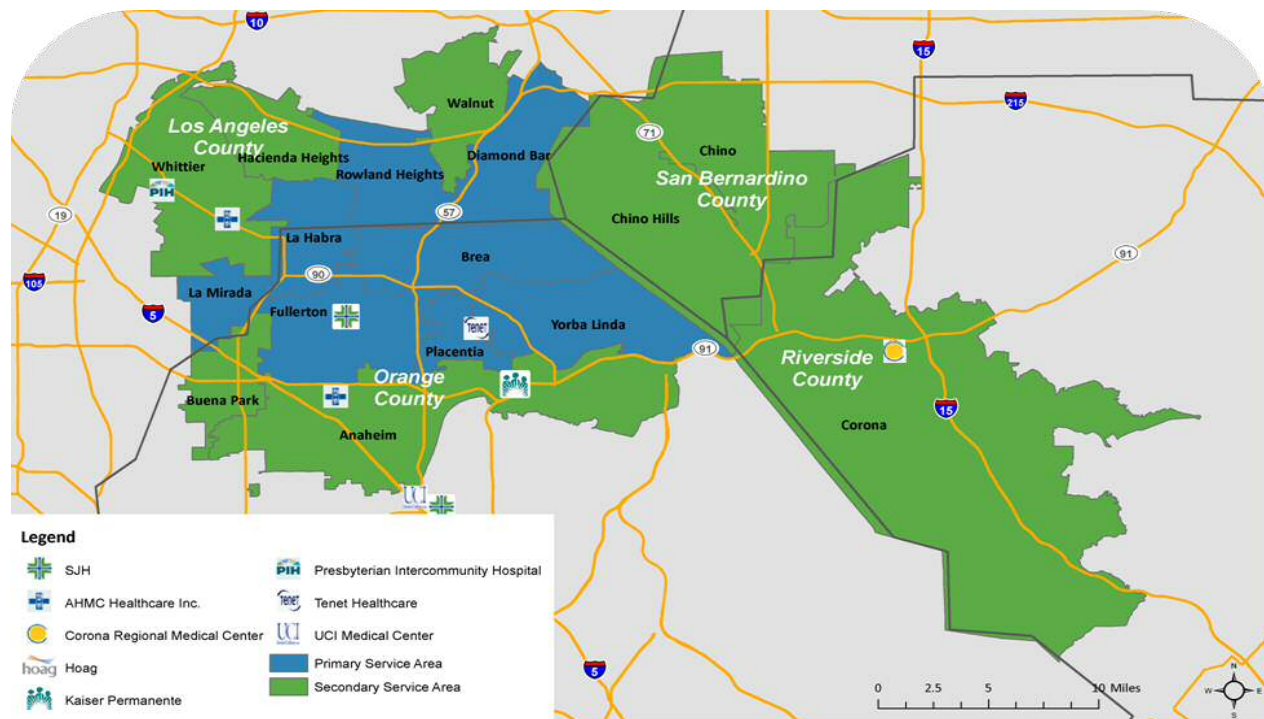
One way St. Joseph Health, St. Jude Medical Center informs the public of FAP is by posting notices. Notices are posted in high volume inpatient and outpatient service areas. Notices are also posted at locations where a patient may pay their bill. Notices include contact information on how a patient can obtain more information on financial assistance as well as where to apply for assistance. These notices are posted in English and Spanish and any other languages that are representative of 5% or greater of patients in the hospital's service area. All patients who demonstrate lack of financial coverage by third party insurers are offered an opportunity to complete the Patient Financial Assistance application and are offered information, assistance, and referral as appropriate to government sponsored programs for which they may be eligible.

## COMMUNITY

### Defining the Community

#### Primary Service Area and Secondary Service Area

The primary service area of St. Jude Medical Center is noted in light blue and the secondary service area in dark blue. The service areas reach 1.63 million people.



2012 Annual Market Assessment, St. Joseph Health, St. Jude Medical Center



## Community Benefit Geographic Focus

The Medical Center's geographical area of focus for community benefit programs are the cities of Brea, Buena Park, Fullerton, La Habra, Placentia and Yorba Linda whose demographics are outlined in Table 1 below.

**Table 1. Target Cities for Community Benefit Initiatives and Programs**

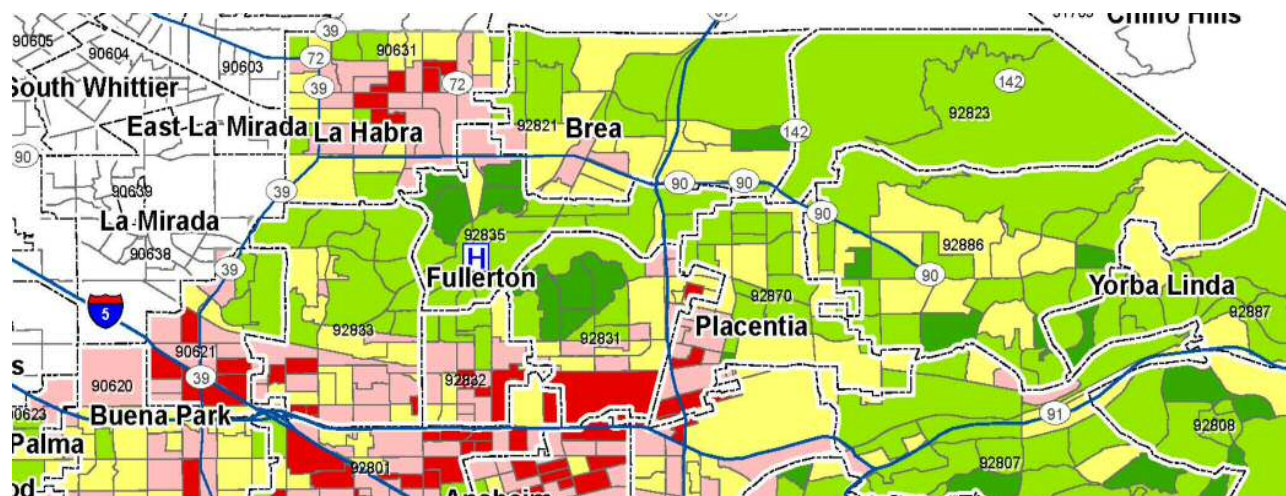
City	Pop.	% White	% Hispanic	% Asian	% Black	HH Size	Median Income	% Persons Below FPL
Brea	40,330	52.7%	25.0%	18.2%	1.4%	2.71	\$ 81,278	5.8%
Buena Park	82,155	27.2%	39.3%	26.7%	3.8%	3.51	\$ 64,809	10.2%
Fullerton	138,574	38.2%	34.4%	22.8%	2.3%	2.93	\$ 69,432	13.2%
La Habra	61,392	30.2%	57.2%	9.4%	1.7%	3.23	\$ 63,356	12.3%
Placentia	51,673	44.7%	36.4%	14.9%	1.8%	3.16	\$ 78,364	11.6%
Yorba Linda	66,735	65.7%	14.4%	15.6%	1.3%	2.97	\$115,291	2.7%
<b>TOTAL</b>	<b>440,859</b>	<b>41.2%</b>	<b>34.8%</b>	<b>19.2%</b>	<b>2.2%</b>	<b>3.08</b>	<b>\$ 77,246</b>	<b>10.1%</b>

**Source:** 2013 US Census Quick Facts (Race/ethnicity data excludes other race)

The socio-demographic data above for the six areas served by SJMC Community Benefit demonstrate wide disparities in racial/ethnic and economic indicators. La Habra is the city with the lowest median income and the greatest racial/ethnic diversity while Yorba Linda has the highest income and least racial/ethnic diversity.

Within each city, with the exception of Yorba Linda, there are neighborhoods that have a higher percentage of disproportionate unmet health needs populations. The map below outlines these neighborhoods which are designated in red (highest need) and pink (high need) based on demographic indicators such as poverty level, unemployment rate and household income. Highest need neighborhoods had highest rates of poverty, unemployment and lowest incomes. Community benefit programs are targeted to these highest need neighborhoods.

The community needs and asset assessment is available online at [stjudemedicalcenter.org](http://stjudemedicalcenter.org)





The significant health needs that were identified from the survey include:

- Increase access to medical and dental care for uninsured and underinsured residents of zip codes 92832 and 92833.
- Improve the percentage of healthy weight children in South Fullerton.
- Reduce the conversion of persons served by the St. Jude Neighborhood Health Center with pre-diabetes to diabetes.

St. Joseph Health, St. Jude Medical Center anticipates that implementation strategies may change and therefore, a flexible approach is best suited for the development of its response to the St. Joseph Health, St. Jude Medical Center CHNA. For example, certain community health needs may become more pronounced and require changes to the initiatives identified by St. Joseph Health, St. Jude Medical Center in the enclosed CB Plan/Implementation Strategy.

## ***COMMUNITY NEEDS ASSESSMENT PROCESS AND RESULTS***

### ***Summary of Community Needs Assessment Process and Results***

The FY 13 priorities and programs were based on the findings of the 2011 SJMC Needs Assessment. The process utilized in conducting the needs and assets assessment included the following:

- Orange County Health Needs Assessment 2007 Survey with updates for 2010.
- Orange County Health Care Agency Secondary Data
- Stakeholder surveys conducted by the Orange County Health Needs Assessment, a county-wide collaborative organization whose purpose is to assist hospitals with the community health needs assessment.
- Community meetings with low income residents and representatives from agencies that serve them.

Input from Orange County Public Health was obtained through representation on the Community Benefit Committee of Joseph Vargas, Supervisor, and Health Promotion.

The community needs and asset assessment is available online at [stjudemedicalcenter.org](http://stjudemedicalcenter.org)

### Identification and Selection of DUHN Communities

Communities with Disproportionate Unmet Health Needs (DUHN) are communities defined by zip codes and census tracts where there is a higher prevalence or severity for a particular health concern than the general population within our ministry service area.

**DUHN Group and Key Community Needs and Assets Summary Table**

DUHN Population Group or Community	Key Community Needs	Key Community Assets
<i>Low income geographic neighborhoods – South Fullerton, Central La Habra, East Buena Park and West Placentia.</i>	<i>Open Space Improved public safety Dental Services Adult Medical Services Obesity Prevention Programs Mental Health Counseling Substance Abuse Services Smoking Cessation Asthma Management Information and Referral Maternal and Infant Health</i>	<i>Community Collaboratives in all cities St. Jude Neighborhood Health Centers St. Jude Dental Clinic Friends of Family Health Center The Gary Center Sierra Health Center Buena Park Community Clinic North Orange County Regional Health Foundation Cal Grip Programs (Fullerton and Buena Park) Buena Park Community Clinic KCS Health Services Family Resource Centers (Fullerton and La Habra)</i>
<i>Low Income Latino Populations</i>	<i>Access to medical and dental care. Obesity Prevention Diabetes prevention and treatment Teen Pregnancy</i>	<i>Same as Above</i>
<i>Adults Lacking Medical and Dental Insurance</i>	<i>Access to medical and dental care Access to medication</i>	<i>Community Clinics above</i>
<i>Overweight and Obese Children</i>	<i>Increased physical activity in school and outside of school Safe places to play</i>	<i>Healthy for Life St. Jude Healthy Weight Initiative School District Wellness Policies</i>
<i>Persons using the Emergency Department Inappropriately</i>	<i>Lack of access to medical services when needed</i>	<i>Community Clinics above</i>
<i>Homeless Persons</i>	<i>24/7 shelter Wrap-around support services</i>	<i>Fullerton Homeless Task Force Church shelter and food programs St. Jude Community Care Navigator Dedicated homeless police officers</i>
<i>Chronically mentally ill and substance users</i>	<i>Access to affordable on-going mental health and substance use care</i>	<i>St. Jude Neighborhood Health Center telehealth psychiatry</i>

		<i>program and MFT Gary Center Family Resource Center counseling programs</i>
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## PRIORITY COMMUNITY HEALTH NEEDS

Figure 1, below, describes the community health needs identified through the SJH, St. Jude Medical Center CHNA. Those needs that the hospital does not plan to address are noted<sup>2</sup>.

**Figure 1.**

Health Needs Identified through CHNA	Plan to Address
Health care access and coverage	Yes
Health care utilization	Yes
Health status	Yes
Chronic diseases	Yes
Dental health	Yes
Maternal and infant health	Yes
Nutrition, obesity, and exercise	Yes
Older adult health	Yes
Homelessness	Yes
Substance Abuse	No
Chronic Mental Illness	No
Teen Pregnancy	No

The following health needs will not be addressed directly through a St. Joseph Health, St. Jude Medical Center initiative or program because they are already addressed by local non-profit organizations that have the resources and expertise: Substance Abuse, Chronic Mental Illness and Teen Pregnancy.

St. Joseph Health, St. Jude Medical Center will collaborate with local organizations that address aforementioned community needs, to coordinate care and referral and address these unmet needs.

### Needs Beyond the Hospital's Service Program

No hospital facility can address all of the health needs present in its community. We are committed to continue our Mission through community benefit programs and by funding other non-profits through our Care for the Program managed by the St. Joseph Health, Community Partnership Fund. Furthermore, St. Joseph Health, St. Jude Medical Center will endorse local non-profit organization partners to apply for funding through the [St. Joseph Health, Community Partnership Fund](#). Organizations that receive funding provide specific services, resources to meet the identified needs of underserved communities through St. Joseph Health communities.

The following community health needs identified in the ministry CHNA will not be addressed and an explanation is provided below:

<sup>2</sup> A number of community health needs are already addressed by other organizations and will not be addressed in the implementation plan report.

**Substance Abuse:** The Hospital does not have a substance abuse program; however, we collaborate with the Gary Center and sober living homes that provides those services by referring appropriate patients to them.

**Chronic Mental Illness:** The Hospital does not have a mental health program however we partner with the Illumination Foundation and Orange County Behavioral Health who serves this population by referring appropriate patients to them.

**Teen Pregnancy:** The Hospital does not have a program targeting teen pregnancy however we partner with the Fullerton Joint Union High School District on the Teen Age Positive Parenting program where we have provided financial support for a mildly ill child care center for teen mothers and their babies.

## Community Benefit Planning Process

### Summary of Community Benefit Planning Process

The Medical Center's community benefit planning process included obtaining significant stakeholder input on the results of the Community Health Needs and Assessment and incorporating the input into the identification of priority areas for the plan by the Medical Center Community Benefit Committee and the development of evidenced-based goals, strategies and activities by Community Benefit staff. The final plan was approved by the Community Benefit Committee.

## St. Joseph Health, St. Jude Medical Center

### FY 12 – FY 14 Community Benefit Plan/Implementation Strategies and Evaluation Plan: FY 13 Accomplishments

#### FY 12 – FY 14 Key Community Benefit Initiatives

#### Increasing Access to Medical Care for the Uninsured and Underinsured

**Description:** The St. Jude Medical Center Community Health Needs Assessment showed that over 33% of very low income people in Fullerton lacked health insurance. This initiative is designed to increase the percentage of uninsured persons in South Fullerton who have access to a medical home.

**Goal:** Increase the number of uninsured and underinsured individuals who live in zip codes 92832 and 92833 who have a usual source of care in the St. Jude Integrated Delivery System.

**Community Partners:** St. Jude Heritage Healthcare, St. Jude Heritage Medical Group, Access OC, CalOptima, Medical Services for the Indigent (MSI), Coalition of Orange County Community Health Centers, City of Fullerton, Fullerton School District.

**Outcome Measure:** Percentage increase in the number of uninsured and underinsured in zip code 92832 and 92833 that have a usual source of care at the St. Jude Neighborhood Health Center.

**Scope:** Low-income uninsured and underinsured persons who live in zip codes 92832 and 92833.

**Strategies:**

1. Clinic has contracts in place and is open for new patients who are MSI, CalOptima or Uninsured.
2. Increase access to St. Jude Neighborhood Health Center during non-traditional hours.
3. Implement orientation and script for new patients at the St. Jude Neighborhood Health Center.

**Strategy Measures:**

1. Enrollment numbers in MSI and CalOptima programs and uninsured who use SJNHC as usual source of care.
2. Number of hours per week clinic is open outside of Monday-Friday 8 a.m. – 5 p.m.
3. Orientation plan and script developed and implemented.

**Progress in FY 13:** This goal was not met in FY 13. There was a **13.9%** reduction in medical patients served at St. Jude Neighborhood Health Center from target zip codes 92832 and 92833. This was largely due to difficulty in recruiting for a vacant full-time physician as well as the resignation of a Nurse Practitioner and the maternity leave of another Nurse Practitioner. The clinic had a contract with MSI and CalOptima through CHOC Health Alliance and CCN, was open every other Saturday and developed a warm welcome program to address patient service.

## Increasing Access to Dental Care for Uninsured and Underinsured Adults in North Orange County

**Description:** The St. Jude Medical Center Community Health Needs Assessment showed that 42.9% of low income adults lacked dental insurance in North Orange County. This initiative is designed to provide increased access to dental services for uninsured and underinsured adults in North Orange County.

**Goal:** Increase the number of uninsured and underinsured adults who live in North Orange County who have access to dental care.

**Community Partners:** Healthy Smiles, Boys and Girls Club of Buena Park, City of Fullerton, Fullerton School District

**Outcome Measure:** Percentage increase in the number of persons living in North Orange County who receive dental services at the St. Jude Dental Clinics.

**Scope:** Low-income uninsured and underinsured adults who live in North Orange County and are served by St. Jude Dental Clinics.

**Strategies:**

1. Increase available appointment slots for adults at St. Jude Dental Clinics.
2. Increase access to urgent care dental appointments for adults at St. Jude Dental Clinic.
3. Understand and implement dental outcome reporting capabilities of Windent.

**Strategy Measures:**

1. Productivity rate of dental clinic.

2. Number of urgent care dental appointments provided to adults at St. Jude Neighborhood Dental Clinic.
3. Reports generated on dental outcomes on a quarterly basis.

**Progress in FY 13:** This goal was met as the number of unique persons served at the two dental clinics increased from 1,121 in FY 12 to 2,090 in FY 13. The percentage of the population served increased from 0.2% of the population to 0.4%.

## Increasing Percentage of Healthy Weight Children in South Fullerton

**Description:** The St. Jude Medical Center Community Health Needs Assessment showed that 17.7% of Hispanic children ages 2 -4 and 22.2% of Hispanic children ages 5-19 in Orange County are obese. This initiative is designed to address the needs of these children in a targeted low income neighborhood of Fullerton.

**Goal:** Increase the percentage of 5<sup>th</sup> and 7<sup>th</sup> grade children attending Richman, Woodcrest, Nicolas, Valencia Park and Commonwealth Schools whose body composition are in the Healthy Fitness Zone on the Fitnessgram.

**Community Partners:** Fullerton School District, Fullerton Collaborative, Boys and Girls Club Fullerton

**Outcome Measure:** Increase percent of students in 5<sup>th</sup> and 7<sup>th</sup> grade at targeted schools whose body composition and aerobic capacity scores (i.e. BMI, skin fold measure, aerobic capacity) is in the Healthy Fitness Zone in the Fitnessgram test.

**Scope:** Low-income 5<sup>th</sup> and 7<sup>th</sup> grade children and their families who attend Richman, Woodcrest, Nicolas, Valencia Park and Commonwealth schools.

### Strategies:

1. Provide access to more fruits and vegetables to students at target schools.
2. Increase minutes of moderate to vigorous physical activity at target schools.
3. Enhance school policies regarding the after school sales and sugar-sweetened beverage use.

### Strategy Measures:

1. Percent of students consuming extra fruits and vegetables.
2. Average number of after school program students receiving 30 minutes or more per day of moderate physical activity.
3. Number of policy changes implemented at target schools.

**Progress in FY 13:** Fitnessgram data for FY 13 will not be available until the winter of 2013. The Medical Center has continued to expand the Lunchtime Exercise Achievement Program which now provides parent-led supervision at six Title 1 schools in Fullerton reaching over 400 children each week. The Healthy for Life program resulted in a 23.4% positive change in BMI category for the North Orange County target schools that participated. Six after school programs have enhanced the number of minutes of moderate to vigorous physical activity each week. Two policy changes implemented in Fullerton School District were a reduction in flavored milk served in all schools from five to two days per week and a requirement of at least three health education classes per year in elementary schools.



## Pre-diabetes Initiative

**Description:** There is an increasing prevalence of diabetes as evidenced by the more than 700 persons with diabetes cared for at the St. Jude Neighborhood Health Center. This initiative is designed to identify patients who are pre-diabetes and provide a health education intervention to prevent them from converting to diabetes.

**Goal:** Prevent St. Jude Neighborhood Health Center pre-diabetes patients from becoming a person with diabetes.

**Community Partners:** City of Fullerton

**Outcome Measure:** Percentage of low-income adults with pre-diabetes who do not convert to diabetes.

**Scope:** Low-income adults served by the St. Jude Neighborhood Health Center who are pre-diabetic or at-risk for diabetes.

### Strategies:

1. Implement a standardized team-based pre-diabetes protocol.
2. Implement pre-diabetes intervention classes.

### Strategy Measures:

1. Percent of patients where standardized protocol was fully implemented.
2. Percent of patients with pre-diabetes referred to class who complete the series.

**Outcomes:** 98.8% of St. Jude Neighborhood Health Center patients who were identified as pre-diabetic during fiscal year 13 did not convert to diabetes.

**Progress in FY 13:** While the outcomes have been met, there has been an increase in the number of new patients whose BMI is greater than 25 and therefore who are at risk for pre-diabetes. The clinic dietitian is exploring the feasibility of introducing a class on healthy lifestyles for this population. In addition, the attendance at the diabetes classes of pre-diabetic patients is low. The clinic staff is exploring other options for educating patients.

## Addressing the Needs of the Community: FY 12 – FY 14 Other Community Benefit Programs and Evaluation Plan

### Cancer Center Community Program (Broader Community)

**Program Description:** Program that offers cancer support services provided by a social worker, clinical nurse specialist, genetic counselor, nurse navigator, and research nurse in addition to support groups, education and resource library.

**Key Community Partners:** American Cancer Society, Susan Komen Foundation

**Goal:** To provide support services to cancer patients and their families that result in improved clinical outcomes and quality of life.

**Target Population (Scope):** Cancer patients and family members.

**Outcome Measure:** Cancer mortality rates; Quality of life indicator.

**FY 13 Accomplishments:** 2,566 unique persons received 10,638 in-person encounters for support services that included care navigation, social service support, dietitian support, counseling and bereavement, emergency assistance, information and referral. \$654,786 was invested in providing these support services.

### Nurse Advice Line (Broader Community)

**Program Description:** Provides nurse triage calls for people who call with health needs and are unsure if they should go to the Emergency Department. Program transitioned to Heritage HealthCare in May 2013.

**Key Community Partners:** Community Clinics

**Goal:** Ensure that patients receive care at the appropriate level of care.

**Target Population (Scope):** North Orange County community

**Outcome Measure:** # of calls able to be handled at home or by PCP

**FY 13 Accomplishments:** 13,748 persons were provided 15,562 nurse triage calls. \$1,226,366 was invested to provide these critical services.

### Senior Services (Broader Community)

**Program Description:** Offers home bound frail elderly a health risk assessment and opportunity for volunteer assistance for friendly visiting, help with chores or shopping. Works with churches to develop volunteer network. Provides senior non-emergency medical transportation and falls risk assessment.

**Key Community Partners:** North Orange County Senior Services Collaborative, Faith Based Organizations (multiple)

**Goal:** To support frail elderly to stay in their homes.

**Target Population (Scope):** Frail elderly.

**Outcome Measure:** Number of services provided

**FY 13 Accomplishments:** 2,156 encounters were provided for information and referral, home visitation and support groups. 10,856 non-emergency medical transportation trips were provided. The Medical Center invested \$564,242 to support the needs of frail elderly in the community.

### Caregiver Resource Center (Broader Community)

**Program Description:** Provides information and referral, support groups, respite, counseling, home assessment and education to caregivers who are taking care of a family member.

**Key Community Partners:** California Department of Mental Health, Orange County Office on Aging, ADHC's and Senior Service providers

**Goal:** To keep caregivers healthy so that they can maintain their loved one in the home setting if feasible.

**Target Population (Scope):** Orange County families taking care of a loved one in their home.

**Outcome Measure:** Per cent of caregiver family members who are not institutionalized.

**FY 13 Accomplishments:** 24,229 encounters provided serving 1,600 persons. Program expenses were \$1,021,674 which was funded by state and federal grants. The Medical Center provided all administrative support in-kind to ensure that all funds could be devoted to direct services.

## FY13 Community Benefit Investment

### FY13 COMMUNITY BENEFIT INVESTMENT St. Joseph Health St. Jude Medical Center (ending June 30, 2013)

CA Senate Bill (SB) 697 Categories	Community Benefit Program & Services <sup>3</sup>	Net Benefit
<b>Medical Care Services for Vulnerable<sup>4</sup> Populations</b>	Financial Assistance Program (FAP) (Charity Care-at cost)	\$ 8,251,168
	Unpaid cost of Medicaid <sup>5</sup>	\$21,567,852
	Unpaid cost of other means-tested government programs	\$ 9,095,670
		<b>\$38,914,690</b>
<b>Other benefits for Vulnerable Populations</b>	Community Benefit Operations	\$364,922
	Community Health Improvements Services	\$822,968
	Cash and in-kind contributions for community benefit	\$2,224,726
	Community Building	\$0
	Subsidized Health Services	\$422,423
	<b>Total Community Benefit for the Vulnerable</b>	<b>\$42,749,770</b>
<b>Other benefits for the Broader Community</b>	Community Benefit Operations	\$0
	Community Health Improvements Services	\$3,248,051
	Cash and in-kind contributions for community benefit	\$38,258
	Community Building	\$0
	Subsidized Health Services	\$654,766
<b>Health Professions Education, Training and Health Research</b>	Health Professions Education, Training & Health Research	\$184,904
	<b>Total Community Benefit for the Broader Community</b>	<b>\$4,150,938</b>
	<b>TOTAL COMMUNITY BENEFIT (excluding Medicare)</b>	<b>\$46,875,708</b>
<b>Medical Care Services for the Broader Community</b>	Unpaid cost to Medicare <sup>6</sup> <i>(not included in CB total)</i>	\$35,457,174

<sup>3</sup> Catholic Health Association-USA Community Benefit Content Categories, including Community Building.

<sup>4</sup> CA SB697: "Vulnerable Populations" means any population that is exposed to medical or financial risk by virtue of being uninsured, underinsured, or eligible for Medicaid, Medicare, California Children's Services Program, or county indigent programs. For SJHS, we exclude Medicare as part of Community Benefit total and only include it below the line for SB697 reporting purposes.

<sup>5</sup> Accounts for Hospital Fee. The pledge/grant (separate from the quality assurance fee) is reported in Cash and In-kind Contributions for other vulnerable populations.

<sup>6</sup> Unpaid cost of Medicare is calculated using our cost accounting system. In Schedule H, we use the Medicare cost report.

**FY13 COMMUNITY BENEFIT INVESTMENT**  
**St. Joseph Health St. Jude Heritage HealthCare**  
*(ending June 30, 2013)*

CA Senate Bill (SB) 697 Categories	Community Benefit Program & Services <sup>7</sup>	Net Benefit
<b>Medical Care Services for Vulnerable<sup>8</sup> Populations</b>	Financial Assistance Program (FAP) (Charity Care-at cost)	\$357,420
	Unpaid cost of Medicaid	\$3,273,722
	Unpaid cost of other means-tested government programs	\$1,695,139
<b>Other benefits for Vulnerable Populations</b>	Community Benefit Operations	\$0
	Community Health Improvements Services	\$26,631
	Cash and in-kind contributions for community benefit	\$9,984
	Community Building	\$0
	Subsidized Health Services	\$0
<b>Total Community Benefit for the Vulnerable</b>		<b>\$5,362,896</b>
<b>Other benefits for the Broader Community</b>	Community Benefit Operations	\$1,089
	Community Health Improvements Services	\$0
	Cash and in-kind contributions for community benefit	\$6,345
	Community Building	\$0
	Subsidized Health Services	\$0
<b>Health Professions Education, Training and Health Research</b>	Health Professions Education, Training & Health Research	\$2,226
	<b>Total Community Benefit for the Broader Community</b>	
<b>TOTAL COMMUNITY BENEFIT (excluding Medicare)</b>		<b>\$5,372,556</b>
<b>Medical Care Services for the Broader Community</b>	Unpaid cost to Medicare <sup>9</sup> <i>(not included in CB total)</i>	\$8,462,863

<sup>7</sup> Catholic Health Association-USA Community Benefit Content Categories, including Community Building.

<sup>8</sup> CA SB697: "Vulnerable Populations" means any population that is exposed to medical or financial risk by virtue of being uninsured, underinsured, or eligible for Medicaid, Medicare, California Children's Services Program, or county indigent programs. For SJHS, we exclude Medicare as part of Community Benefit total and only include it below the line for SB697 reporting purposes.

<sup>9</sup> Unpaid cost of Medicare is calculated using our cost accounting system. In Schedule H, we use the Medicare cost report.

## Telling Our Community Benefit Story: Non-Financial<sup>10</sup> Summary of Accomplishments

In addition to the financial investments made by the Medical Center and Heritage Healthcare, there are non-quantifiable benefits that are provided by both organizations. Going out into the community and being of service to those in need is part of the tradition of our founders and is carried out today by our staff. Each month the Medical Center and Heritage Healthcare sponsor the Spirit of Giving, a program that encourages staff to help the community. This program has collected eyeglasses for the needy, cell phones for soldiers, prepared backpacks for former foster kids who are now in college and collected coats for the cold. In addition, our staff has donated funds to support a monthly food distribution in West Fullerton and provide volunteers to help distribute the food.

In addition, over one hundred physicians, nurses and support staff volunteered to support Supersurgery Saturday, where free surgeries and special procedures are provided to the uninsured. Over fifty of our medical staff volunteer to provide specialty consultations to uninsured patients of the St. Jude Neighborhood Health Center. Our staff also supports special events such as the Race for the Cure and the Heart Walk and frequent American Red Cross blood drives. When there is a need in the community our staff responds with their time, expertise and funds. They truly demonstrate the value of service to the community.

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<sup>10</sup> Non-financial summary of accomplishments are referred to in SB 697 as non-quantifiable benefits.