

2024

COMMUNITY BENEFIT REPORT /

PROGRESS ON 2024-2026 COMMUNITY HEALTH IMPROVEMENT PLAN

St. Joseph Hospital Redwood Memorial Hospital

Eureka & Fortuna, California



To provide feedback on this CB report or
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EXECUTIVE SUMMARY

Providence continues its Mission of service in Humboldt County through St. Joseph Hospital and Redwood Memorial Hospital. St. Joseph Hospital is an acute-care hospital founded in 1920 and located in Eureka, California on the ancestral lands of the Wiyot People. Redwood Memorial Hospital is a critical access hospital founded in 1957 and located in Fortuna, California. The hospitals service area is the entirety of Humboldt County which includes nine federally recognized tribes and rancherias and is inclusive of approximately 137,000 people.

Redwood Memorial Hospital and St. Joseph Hospital, Eureka dedicate resources to improve the health and quality of life for the communities in Humboldt County, with special emphasis on the needs of the economically poor and vulnerable. In FY24, the hospitals collectively provided \$9,386,046 in Community Benefit in response to unmet needs.

2024-2026 St. Joseph Hospital Community Health Improvement Plan Priorities

As a result of the findings of our [2023 CHNA](#) and through a prioritization process aligned with our Mission, resources, and hospital strategic plan, St. Joseph Hospital, Eureka and Redwood Memorial Hospital, Fortuna, will focus on the following areas for its 2024-2026 Community Benefit efforts.

HOMELESSNESS & HOUSING INSTABILITY

The CHNA process identified housing as a basic need and named it as the number one social determinant of health. More affordable housing across the spectrum is needed, including supportive housing and transitional housing. There is also a need for more support for people experiencing homelessness. Equitable and inclusive housing was explicitly prioritized.

Finding stable, affordable housing for the following populations can be more difficult: families with children, people with mental health challenges, and people with a substance use disorder. Additionally, mold and sub-standard housing conditions contribute to unhealthy and unsafe living conditions in Humboldt County.

2024 Accomplishments

In 2024 we built on our work to increase safe and affordable housing stock and expand supportive services and policies that prevent homelessness. Accomplishments include:

- Continued support of Onyx Apartments, a 10 unit permanent supportive housing (PSH) program for families
- Continued support of Mother Bernard House, a 48 unit motel conversion to PSH owned and operated by Providence Supportive Housing with support services provided by the hospital's CARE Network team
- Ten beds of Medical Respite for the unhoused with Betty Chinn

- Five Community Resource Centers across Humboldt County that prevent homelessness and support people who are marginally housed and/or living unsheltered

BEHAVIORAL HEALTH (MENTAL HEALTH AND SUBSTANCE MISUSE)

The CHNA identified a lack of behavioral health (mental health and substance misuse) services to meet needs across the continuum of care, including a need for local residential treatment centers, crisis services, low-barrier substance use disorder (SUD) treatment programs, and mental health services in general. There continues to be a need for more mental health services and support groups in Spanish specifically. Equitable and inclusive access to behavioral health care and services was explicitly prioritized.

There was particular concern about increased depression and anxiety for young people, and many people we interviewed in the CHNA spoke to the importance of addressing Adverse Childhood Experiences (ACEs). Also, people are seeing an increase in alcohol use, SUD, domestic violence, death by suicide, isolation, overdoses, and distress since the start of the pandemic.

2024 Accomplishments

Accomplishments in the areas of increasing capacity and reducing barriers to care include:

- Funding to support the creation of the Sorrel Leaf Healing Center, a youth crisis and residential treatment center with mobile response team
- CARE Network continues to support several programs that address gaps in Behavioral Health care:
 - The California Bridge Substance Use Navigator (SUN) program in the Emergency Departments at both St. Joseph and Redwood Memorial hospitals with the addition of a Narcan distribution program
 - Social work navigator to prevent substance misuse during pregnancy
 - Contract with managed Medi-Cal to provide Enhanced Care Management services to Partnership HealthPlan of California members.
- Continued support of the Paso a Paso program that works to support Spanish-speaking people during the peri-natal period, a primary prevention strategy

ACCESS TO HEALTH CARE SERVICES

Accessing primary care and specialty care is difficult in Humboldt County for many people. Local primary care clinics have limited availability, and many patients drive out of Humboldt to access specialty care. Transportation is a significant and persistent barrier to care. Many people lack sufficient funds to travel out of the county to access care. To address barriers to care, there is a need for more culturally matched providers, case management, medication management, and warm handoffs. Many programs that provide support have waitlists.

Equitable and inclusive access to care was explicitly prioritized. There is a need for more bilingual, Spanish-speaking, health care providers and Black, Brown, Indigenous, and Persons of Color (BBIPOC) providers.

Additionally, dental care was highlighted as a major and frustrating challenge for many people in Humboldt County, with few local dental providers and difficulty affording and accessing services. The costs and time associated with travel out of the area is burdensome.

2024 Accomplishments

In 2024 we continued to work with partners to expand access to care and remove barriers that were identified in our CHNA from 2023:

- For over 30 years, Evergreen Lodge has been a home away from home for patients undergoing cancer treatment in our community. In 2023 the lodge had 270 guests and in the first 6 months of 2024 had an additional 118 guests.
- A CARE Network nurse continues to follow up with patients recently discharged from the hospital with chronic health conditions; they address social determinants of health (SDOH) and provided education and support with managing chronic health conditions.
- We continue to support birth equity by leading and participating in collaborative efforts across the community with priority populations. Paso a Paso provides child birth education and doula support to Spanish speaking people. Better Birthing it working to build Indigenous doula capacity and CARE Network works to support birthing people with an SUD.
- We made a grant to Operation Access and our hospitals and clinics continue to provide care to all in need, regardless of insurance status or ability to pay for care
- We made 2 dental related grants and support medical transportation in a variety of ways

FOOD INSECURITY

Food insecurity was highlighted as a key need and significant in many parts of Humboldt County. The more rural or isolated parts of the county do not have access to affordable, healthy, culturally appropriate food options. People may use their CalFresh benefits to buy food at gas stations. Community members would like to see more food resources and pantries, particularly in communities besides Eureka. Food programs for families with children over five years is also needed. Equitable and inclusive access to high quality food was explicitly prioritized.

2024 Accomplishments

In 2024 we had several food security related accomplishments:

- Our Community Resource Centers continued to offer several food security programs in partnership with Food for People, including commodity food pantry days, senior brown bag distributions, free produce distributions and summer lunches for kids
- We made grants and supported community and school gardens/ farms

Providence

At Providence, we use our voice to advocate for vulnerable populations and needed reforms in health care. We are also pursuing innovative ways to transform health care by keeping people healthy, and making our services more convenient, accessible and affordable for all. In an increasingly uncertain world, we are committed to high-quality, compassionate health care for everyone – regardless of coverage or ability to pay. We help people and communities benefit from the best health care model for the future – today.

Together, our 117,000 caregivers (all employees) serve in 51 hospitals, 1,000 clinics and a comprehensive range of health and social services across Alaska, California, Montana, New Mexico, Oregon, Texas and Washington.

Providence across five western states:

- [Alaska](#)
- [Montana](#)
- [Oregon](#)
- [Northern California](#)
- [Southern California](#)
- [Washington](#)

The Providence affiliate family includes:

- [Covenant Health in West Texas](#)
- [Facey Medical Foundation in Los Angeles, CA.](#)
- [Kadlec in Southeast Washington](#)
- [Pacific Medical Centers in Seattle, WA.](#)
- [Swedish Health Services in Seattle, WA.](#)

As a comprehensive health care organization, we are serving more people, advancing best practices and continuing our more than 100-year tradition of serving the poor and vulnerable. Delivering services across seven states, Providence is committed to touching millions of more lives and enhancing the health of the American West to transform care for the next generation and beyond.

INTRODUCTION

Who We Are

Our Mission	As expressions of God’s healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.
Our Vision	Health for a Better World.
Our Values	Compassion — Dignity — Justice — Excellence — Integrity

St. Joseph Hospital is an acute-care hospital founded in 1920 and located in Eureka, California. The hospital has 138 licensed beds, 130 of which are currently available, and a campus that is approximately 11.5 acres in size. St. Joseph Hospital has a staff of more than 1,150 and professional relationships with more than 300 local physicians. Major programs and services offered to the community include Level III trauma center and emergency services, maternity, and infant care – including the region’s only Level II NICU – cancer program, cardiac care, neurosciences, and orthopedics.

Redwood Memorial Hospital is a critical access hospital founded in 1957 and located in Fortuna, California. The hospital has 35 licensed beds, 25 of which are currently available, and a campus that is approximately 5.8 acres in size. Redwood Memorial Hospital has a staff of approximately 215 and professional relationships with more than 230 local physicians. Major programs and services offered to the community include emergency, critical care, outpatient rehabilitation and surgery.

In addition, both St. Joseph and Redwood Memorial Hospitals offer a variety of community-based programs that meet the needs of vulnerable populations and focus on health equity, primary prevention, health promotion, and community building.

Our Commitment to Community





St. Joseph Hospital and Redwood Memorial Hospital dedicates resources to improve the health and quality of life for the communities we serve. For more information on the resources invested to improve the health and quality of life for the communities we serve, please refer to our Annual Report to our Communities: <https://www.providence.org/about/annual-report>.

Health Equity

At Providence, we acknowledge that all people do not have equal opportunities and access to living their fullest, healthiest lives due to systems of oppression and inequities. We are committed to ensuring health equity for all by addressing the underlying causes of racial and economic inequities and health disparities. Our Vision is “Health for a Better World,” and to achieve that we believe we must address not only the clinical care factors that determine a person’s length and quality of life, but also the social and economic factors, the physical environment, and the health behaviors that all play an active role in determining health outcomes.

To ensure that equity is foundational to our CHIP, we have developed an equity framework that outlines the best practices that each of our hospital will implement when completing a CHIP. These practices include, but are not limited to the following:

Figure 1. Best Practices for Centering Equity in the CHIP

	Address root causes of inequities by utilizing evidence-based and leading practices		Explicitly state goal of reducing health disparities and social inequities
	Reflect our values of justice and dignity		Leverage community strengths

Community Benefit Governance

St. Joseph Hospital and Redwood Memorial Hospital demonstrates organizational commitment to the community benefit process through the allocation of staff time, financial resources, participation, and collaboration with community partners. The Director of Community Health is responsible for coordinating implementation of State and Federal 501r requirements.

The Community Benefit Committee (CBC) is the board appointed oversight committee of the Community Health department at St. Joseph Hospital and Redwood Memorial Hospital. The CBC is composed of Providence St. Joseph Hospital and Providence Redwood Memorial Hospital community board members, internal Providence stakeholders and staff (Chief Executive or designee, mission leader, community health leaders) and external community stakeholders representing subject matter experts and community constituencies (i.e., faith based, FQHC’s, mental health, homeless services, education, and Public Health). The Community Benefit Committee reviewed the data collected in the 2023 Community Health Needs Assessment process to identify and prioritize the top health-related needs in Humboldt County for this 2024-2026 CHIP. The committee also oversees and governs budget, investments, program continuation or discontinuation, populations of focus and community-wide engagement.

Planning for the Uninsured and Underinsured

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 Hospital and Redwood Memorial Hospital has a Financial Assistance Program (FAP) that provides free or discounted services to eligible patients.

One way St. Joseph Hospital and Redwood Memorial Hospital 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. For information on our Financial Assistance Program click [here](#).

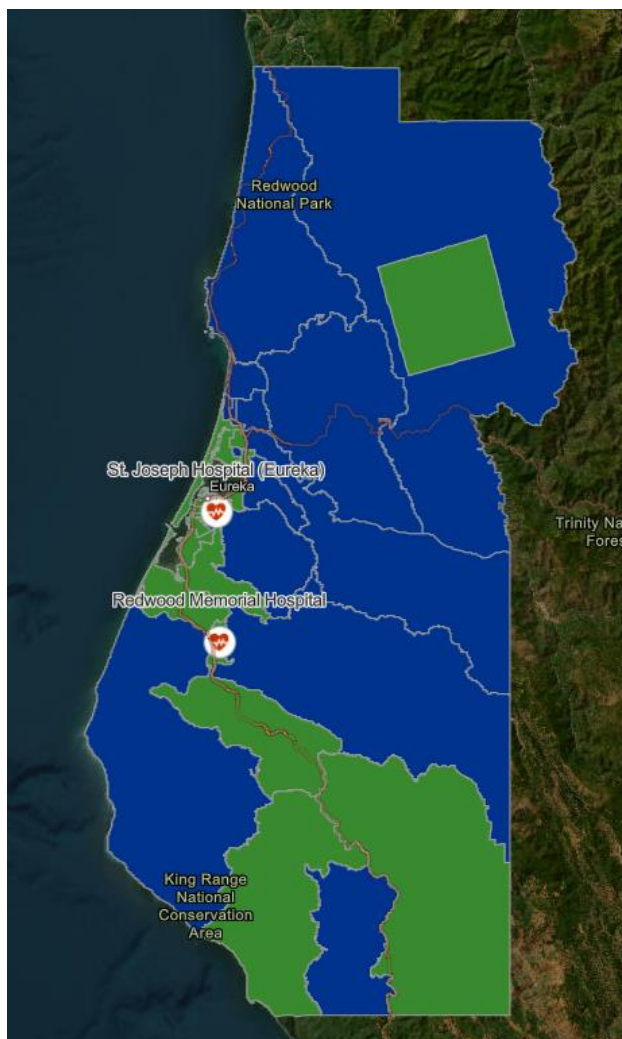
Medi-Cal (Medicaid)

St. Joseph Hospital, Eureka and Redwood Memorial Hospital provides access to the uninsured and underinsured by participating in Medicaid, also known as Medi-Cal in California. In FY24, St. Joseph Hospital, Eureka served 36,291 patients with Medicaid and Redwood Memorial Hospital served 11,366 patients with Medicaid.

OUR COMMUNITY

Description of Community Served

St. Joseph Hospital and Redwood Memorial Hospital’s service area is Humboldt County which includes the territories of nine federally recognized tribes and rancherias. These areas have a population of approximately 137,000 people.



To facilitate identifying health disparities and social inequities by place, we designated a “high need” service area and a “broader” service area, which together make up the Humboldt County Service Area. Based on work done by the Public Health Alliance of Southern California and their [Healthy Places Index \(HPI\)](#) tool, we identified the high need service area based on income, education, English proficiency, and life expectancy.¹

Community Demographics

POPULATION AND AGE DEMOGRAPHICS

The following population demographics for Humboldt County are from the 2021 American Communities Survey 5-year Estimates. 50.1% of people living in Humboldt County are female and 49.9% are male. 25.7% of people are 18 to 34 years old, however in the high need service areas, this same age group represents 27.3% of the overall high need service area. 24.0% are 35 to 54 years old. 19.2% are under age 18, and 16.1% are 65 to 84 years old.

Providence Hospital



Census Tract

- High Need Service Area
- Broader Service Area

¹ The following variables were used for the PNI analysis: Population below 200% the Federal Poverty Level (American Community Survey, 2021); Percent of population with at least a high school education (American Community Survey, 2021); Percent of population, ages 5 Years and older in [Limited English Households](#) (American Community Survey, 2021); Life expectancy at birth (estimates based on CDC, 2010 – 2015 data)

POPULATION BY RACE AND ETHNICITY

The majority of people living in Humboldt County (76.3%) identify as White. 1.3% of the population identifies as Black or African American; 9.7% of the population identifies as Two or more Races and 4.9% selected Other Race. American Indian or Alaskan Native make up 4.3% of the population. 12.3% of the population is Hispanic, however the high needs service area is 14.5% Hispanic.

SOCIOECONOMIC INDICATORS

Table 1. Income Indicators for Humboldt County Service Area

Indicator	Broader Service Area	High Need Service Area	Humboldt County	California
Median Income Data Source: 2021 American Community Survey, 5-year estimate	\$64,189	\$45,926	\$53,371	\$83,226
Percent of Renter Households with Severe Housing Cost Burden Data Source: 2021 American Community Survey, 5-year estimate	26.3%	34.6%	32.6%	26.3%

A significant disparity in median income exists in Humboldt County between households in the high need service area versus those in the broader service area (a difference of \$18,263). But an even greater disparity in median income exists between households in Humboldt County versus the state of California (a difference of \$29,855).

Humboldt County as a whole (32.6%) and the High Need Service Area (34.6%) also have a greater percentage of renter households spending more than 50% of income on housing costs than the state of California (26.3%). This indicates a severe housing cost burden. County Health Rankings and Roadmaps explains the link between health and housing in the following way: "There is a strong and growing evidence base linking stable and affordable housing to health. As housing costs have outpaced local incomes, households not only struggle to acquire and maintain adequate shelter, but also face difficult trade-offs in meeting other basic needs. When the majority of a paycheck goes toward the rent or mortgage, it makes it hard to afford doctor visits, healthy foods, utility bills, and reliable transportation to work or school. This can, in turn, lead to increased stress levels and emotional strain."

Full demographic and socioeconomic information for the service area can be found in the 2023 CHNA for St. Joseph Hospital and Redwood Memorial Hospital. Found [here](#).

COMMUNITY NEEDS AND ASSETS ASSESSMENT PROCESS AND RESULTS

Summary of Community Needs Assessment Process and Results

Through a mixed-methods approach, using quantitative and qualitative data, we collected information from the following sources: American Community Survey, Behavioral Risk Factor Surveillance System, local public health data regarding health behaviors, morbidity and mortality, and hospital-level data. To actively engage the community, we conducted 7 listening sessions with people who have chronic conditions, are from diverse communities, are elders, are parents with young children, face economic insecurity, and/or are medically underserved. We also conducted 13 key informant interviews with representatives from organizations that serve these diverse populations, specifically seeking to gain deeper understanding of community strengths and opportunities. We also conducted 3 listening sessions with Providence caregivers who work directly with underserved communities and people. Some key findings include the following:

- Key informants, caregivers, and community members identified housing as a basic need and named it as the number one social determinant of health. More affordable housing (rents and mortgages), transitional housing and supportive housing were discussed.
- Lack of behavioral health (mental health and substance misuse) services to meet needs across the continuum of care; need for more local residential treatment centers, crisis services, low-barrier substance use disorder (SUD) treatment programs, and mental health services in general, especially culturally matched services.
 - 6.7% of all St. Joseph Hospital Emergency Room visits are Behavioral Health related.
- Accessing primary care and specialty care (including dental care) in Humboldt remains difficult, especially for people with limited or unreliable transportation options or people who don't speak English. A desire for culturally matched care providers was mentioned.
 - 33% of all SJE and RMH Emergency Room visits are potentially avoidable.
- Economic insecurity - including the struggle to find and afford childcare and transportation out of Humboldt to access care - and food insecurity were also highlighted.

While care was taken to select and gather data that would tell the story of the hospital's service area, it is important to recognize the limitations and gaps in information that naturally occur.

St. Joseph Hospital and Redwood Memorial Hospital collaborated on a joint CHNA as they have the same service area (Humboldt County) and share leadership teams, staff and resources. We continue to partner closely with the County of Humboldt Public Health Department and align with Live Well Humboldt, which is a network of community health improvement collaborators committed to taking actions to improve health and wellbeing. Additionally, the Deputy Director of Public Health serves on the Community Benefit Committee.

Significant Community Health Needs Prioritized

Through a collaborative process engaging St. Joseph and Redwood Memorial Hospital's Community Benefit Committee, the CHNA identified the following priority areas:



HOMELESSNESS & HOUSING INSTABILITY

Key informants, Providence caregivers, and community members identified housing as a basic need and named it as the number one social determinant of health. They identified a need for more affordable housing across the spectrum, including supportive housing and transitional housing. There is also a need for more support for people experiencing homelessness. Equitable and inclusive housing was explicitly prioritized.

Key informants noted finding stable, affordable housing for the following populations can be more difficult: families with children, people with mental health challenges, and people with a substance use disorder. Caregivers noted that mold and sub-standard housing conditions contribute to unhealthy and unsafe living conditions.



BEHAVIORAL HEALTH (MENTAL HEALTH AND SUBSTANCE MISUSE)

Most key informants, caregivers, and community members spoke to a lack of behavioral health services to meet needs across the continuum of care, citing a need for local residential treatment centers, crisis services, low-barrier substance use disorder (SUD) treatment programs, and mental health services in general. Community members and caregivers spoke to a need for more mental health services and support groups in Spanish specifically. Equitable and inclusive access to behavioral health care and services was explicitly prioritized.

All groups were particularly concerned about increased depression and anxiety for young people, and many spoke to the importance of addressing Adverse Childhood Experiences (ACEs). Key informants noted seeing an increase in alcohol use, SUD, domestic violence, death by suicide, isolation, overdoses, and distress since the start of the pandemic.



ACCESS TO HEALTH CARE SERVICES

Community members, caregivers, and key informants emphasized accessing primary care and specialty care is difficult in Humboldt County for many people. Local primary care clinics have limited availability and many patients drive out of Humboldt to access primary and specialty care. Transportation is a significant and persistent barrier to care. Many people lack sufficient funds to travel out of the county to access care. To address barriers to care, caregivers shared a need for more culturally matched providers, case management, medication management, and warm handoffs. Many programs that provide support have waitlists.

Equitable and inclusive access to care was explicitly prioritized. There is a need for more bilingual, Spanish-speaking, health care providers and Black, Brown, Indigenous, and Persons of Color (BBIPOC) providers.

Additionally, dental care was highlighted as a major and frustrating challenge for many people in Humboldt County, with few local dental providers and difficulty affording and accessing services. The costs and time associated with travel out of the area is burdensome.



FOOD INSECURITY

Key informants highlighted food insecurity as a key need and significant in many parts of Humboldt County. Key informants and caregivers noted more rural or isolated parts of the county do not have access to affordable, healthy food options. People may have to use their CalFresh benefits to buy food at gas stations. Community members would like to see more food resources and pantries, particularly in communities besides Eureka. Food programs for families with children over five years is also needed. Equitable and inclusive access to high quality food was explicitly prioritized.

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 continuing our Mission through grants to the community and in-kind participation in community events and collaboratives aimed at improving health and wellbeing.

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

- Recreation activities and social opportunities: St. Joseph Hospital and Redwood Memorial Hospital are not best positioned to address this need that was identified during our CHNA therefore it was not one that was prioritized.
- Economic Insecurity: While there are certain limited activities St. Joseph Hospital and Redwood Memorial Hospital can take to address economic insecurity, such as referring patients to our financial assistance program, we lack the expertise to lead collaborative efforts in this need area. Therefore, it was not one of the needs prioritized.

In addition, St. Joseph Hospital and Redwood Memorial Hospital will collaborate with local government entities and non-profit organizations that address the aforementioned community needs through coordination of care and referrals to address these unmet needs. Examples of this is our participation in Live Well Humboldt (LWH) and the North Coast Care Connect.



LWH is a network of community health improvement collaborators committed to aligning actions, sharing data and measures, and mobilizing support to advance health equity and improve community health and wellbeing.

In addition, St. Joseph Hospital and Redwood Memorial Hospital will support the development of the North Coast Care Connect, which is Humboldt County's Community Information Exchange (CIE). A CIE is a network of cross-sector partners who are committed to coordinating care to improve access to care and health outcomes for the clients they serve. This coordination takes place through a secured technical platform which allows for activity like closed loop referral, case management tools, shared assessments and communication among multi-agency care teams.

COMMUNITY HEALTH IMPROVEMENT PLAN

Summary of Community Health Improvement Planning Process

The 2024-2026 Community Health Improvement Plan (CHIP) is designed to address the needs identified and prioritized through the 2023 Community Health Needs Assessment (CHNA). We recognize the greatest needs of our community will change over time, and in the coming months it is important that we adapt our efforts to respond accordingly. We are committed to supporting, strengthening, and serving our community in ways that align with our Mission, engage our expertise, and leverage our Community Benefit dollars in the most impactful ways.

St. Joseph Hospital and Redwood Memorial Hospital's joint CHIP involves a comprehensive approach led by the Community Health Director, the broader Community Health team and includes the Community Benefit Committee. This process includes both internal and external stakeholders and subject matter experts. Coordinating within the organization and in our community is critical in leveraging the will and the resources required to improve community health.

As part of the comprehensive approach, existing initiatives of St. Joseph Hospital and Redwood Memorial Hospital's community benefit investments are reviewed to ensure alignment with 2023 CHNA priorities. The board appointed Community Benefit Committee is engaged throughout the process beginning with the development and approval of the CHNA, followed by CHIP development, review, feedback then final CHIP review and approval.

St. Joseph Hospital and Redwood Memorial Hospital anticipate that implementation strategies may change and therefore, a flexible approach is best suited for the development of its response to the CHNA. For example, certain community health needs may become more pronounced and require changes to the initiatives identified by the hospitals in the enclosed CHIP.

Addressing the Needs of the Community: 2024- 2026 Key Community Benefit Initiatives and Evaluation Plan

2024 Accomplishments

COMMUNITY NEED ADDRESSED #1: HOMELESSNESS & HOUSING INSTABILITY

Long-Term Goal(s)/ Vision

A sufficient supply of safe, affordable and equitable housing units to ensure that all people in the community have access to a healthy place to live that meets their needs. A coordinated and holistic community approach to providing increased linkages to supportive services for people experiencing homelessness.

Table 2. Strategies and Strategy Measures for Addressing Homelessness & Housing Instability

Strategy	Population Served	Strategy Measure	FY24 result (6-month period)	2026 Target
<p>1. Maintain permanent supportive housing projects previously established; provide supportive services to tenants Mother Bernard House, Onyx Apts.</p>	<p>People experiencing chronic homelessness, with disabilities, BH conditions, and/or chronic health conditions</p>	<p># of PSH projects # of units # of patients enrolled in CARE Network for Enhanced Care Management (ECM)</p>	<p>2 PSH projects 58 units 65 enrolled in 2023 45 enrolled in 2024 thru June</p>	<p>Maintain 2 PSH projects and 58 units Increase ECM enrollment by 10%</p>
<p>2. Invest in respite and recuperative care beds coupled with complex care management services Providence Program: CARE Network</p>	<p>Hospital inpatients who are experiencing homelessness</p>	<p># of respite and recuperative care beds # of patients served</p>	<p>13 beds in 2023 90 patients served and 1750 respite bed days in 2023 51 patients served and 750 respite bed days in 2024 thru June</p>	<p>19 beds</p>
<p>3. Support programs and interventions intended to serve those who are homeless and prevent homelessness amongst those at-risk of losing their homes Providence Program: Community Resource Centers (CRCs)</p>	<p>Seniors/elders, families, veterans people with disabilities, on Medi-Cal, experiencing homelessness and/or marginally housed</p>	<p># of encounters related to housing stability and homeless services by the CRCs</p>	<p>1,205 housing related encounters in 2023 699 housing related encounters in 2024 thru June</p>	<p>maintain</p>
<p>4. Support local homeless services providers through grants and partnerships</p>	<p>People experiencing homelessness</p>	<p># of grants and amount of dollars invested</p>	<p>1 homeless related grant in 2023 4 homeless related grants in 2024 thru June</p>	<p>3 homeless related grants</p>

Evidence Based Sources

- [National Institute for Medical Respite Care \(nimrc.org\)](https://nimrc.org)
- [National Health Care for the Homeless Council | Quality. Access. Justice. Community \(nhchc.org\)](https://nhchc.org)
- [Healthy People 2023](#)

Resource Commitment

St. Joseph Hospital and Redwood Memorial Hospital will commit staff time from its Community Health department as well as grants and restricted funding. Both hospitals have Care for the Poor reserve funds that can be invested in the community to reduce housing instability and homelessness in Humboldt County between 2024 and 2026.

Providence Supportive Housing, a division of Providence based in Renton, WA, owns and operates Mother Bernard House in Eureka, CA, a permanent supportive housing project for chronically homeless individuals. The Providence St. Joseph Hospital CARE Network team provides supportive services to the residents.

The Providence Redwood Memorial Hospital Community Resource Centers (CRCs) provide concrete support to people who are homeless and support families, elders and individuals at risk for homelessness to remain housed. One of our five CRCs is located in the St. Vincent de Paul Free Meal site in Eureka and primarily serves people living unsheltered on the streets of Eureka.

In partnership with Betty Chinn, Providence also supports ten medical respite beds for homeless patients ready to be discharged from the hospital and is opening six recuperative care beds at Mother Bernard House in 2024.

Additionally, and in partnership with the Providence Government and Public Affairs division, local Community Health leaders will support policies that prevent homelessness and increase access to affordable housing.

Key Community Partners

St. Joseph Hospital and Redwood Memorial Hospital values cross-sector collaboration and believes that non-profit organizations, private business, education and government must work together to solve community-level problems. We plan to collaborate with the following organizations to address this need:

- Betty Kwan Chinn Homeless Foundation
- St. Vincent de Paul
- Eureka Rescue Mission
- Nations Finest
- Arcata House Partnership
- City of Eureka
- County of Humboldt

- Partnership HealthPlan of California
- Redwood Community Action Agency
- Providence Supportive Housing
- Humboldt Network of Family Resource Center
- Open Door Community Health Centers

COMMUNITY NEED ADDRESSED #2: BEHAVIORAL HEALTH (MENTAL HEALTH AND SUBSTANCE MISUSE)

Long-Term Goal(s)/ Vision

To reduce substance use disorders (SUD) and mental health conditions through evidence-based and community-led prevention, treatment, and recovery support services that are equitable, high-quality, culturally responsive, and linguistically appropriate, especially for populations with low incomes.

Table 3. Strategies and Strategy Measures for Addressing Behavioral Health

Strategy	Population Served	Strategy Measure	FY24 result (6-month period)	2026 Target
1. Culturally and linguistically appropriate primary prevention classes and events as well as psychotherapy for mild to moderate behavioral health needs Providence Program: Paso a Paso	Latino and Migrant populations	# of Paso a Paso classes and events # of people served by <i>Humanidad</i>	2023 = 9 class series, 15 field trips and events 2023 = 8 people served	Maintain Increase by 10%
2. Increase access to Medication Assisted Treatment (MAT) for Emergency Room patients via the Substance Use Navigator (SUN) and Behavioral health Navigator (BHN) Providence Program: CARE Network	People who receive care in the SJE or RMH Emergency Room and want treatment for a substance use disorder or mental health condition	# of SUN and BHN encounters # of NarCan units distributed	2023 = 1,985 encounters 2024 = 1,600 encounters thru June 2023 = 827 units 2024 = 1705 units thru June	Maintain
3. Provide comprehensive, community based,	People with severe and persistent	# of patients enrolled in	2023 = 65 enrolled	Increase ECM

intensive, case management for priority populations Providence Program: CARE Network	mental illness People experiencing homelessness and those marginally housed	Enhanced Care Management (ECM) % of enrolled ECM patients screened for depression with the PHQ-9	2024 = 45 enrolled thru June 78% screened with PHQ-9 (Q4 2023) 93% screened with PHQ-9 (Q1-Q2 2024)	enrollment by 10% 100% screened
4. Maintain support for place-based Community Resource Centers in rural pockets of Humboldt County to prevent social isolation and promote family and community strengthening Providence Program: Community Resource Centers	Under-resourced, low-income, rural and/or isolated micro-communities. Latino/a individuals, families, people that are pregnant, experiencing homelessness, with disabilities, and/or elders/seniors.	# of CRC encounters	2023 = 129,095 encounters 2024 = 74,091 encounters thru June	Maintain
5. Increase local capacity to provide culturally appropriate mental health and SUD services when needed (from prevention to crisis intervention)	All of Humboldt County especially BBIPOC, youth, two-spirit, and Spanish-speaking individuals	# of new or enhanced programs in the local community	2023 = 3 programs supported 2024 =	Increase by 1 per year

Evidence Based Sources

St. Joseph Hospital and Redwood Memorial Hospital believe in working upstream to prevent behavioral health concerns as well as responding to immediate needs for crisis interventions. This CHIP includes primary prevention, mitigation and crisis intervention strategies and pulls from the following sources:

- [SAMHSA - Substance Abuse and Mental Health Services Administration](#)
- [Home | Prevention Institute](#)
- [Community Health Workers \(Promotores\) | Minority Health | CDC](#)
- [Board of Behavioral Sciences \(bbs.ca.gov\)](#)
- [Home | NAMI: National Alliance on Mental Illness](#)

Resource Commitment

St. Joseph Hospital and Redwood Memorial Hospital will commit staff time across its Community Health programs including Paso a Paso, CARE Network and Community Resource Centers, provide grants to local partners and facilitate funding from various other sources. In partnership with the Providence Government and Public Affairs division, local Community Health leaders will advocate for increased access to mental health and substance use care with a focus on community-based solutions.

Key Community Partners

St. Joseph Hospital and Redwood Memorial Hospital values cross-sector collaboration and believe that non-profit organizations, private business, education and government must work together to solve community-level problems. We plan to collaborate with the following organizations to address this need:

- Sorrel Leaf Healing Center
- Waterfront Recovery Services
- Open Door Community Health Centers
- Partnership Health Plan of CA
- United Indian Health Services
- K’ima:w Medical Center
- County of Humboldt, Department of Health and Human Services
- North Coast Health Improvement and Information Network
- First 5 Humboldt
- Cal Poly Humboldt
- Humboldt Network of Family Resource Centers
- Local school districts

COMMUNITY NEED ADDRESSED #3: ACCESS TO HEALTHCARE SERVICES

Long-Term Goal(s)/ Vision

To improve access to equitable and culturally responsive health care and preventive resources for people with low incomes and those underinsured by deploying programs to assist with accessing and navigating the health care system. This will ease the way for people to access the appropriate level of care at the right time. Includes dental and transportation.

Table 4. Strategies and Strategy Measures for Addressing Access to Healthcare Services

Strategy	Population Served	Strategy Measure	FY24 result (6-month period)	2026 Target
1. Increase access to Cancer Care at St. Joseph hospital by providing temporary lodging, transportation	People with a Cancer diagnosis that live greater than 50 miles from St. Joseph Hospital	# of people served at Evergreen Lodge	270 guests in 2023	250-275 guests per year

assistance and other supportive services Providence Program: Evergreen Lodge			118 guests in 2024 thru June	
2. Improve access to follow up care and SDOH supports for patients recently discharged from the hospital with chronic health conditions Providence Program: CARE Network	Hospital Patients with Heart failure, COPD, Pneumonia Providence Medical Group (PMG) BBIPOC patients with hypertension	# of patients served	2023 baseline unknown	300 patients served
3. Improve Birth Equity for priority populations via multiple strategies including increase the capacity of Indigenous doulas Better Birthing Project Paso a Paso CARE Network	People that are Indigenous or Spanish-speaking People who have a substance misuse issue	# of programs supported	3 in 2023 3 in 2024	Maintain or increase
4. Continue to support programs that deploy Community Health Workers, Navigators and Social Workers to provide enrollment, navigation, care coordination services and transportation Providence Programs: Paso a Paso, CARE Network, CRCs	Families, elders/seniors, people that are Latino/a, pregnant, experiencing homelessness, and/or with a disability.	# of encounters across programs	TBD	TBD
5. Increase access to specialty care and procedures for uninsured	Underinsured	# of individuals served through Operation Access	5 cases in 2023 3 cases in 2024 thru June 30	5-10 cases a year
6. Continue to support access to dental care in Humboldt County; includes prevention	Medi-Cal recipients Under-insured Youth Adults	# of programs supported	1 in 2023 2 in 2024	3 by 2026

Evidence Based Sources

- *Listening to the Voices of Californians - California Health Care Foundation (chcf.org)*
- *Health Equity | IHI - Institute for Healthcare Improvement*
- *Health Equity | CDC*

Resource Commitment

St. Joseph Hospital and Redwood Memorial Hospital will commit staff time from its Community Health department as well as grants and restricted funding to help fill gaps in the community. The Providence CARE Network program provides intensive, community based care management to people who are homeless, have mental health conditions and/or a substance use disorder and other chronic health conditions as well as SDOH needs. The Providence Paso a Paso program supports access to care, childbirth education and perinatal support service to Spanish speaking people. All their services are in Spanish (and English) and are culturally responsive. Providence will continue to support the Better Birthing project by providing backbone support to this collaboration that is focused on birth equity for Indigenous birthing people on the North Coast. Evergreen Lodge is a long-standing program St. Joseph Hospital operates to ease the way for patients undergoing cancer treatment. And our Community Resource Centers offer much support in the areas of SDOH, navigation and transportation assistance to medical care.

Providence will make grants to trusted community partners to support access to dental care, such as the primary prevention TOOTH program for youth, and ad hoc free dental clinics as they become available.

We will also utilize Providence Government Affairs to advocate for improvements in access to care when appropriate and partner with Providence Medical Group on initiatives that support more equitable access to healthcare for priority patient populations.

Key Community Partners

St. Joseph Hospital and Redwood Memorial Hospital values cross-sector collaboration and believes that non-profit organizations, private business, education and government must work together to solve community-level problems. We plan to collaborate with the following organizations to address this need:

- Providence Medical Group
- Open Door Community Health Centers
- K'ima:w Medical Center
- United Indian Health Services
- North Coast Health Improvement and Information Network
- Partnership Health Plan of CA
- Operation Access
- County of Humboldt
- Cal Poly Humboldt

- College of the Redwoods

COMMUNITY NEED ADDRESSED #4: FOOD INSECURITY

Long-Term Goal(s)/ Vision

To increase the percentage of people who have access to affordable, nutritious and culturally appropriate food to live their fullest and most productive lives, while supporting local farmers and food sovereignty efforts led by First Nations.

Table 5. Strategies and Strategy Measures for Addressing Food Insecurity

Strategy	Population Served	Strategy Measure	FY24 result (6-month period)	2026 Target
1. Operate food pantries and food programs in isolated communities in partnership with Food for People Providence Program: Community Resource Centers	All community members facing food insecurity	# of food related encounters at the CRCs	2023 = 48,154 food related encounters 2024 thru June 30 = 27,155 food related encounters	Maintain services
2. Support and build capacity in local food security programs	Families, elders/seniors, people with low incomes, homebound, experiencing homelessness, and/or with a disability.	# of grants made	2 in 2023 1 in 2024	5 by 2026
3. Support and build capacity for local school farms and community gardens that emphasize food sovereignty and culturally relevant foods	BBIPOC Title 1 schools CRC clients	# of school and community gardens	5 in 2023 5 in 2024	Maintain

Evidence Based Sources

- [Feeding America](#)
- [Food for People](#)

- United States Department of Agriculture Food Security

Resource Commitment

St. Joseph Hospital and Redwood Memorial Hospital will commit staff time from its Community Health department as well as grants and restricted funding to help fill gaps in the community. We will also utilize Providence Government Affairs to advocate for improvements in food security programs and partner with local Tribes and farmers to support the cultivation and dissemination of locally grown and harvested foods.

Key Community Partners

St. Joseph Hospital and Redwood Memorial Hospital values cross-sector collaboration and believes that non-profit organizations, private business, education and government must work together to solve community-level problems. We plan to collaborate with the following organizations to address this need:

- Food for People
- Humboldt Network of Family Resource Centers
- Loleta School District
- North Coast Growers Association
- Humboldt Senior Resource Center

Other Community Benefit Programs

Table 6. Other Community Benefit Programs in Response to Community Needs

Initiative (Community Need Addressed)	Program Name	Description	Population Served (Low Income, Vulnerable or Broader Community)
1. Access to Care	Family Practice Residency Program	Three-year Graduate Medical Education program accepting six residents per year; a partnership between St. Joseph Hospital and FQHC Open Door	Broader Community
2. Access to Care	Health Professions Education	Various hospital departments dedicate staff time and resources to train interns; includes Pharmacy, PT, OT, Social Work and Nursing	Broader Community
3. Access to Care	Health-Careers Exploration Summer	Participation in this summer program for high school students	Broader Community

	Institute (HESI Program)	that allows them to explore various health careers	
4. Access to Care	RN to BSN program	St. Joseph Hospital is a key partner working with Cal Poly Humboldt and College of the Redwoods in advancing nursing education on the North Coast	Broader Community
5. Financial Security	Paso a Paso program	The Providence Paso a Paso program offers services that support job seekers and financial wellness: VITA and financial wellness classes. They also partner with College of the Redwoods to support pre-employment activities	Low-income, vulnerable, Spanish-speaking

FY24 COMMUNITY BENEFIT INVESTMENT

In FY24 St. Joseph Hospital, Eureka invested a total of \$7,921,858 in key community benefit programs. \$5,892,097 was invested in community health programs for the poor. In addition, \$1,815,355 in charity care was provided and \$2,029,761 in community benefits for the broader community. St. Joseph Hospital, Eureka applies a ratio of cost to charge to quantify financial assistance at cost, unreimbursed Medicaid, other means-tested government programs. The cost to charge ratio is aligned with the IRS Form 990, Schedule H Worksheet 2. Our community benefit program expenses are reported in alignment with the total cost incurred to run our programs, and we offset any restricted revenue received to arrive at our net community benefit expense.

FY2024 St. Joseph Hospital, Eureka (July 1, 2023-June 30, 2024)

CA Senate Bill (SB) 697 Categories	Community Benefit Program Categories	Net Benefit
Medical Care for Vulnerable Populations	Financial Assistance at cost	1,815,355
	Unpaid cost of Medicaid	-
	Unpaid other govt. programs	-
Other Benefits for Vulnerable Populations	Community Health Improvement Services	2,663,097
	Subsidized Health Services	-
	Cash and In-Kind Contributions	1,025,576
	Community Building	-
	Community Benefit Operations	388,069
	Total Benefits for Vulnerable Populations	5,892,097
Other Benefits for the Broader Community Populations	Community Health Improvement Services	-
	Subsidized Health Services	-
	Cash and In-Kind Contributions	-
	Community Building	-
	Community Benefit Operations	-
Health Profession Education, Training and Research	Health Professions Education and Research	2,029,761
	Total Benefits for the Broader Community	2,029,761
	Total Community Benefit	7,921,858
Medical Care Services for the Broader Community	Total Medicare shortfall	43,920,842

In FY24 Redwood Memorial Hospital invested a total of \$1,464,188 in key community benefit programs. \$1,437,166 was invested in community health programs for the poor. In addition, \$376,417 in charity care was provided and \$27,022 in community benefits for the broader community. Redwood Memorial Hospital applies a ratio of cost to charge to quantify financial assistance at cost, unreimbursed Medicaid, other means-tested government programs. The cost to charge ratio is aligned with the IRS Form 990, Schedule H Worksheet 2. Our community benefit program expenses are reported in alignment with the total cost incurred to run our programs, and we offset any restricted revenue received to arrive at our net community benefit expense.

FY2024 Redwood Memorial Hospital, Fortuna
(July 1, 2023-June 30, 2024)

CA Senate Bill (SB) 697 Categories	Community Benefit Program Categories	Net Benefit
Medical Care for Vulnerable Populations	Financial Assistance at cost	376,417
	Unpaid cost of Medicaid	-
	Unpaid other govt. programs	-
Other Benefits for Vulnerable Populations	Community Health Improvement Services	798,406
	Subsidized Health Services	-
	Cash and In-Kind Contributions	136,123
	Community Building	-
	Community Benefit Operations	126,220
	Total Benefits for Vulnerable Populations	1,437,166
Other Benefits for the Broader Community Populations	Community Health Improvement Services	-
	Subsidized Health Services	-
	Cash and In-Kind Contributions	-
	Community Building	-
	Community Benefit Operations	27,022
Health Profession Education, Training and Research	Health Professions Education and Research	-
	Total Benefits for the Broader Community	27,022
	Total Community Benefit	1,464,188
Medical Care Services for the Broader Community	Total Medicare shortfall	6,840,488

Telling Our Community Benefit Story: Non-Financial Summary of Accomplishments

The employees, volunteers and physicians of St. Joseph Hospital and Redwood Memorial Hospital are the greatest non-financial asset the organization provides for the community. Our team of caregivers provides the best patient-centered health care available on the North Coast and volunteer in the community on a regular basis.

In 2024, U.S. News & World report announced its prestigious Best Hospitals rankings and ratings, bestowing a total of 9 honors on St. Joseph Hospital, Eureka. The annual evaluation by U.S. News measures excellence in patient care across a variety of common procedures and conditions, as well as in high-acuity or highly complex care. St. Joseph Hospital was named as Best Regional Hospital on the North Coast as well as High Performing hospital in the areas of colon cancer surgery, chronic obstructive pulmonary disease, heart attack, heart failure, diabetes, kidney failure, maternity care, hip fracture and pneumonia.

These prestigious awards would not be possible if not for our caring and committed caregivers and providers who provide excellent patient care and bring their skills and expertise to our hospitals and the rural North Coast of California every day. Caring for the caregiver and providing an excellent experience for every patient that needs our care are a central focus for St. Joseph Hospital and Redwood Memorial Hospital. From quiet hours to friendly greetings, St. Joseph Hospital and Redwood Memorial Hospital employees, volunteers and physicians embrace our vision outcomes of perfect care, sacred encounters and healthy communities.

Our caregivers spend countless hours volunteering in our community. From feeding the homeless with church and non-profit groups, to organizing teams for Alzheimer's and Autism Awareness as well as the Out of the Darkness Suicide prevention walk, our caregivers consistently give back. Caregivers volunteer time to serve on non-profit community boards and they generously donate their hard-earned dollars towards efforts to assure stable health care access for future generations.

Community partnership is something we believe in and another non-financial benefit we provide the community. The Community Health department partners with local foundations and funders via the North Coast Grantmaking Partnership to jointly support local projects and programs. We partner with Food for People - our area's food bank – by co-hosting food pantries at our Community Resource Centers in four micro-communities in outlying areas of Humboldt County – Loleta, Rio Dell, Blue Lake and Willow Creek. We also donate excess hospital food to churches and food-security organizations.

It is this selflessness and philanthropic spirit that binds this rural and isolated community together and enables us to care for the Dear Neighbor without distinction, just as our founding Sisters have done since they arrived in Eureka in 1912.

2024 CB REPORT GOVERNANCE APPROVAL

This 2024 Community Benefit Report was adopted by the Community Benefit Committee of the hospital on September 11, 2024. The final report was made widely available by November 30, 2024.

Becky Giacomini

9/11/2024

Becky Giacomini

Date

Chair, Community Ministry Board and Community Benefit Committee
Providence, St. Joseph Hospital and Redwood Memorial Hospital

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To request a printed copy free of charge, provide comments, or view electronic copies of current and previous Community Health Improvement Plans please email CHI@providence.org.