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2024

COMMUNITY BENEFIT REPORT/

PROGRESS ON 2024-2026 COMMUNITY HEALTH IMPROVEMENT PLAN

Providence St. Joseph Hospital

Orange, California

To provide feedback on this CB Report or obtain a printed copy free of charge, please email Cecilia Bustamante Pixa at Cecilia.Bustamante-Pixa@stjoe.org

Providence

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EXECUTIVE SUMMARY

Providence continues its Mission of service in Orange County through Providence St. Joseph Hospital Orange (SJO). SJO is an acute-care hospital founded in 1929 and located in Orange, California. The hospital's service area is the entirety of Central Orange County, including 1,778,000 people.

Providence St. Joseph Hospital dedicates resources to improve the health and quality of life for the communities it serves, with special emphasis on the needs of the economically poor and vulnerable. In FY24, the hospital provided $50,399,191 Community Benefit in response to unmet needs. For FY24, Providence St. Joseph Health had an unpaid cost of Medicare of $57,135,086.

2024-2026 Providence 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, Providence St. Joseph Hospital will focus on the following areas for its 2024-2026 Community Benefit efforts:

PRIORITY 1 ACCESS TO CARE

Increasing health care access as well as other resources for areas that have the biggest challenges.

2024 Accomplishments

- Provided access to 23,472 medical, dental, vision, and behavioral health service visits.
- Integrated the Women's and Children Clinic at (La Amistad) SJNHC FQHC providing 4,474 visits.
- The Avoidable ED Navigation Program saw a reduction in the number of ER visits by 52% (post-engagement visits 1,625 compared to 3,109 visits pre-engagement). *Data extracted from AED Dashboard

PRIORITY 2 MENTAL HEALTH & SUBSTANCE USE

Improved system to access mental health and substance use services to ensure that patients receive care at the appropriate level of care and not in the Emergency Department, reduced mental health stigma in the community and increase in resources for youth.

2024 Accomplishments

- 600 patients received medication assistance in the ED through the MAT program.
- Over 55,000 individuals are active on the Each Mind Matters/Promise to Talk social media site.
- 96 patients received psychiatric evaluations and medication management through the partnership with (La Amistad) SJNHC FQHC.

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PRIORITY 3 HOMELESSNESS & AFFORDABLE HOUSING

Social determinants of health, like housing, have a substantial impact on health behaviors and health outcomes. Addressing housing instability, housing affordability, and preventing homelessness will improve health in the communities we serve.

2024 Accomplishments

- 120 households received services along a continuum of needs including rental assistance.
- The Homeless Navigator Program provided support to 418 individuals.
- 2 new housing developments opened in Buena Park and Santa Ana totaling 60 affordable housing and 106 permanent supportive units in Orange County.

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 122,000 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.

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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

Providence St. Joseph Hospital is an acute care hospital founded in 1929 and located in Orange, California. The hospital has 465 licensed beds, a staff of more than 3,100, and professional relationships with more than 1,000 local physicians. Major programs and services offered to the community include the following: cardiac care, orthopedics, diagnostic imaging, rehabilitation, oncology, emergency medicine and obstetrics.

Our Commitment to Community

Providence St. Joseph Hospital dedicates resources to improve the health and quality of life for the communities we serve. During Fiscal Year 2024 (July 1, 2023 – June 30, 2024), Providence St. Joseph Hospital provided $50,399,191 in Community Benefit[1] in response to unmet needs and to improve the health and well-being of those we serve in Central Orange County.

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 hospitals will implement when completing a CHIP. These practices include, but are not limited to the following:

[1] Per federal reporting and guidelines from the Catholic Health Association.

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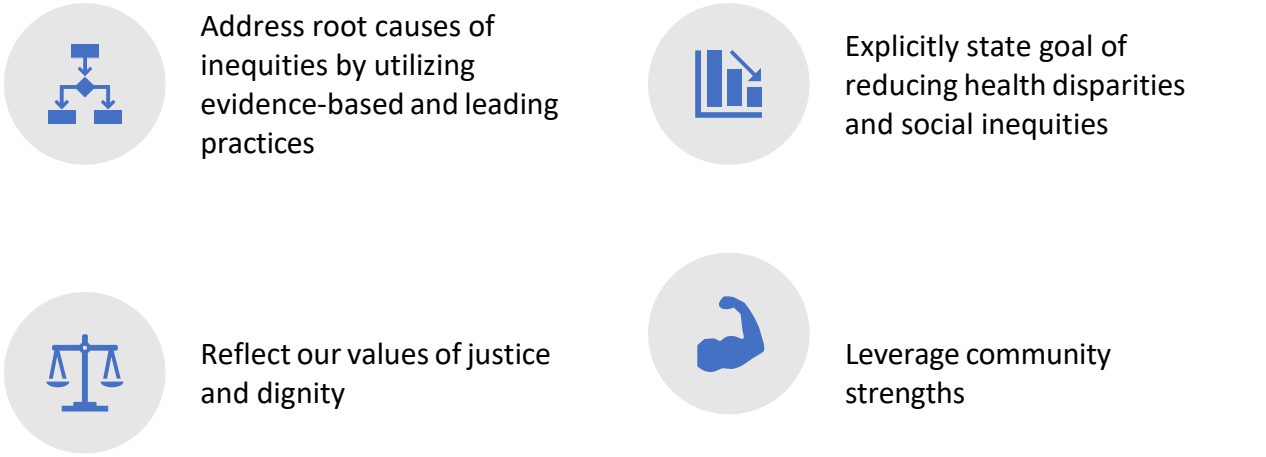
Figure 1. Best Practices for Centering Equity in the CHIP



Community Benefit Governance

Providence St. Joseph Hospital (SJO) 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 Investment is responsible for coordinating implementation of State and Federal 501r requirements.

A charter approved in 2007 and revised in 2020 established the formation of the SJO Community Health Committee. The role of the Community Health Committee is to support the Board of Trustees in overseeing community benefit issues. The Committee acts in accordance with a Board-approved charter. The Community Health Committee is charged with developing policies and programs that address identified needs in the service area particularly for underserved populations, overseeing development and implementation of the Community Health Needs Assessment (CHNA) and Community Health Improvement Plan (CHIP), and overseeing and directing the Community Benefit (CB) activities.

The Community Health Committee has a minimum of eight members including three members of the Board of Trustees. Current membership includes 15 members of the Board of Trustees and 10 community members. A majority of members have knowledge and experience with the populations most likely to have disproportionate unmet health needs. The Community Health Committee generally meets quarterly.

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Roles and Responsibilities

Senior Leadership

• Chief Executive and senior leaders including the hospital's Chief Mission Integration Officer, are directly accountable for CB performance.

Community Health Committee (CHC)

• CHC serves as an extension of trustees to provide direct oversight for all charitable program activities and ensure program alignment with "Advancing the State of the Art of Community Benefit" (ASACB) Five Core Principles. It includes diverse community stakeholders. Trustee members on CHC serve as 'board level champions.'

• The Committee provides recommendations to the Board of Trustees regarding budget, program targeting and program continuation or revision.

Community Health (CH) Department

• Manages CB efforts and coordination between CH and Finance departments on reporting and planning.

• Manage data collection, program tracking tools and evaluation.

• Develops specific outreach strategies to access identified Disproportionate Unmet Health Needs (DUHN) populations.

• Coordinates with clinical departments to reduce inappropriate ER utilization.

• Advocates for CB to senior leadership and invests in programs to reduce health disparities.

Local Community

• Partnership to implement and sustain collaborative activities.

• Formal links with community partners.

• Provide community input to identify community health issues.

• Engagement of local government officials in strategic planning and advocacy on health-related issues on a city, county or regional level.

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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 Providence St. Joseph Hospital has a Financial Assistance Program (FAP) that provides free or discounted services to eligible patients.

One way Providence St. Joseph 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 https://www.providence.org/obp/ca. In FY24, Providence St. Joseph Hospital provided $4,560,018 free (charity care) and discounted care Medi-Cal (Medicaid)

Providence St. Joseph Hospital provides access to the uninsured and underinsured by participating in Medicaid, also known as Medi-Cal in California. In FY24, Providence St. Joseph Hospital provided $37,037,275 in Medicaid shortfall.

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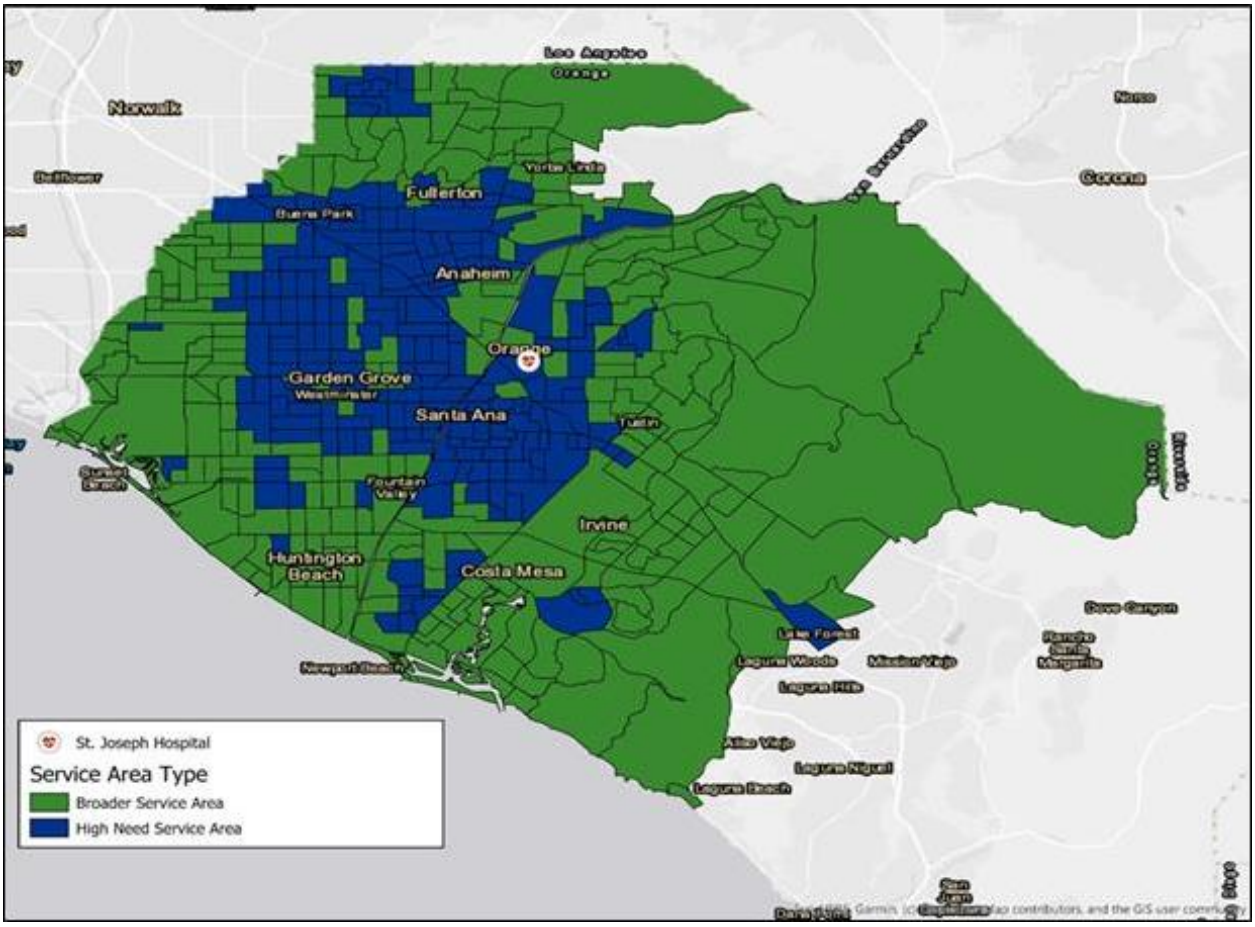
OUR COMMUNITY

Description of Community Served

Providence St. Joseph Hospital's service area is Central Orange County and includes a population of approximately 1,778,000 people.

Figure 2. Providence St. Joseph Hospital's Total Service Area



Of the over 1,778,000 permanent residents of Central Orange County, roughly 44% live in the "high need" area, defined by lower life expectancy at birth, lower high school graduation rates, and more households at or below 200% FPL compared to census tracts across the county. For reference, 200% FPL represents an annual household income of $55,500 or less for a family of four. These households are more likely to regularly make spending tradeoffs regarding utilities, rent, groceries, medicine, and other basic expenses.

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Community Demographics

POPULATION AND AGE DEMOGRAPHICS

Of the over 1,778,000 permanent residents in the total service area, the male-to-female distribution is roughly equal across geographies. Individuals under the age of 35 are more likely to live in high need census tracts.

POPULATION BY RACE AND ETHNICITY

Individuals who identify as Hispanic and "other" race are substantially overrepresented in the high need census tracts compared to the St. Joseph service area and Orange County overall. People identifying as White are less likely to live in high need census tracts.

SOCIOECONOMIC INDICATORS

Table 1. Income Indicators for Orange County Service Area

Indicator	Broader Service Area	High Need Service Area	Orange County
Median Income Data Source: American Community Survey Year: 2021	$119,783	$74,324	$100,429

The median income for the total service area for St. Joseph is about the same as Orange County overall. There is over a $45,000 difference in median income between St. Joseph's Broader Service Area and the High Need Service Area.

Full demographic and socioeconomic information for the service area can be found in the 2023 CHNA for St. Joseph Hospital Orange.

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COMMUNITY NEEDS AND ASSETS ASSESSMENT PROCESS AND RESULTS

Summary of Community Needs Assessment Process and Results

Improving the health of our communities is foundational to our Mission and deeply rooted in our heritage and purpose. Our Mission calls us to be steadfast in serving all, with a special focus on our most economically poor and vulnerable neighbors. This core belief drives the programs we build, investments we make, and strategies we implement.

Knowing where to focus our resources starts with our Community Health Needs Assessment (CHNA), an opportunity in which we engage the community every three years to help us identify and prioritize the most pressing needs, assets, and opportunities.

The 2023 CHNA was approved by the SJO Community Health Committee on November 16, 2023.

Significant Community Health Needs Prioritized

On September 21, 2023, the primary and secondary data findings were reviewed with members of a cross-sector group Community Health Committee along with members of Providence staff. They asked questions and engaged with the data. At the end of the review, Committee members were invited to choose their top three priority needs based on the five criteria below. As in-person attendance was lower than expected, later selections were received after the Director of Community Health Investment carried out 1 on 1s with individual Committee members to review the findings, ask questions, and provide their input.

The following criteria were used in the prioritization process:

- Worsening trend over time
- Disproportionate impact on low income and/or Black/African American, Brown, Indigenous, and People of Color (BBIPOC) communities
- Providence service area/high need service area rates worse than state average and/or national benchmarks
- Opportunity to impact organizational commitment, partnership, severity, and/or scale of need
- Alignment with existing System priorities

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2024-2026 PRIORITY NEEDS

The list below summarizes the significant health needs identified through the 2023 Community Health Needs Assessment process:

PRIORITY 1: ACCESS TO CARE

Access to care goes beyond medical care, and includes dental, vision, primary care, transportation, culturally appropriate care, and care coordination. People without insurance are less likely to have a primary care provider, and they may not be able to afford the health care services and medications they need. Strategies to increase insurance coverage rates are critical for making sure more people get important health care services, like preventive care and treatment for chronic illnesses.

PRIORITY 2: BEHAVIORAL HEALTH

Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make healthy choices. Mental health is important at every stage of life, from childhood and adolescence through adulthood. Mental health programs include the prevention, screening, assessment, and treatment of mental disorders and behavioral conditions. Mental health is an important part of overall health and well-being. Substance use/misuse occurs when the recurrent use of alcohol/or drugs causes clinically significant impairment, including health problems, disability, and inability to meet major responsibilities at work, school, or home. Substance use/misuse includes the use of illegal drugs and the inappropriate use of legal substances, such as alcohol, prescription drugs and tobacco.

PRIORITY 3: HOMELESSNESS AND AFFORDABLE HOUSING

Lack of affordable housing can have a number of negative impacts on individuals, families, and communities. When basic needs, such as housing, are not met, they impact a family's emotional, psychological, developmental, and physical well-being. Over the last few years, Orange County has been facing a critical housing shortage. It has become ever more difficult for communities with low incomes who work in Orange County to also live in Orange County. As a result, families must seek substandard housing with multiple families living in one dwelling. Affordable housing is defined by an individual or family spending 30% or less of their gross income toward housing. Low-income communities in Orange County can expect to spend over 50% of their gross income on housing.

Needs Beyond the Hospital's Service Program

No hospital facility can address all the health needs present in its community. We are committed to continuing our Mission partnering with like-minded partners that count with the capacity and expertise to address the needs of Orange County Residents by funding other non-profits through our Care for the Poor program managed by Providence St. Joseph Hospital.

Furthermore, Providence St. Joseph Hospital Orange will endorse local non-profit organization partners to apply for funding through the St. Joseph Community Partnership Fund. Organizations that receive

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funding provide specific services and resources to meet the identified needs of underserved communities throughout SJO's service areas.

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

- **Culturally and linguistically concordant services:** While this was not selected as a priority issue, St. Joseph Hospital Orange works to integrate culturally and linguistically concordant services in its community-based programming as well as provides interpreter services for multiple languages in its hospital-based settings.
- **Lack of community involvement and engagement:** Stakeholders and micro communities who participated in listening sessions identified a lack of involvement and engagement among some communities to address health disparities and inequities. Although this is not a priority identified, St. Joseph Hospital Orange will prioritize community involvement and engagement in all key initiatives.
- **Access to safe, reliable, affordable transportation:** Although not identified as a selected priority St. Joseph Hospital Orange provides transportation support with taxi vouchers to vulnerable and low-income ED and inpatient population.
- **Economic insecurity (lack of living wage jobs and unemployment):** While St. Joseph Hospital Orange has not selected economic issues as a top priority, the majority of its community benefit programs are targeted to the low-income population. St. Joseph Hospital Orange partners with Orange County Community Action Partnership, the county anti-poverty agency on several initiatives, a collaborative to address workforce in low-income areas. St. Joseph Hospital Orange has a policy of a just living wage and in that way serves as a role model for other organizations in the community.
- **Food insecurity:** While not identified as a priority in the CHNA, St. Joseph Hospital Orange will seek opportunities with collaborative partners addressing housing needs to include food insecurity and nutrition.
- **Basic needs:** Not identified as a selected priority, St. Joseph Hospital Orange funds the pharmacy medication program by providing needed prescription medication to low-income and vulnerable patients upon discharge from the hospital. Additionally, St. Joseph Hospital Orange provides access to clothing, shoes, and basic hygiene items to patients experiencing homelessness.
- **Racism and discrimination:** While St. Joseph Hospital Orange is not focusing on a specific initiative around racism and discrimination all strategies focus on the principles of health equity which directly address racism and discrimination.
- **Aging concerns and issues (e.g., cognitive decline/ dementia, mobility, etc.):** While this is not one of the selected priorities, St. Joseph Hospital Orange partners with the Council on Aging - Southern California. Over the past five years, St. Joseph Hospital Orange has funded a program that provides isolated, low-income older adults in central Orange County with social service resources and referrals, mental health services, and a volunteer visiting program.

In addition, Providence St. Joseph Hospital Orange will collaborate with local organizations that address the aforementioned community needs to coordinate care and referrals to address these unmet needs.

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COMMUNITY HEALTH IMPROVEMENT PLAN

Community Benefit Plan Report FY24

Providence St. Joseph Hospital approved its most recent Community Health Needs Assessment (CHNA) on November 16, 2023, and the Community Health Improvement Plan in as required by state and federal law on February 15, 2024. The CHNA is a primary tool used by the hospital to determine its community benefit plan as required by California legislation, which outlines how we respond to community need. Because we are required to report a fiscal year July 1 - June 30 time period for the state of California, and follow a January 1- December 31 time period, for federal reporting, we will report on 6 -months of the 2024-2026 CHIP/CB Plan where feasible, and close out our July 1-Dec. 2023 accomplishments, for the remaining 6 months of the 2021-2023 CHIP/CB Plan.

Summary of Community Health Improvement Planning Process

Providence St. Joseph Hospital developed a three-year Community Health Improvement Plan (CHIP) to respond to these prioritized needs in collaboration with community partners, considering resources, community capacity, and core competencies.

The local Community Health team worked with internal and external partners to develop strategies to respond to community needs. The 2024-2026 CHIP was presented and approved on February 15, 2024, and made publicly available no later than May 15,2024.

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

2024 Accomplishments

COMMUNITY NEED ADDRESSED #1: ACCESS TO CARE

Initiative Name

Access to Care

Population Served

Underserved, uninsured / underinsured communities living in Central Orange County

Long-Term Goal(s)/ Vision

1. To improve access to health care and preventive resources for people with low incomes and those uninsured by deploying programs to assist with navigating the health care system.
2. To ease the way for people to access appropriate and culturally responsive levels of care at the right time.

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Table 2. Strategies and Strategy Measures for Addressing lack of Access to Care

Strategy	Population Served	Strategy Measure	Baseline	FY24 Accomplishments (6-month period)
Ensure seamless transition to Medi-Cal/CalOptima	Newly Medi-Cal eligible FQHC patient population.	# of patients enrolled	Approximately 2,000 newly eligible patients in 2023.	710 patients enrolled
Increase new access to OB/Prenatal Care and Pediatric services for FQHC patient population.	Underserved, low-income pregnant women and their children.	# of patients served	New site opening Summer 2024.	4,474 patients served
Support Avoidable ED Navigation Program to provide comprehensive intervention	Medi-Cal/CalOptima patients.	# of Avoidable ED visits # of PCP visits and # of Specialty visits	65% reduced AED visits in first 90-days in 2023 48% increase in PCP visits in first 90-days in 2023 19% increase in Specialty Care visits in first 90-days in 2023	**2,999 Avoidable ED visits** Pre-engagement ER visits: 3,109 Post-engagement ER visits: 1,625 **48% reduction in AED visits** Pre-engagement PCP visits: 387 Post-engagement PCP visits: 810 **109% increase in PCP visits** Pre-engagement Specialty Care visits: 1,369 Post-engagement Specialty Care Visits: 2,661 **94% increase in Specialty Care visits**

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Provide post-discharge care, Care Coordination, and Navigation	Medi-Cal/CalOptima and uninsured ED/hospital patients	# of ED and Inpatients receive post-discharge care, care coordination, and navigation	595 patients	535 patients
Increase access to health care for North and Central Orange County providing Medi-Cal outreach, enrollment, retention, and utilization services.	Uninsured undocumented population age 26-49 who are newly eligible for Medi-Cal	# of persons enrolled # of persons receiving outreach and education	Enrolled 958 persons. Provided outreach to 6,602 persons.	3,197 individuals enrolled into Medi-Cal Provided outreach to 7,805 residents
Partner with TGR Foundation to promote health care workforce development	11th and 12th grade high school students in the Unified Anaheim School District	# of students participating in the healthcare career pathways program	125 students in 2023	628 students

Evidence Based Sources

- Health insurance enrollment outreach and support: https://www.countyhealthrankings.org/strategies-and-solutions/what-works-for-health/strategies/health-insurance-enrollment-outreach-support
- Federally qualified health centers (FQHCs): https://www.countyhealthrankings.org/strategies-and-solutions/what-works-for-health/strategies/federally-qualified-health-centers-fqhcs
- Strategies for expanding health insurance coverage in vulnerable populations - Healthy People 2030 | health.gov

Resource Commitment

$1.2 million per year in operating support for all access to care initiatives in 2024-2026

Key Community Partners

St. Jude Neighborhood Health Centers (La Amistad); Heritage Medical Group; CalOptima/Cal AIM; CHIOC; TGR Foundation

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2024 Accomplishments:

St. Jude Neighborhood Health Center (La Amistad) provided 24,695 primary care, dental, vision and mental health visits to the uninsured and underinsured population of Central Orange County. 710 clinic patients who were newly eligible gained Medi-Cal coverage which is approximately 45% of the uninsured patient population. The clinic does not have many patients under the age of 50. Therefore, most of the patients gained Medi-Cal coverage during the prior expansion for individuals 50 and older (May 1, 2022). In March 2024, the Helen Caloggero Women's and Family Center opened, SJNC (La Amistad) is slated to officially open its Women and Children's Clinic within the Center September 3, 2024. Expansion services provided at the Batavia Woods location since 2021 include perinatal, OB/GYN, pediatric, perinatal support and social work services, in FY24 there were 4,474 persons served.

The AED Navigator is a grant funded program that looks at the reasons individuals are presenting to the ED multiple times. The Navigator is a Licensed Clinical Social Worker, who focuses on how to best serve the Medi-Cal patient population, decrease inappropriate visits, and increase education around alternate sites for suitable access to care. In FY24 the AED Navigator served 2,999 individuals in the hospital's Emergency Center to access appropriate health coverage and resources. As a result of the work being done by the AED Navigator there was a 52% reduction in avoidable ED visits, 109% increase in the number of PCP visits and 94% increase in the number of specialty care visits.

Through the partnership with Community Health Initiative of Orange County (CHIOC), access to health care for North and Central Orange County increased. The newly eligible for Medi-Cal population between 26-49 years old could obtain services in accessing Medi-Cal coverage including outreach, enrollment, retention, and utilization. In FY24 3,197 individuals were enrolled into Medi-Cal.

Tiger Woods' Foundation and Providence partnered to promote health care workforce development. In FY24 TGR hosted a Community Health Academy Day, Health Career Panel Session, Career Explorer Program with AUHSD, and a Career Explorer Presentation on CHNA. Through this partnership 628 Juniors and Seniors (high school students) from the Anaheim Union School District participated in the healthcare career pathways program. The goal of the partnership is to provide opportunities for high school students to gain real-world, tangible experiences related to their career interests.

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

Initiative Name

Behavioral Health

Population Served

Underserved communities living in Central Orange County.

Long-Term Goal(s)/ Vision

1. To ensure equitable access to high-quality, culturally responsive, and linguistically appropriate mental/behavioral health services, especially for populations who are on the margins and are low income.

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2. Reduce mental health stigma in the community.

Table 3. Strategies and Strategy Measures for Addressing Mental Health

Strategy	Population Served	Strategy Measure	Baseline	FY24 Accomplishments (6-month period)
Promote Each Mind Matters Campaign/Green Bench OC among community partners	Low-income communities with an emphasis in Latino and Vietnamese households.	# of residents active on the EMM & Green Bench OC social media sites # of new green benches installed in key/high traffic locations.	4005 residents active in 2023 29 green benches since 2021	15,835 residents active on social media sites. 16 new green benches installed
Implement Mental Health First Aid Training to identify, understand, and respond to signs of mental health and substance use challenges	Community-based organizations serving underserved low-income populations.	# of people who are trained to become Mental Health First Aiders. # of people who are trained in suicide prevention	New program	98 people trained through the Mental Health First Aid classes. Suicide Awareness & Prevention classes have not begun.
Expand MAT Program in Emergency Department by promoting free Naloxone Program.	Patients with opioid use disorder	# of patients and/or community at large who receive Naloxone prescription in the ED.	512 patients in 2023	600 patients received Naloxone.
Collaborate with partner FQHC to provide free psychiatry services	FQCH patients	# of patients who receive psychiatric evaluation and medication management	100 unique patients 110 encounters	96 patients served.

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Support collaboration using pass-through grant funding to support pre and postnatal mental health of Vietnamese women by connecting them with mental health services and education	Underserved/under-resourced Vietnamese women of child-bearing age	# of Vietnamese women receiving education, outreach, and resources	New program	Grant period 4/1/24-3/31/25 As of 6/17/24: Finalizing and hiring staff Working on media planning Workshop presentation and hosting Providing resources and material in Vietnamese

Evidence Based Sources

Behavioral health primary care integration: https://www.countyhealthrankings.org/strategies-and-solutions/what-works-for-health/strategies/behavioral-health-primary-care-integration

Resource Commitment

$150,000-$200,000 per year for Each Mind Matters and other mental health strategies.

Key Community Partners

Southland Integrated Services (FQHC), St. Jude Medical Center, Mission Hospital, Westbound Communications, St. Jude Neighborhood Health Centers (FQHC).

2024 Accomplishment

Each Mind Matters campaign was adapted to address the mental health issues created by COVID-19 and pivoted to virtual communication. Promise to Talk acquired 2M impressions across all social media and web platforms during FY24. The year ended with 55,329 total encounters and 1,635 total promises. A key component of the Promise to Talk campaign is the Green Bench OC movement. For the past two years, we have been working with community partners to have them paint green benches at their locations. Local organizations like the Diocese of Orange, El Sol Academy and Be Well OC, all have painted/installed benches at their locations. In FY24, through the Green Bench OC initiative, 16 lime green benches have been painted /installed at schools, churches, parks and mental health rehabilitation centers to encourage conversations about mental health. This brings the total number of painted benches in Orange County to 35. The Promise to Talk team attended two May Mental Health Month in-person events, Día Del Niño

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hosted by UNIDOS South OC, and a Cinco De Mayo celebration hosted by Bower's Museum, to foster strong connections and a positive impact with community members. The Promise to Talk booths host a green bench photo opportunity, lime green branded giveaways free and flyers with free or low-cost mental health resources and activity sheets. The in-person events drive guests to our websites and social media pages allowing our message a wider reach with our targeted audience. In addition to in-person outreach, EMM created a 2023 Back-To-School Toolkit for parents to help their children navigate their emotions while integrating into a new school year. This outreach resulted in 847,585 social media impressions and was shared with 75 partner organizations and 33 schools. This campaign allows us to continue having important conversations with members of the community and create interest around the stigma reduction movement.

The MAT program continues to be fully implemented in the Hospital's Emergency Department since 2020, serving 1,654 patients to date. The MAT (Medication Assisted Treatment) program is intended to serve individuals struggling with opioid addiction or substance abuse disorder. It focuses primarily on psychotherapy assisted by psychiatric prescribed medication designed to alleviate withdrawal symptoms and cravings.

In FY24, St. Joseph Hospital's Women's Services Postpartum Depression Program served 1,142 unique women and referred a total of 3,367 encounters/sessions.

Local- At the local level, Providence continues to provide education and advocacy to stakeholders with the goal of improving access to care through our partnership with Be Well Orange County, whose mission is to make compassionate mental health care more accessible in our community. Be Well is a unique asset in Orange County that Providence has supported since its inception. The campus plays an important role in the mental health infrastructure of Orange County and may be a model for other locations.

State-With leadership from Providence and hospitals throughout the state, the Legislature and Governor took action to address critical behavioral health needs, including a behavioral health package with investments that include infrastructure and capacity building, housing and crisis support, and significant workforce investment.

Behavioral Health Infrastructure

Senate Bill (SB) 326 and Assembly Bill (AB) 531 placed a $6.38 billion general obligation bond and transformation of the Mental Health Services Act (MHSA) on the March 2024 primary ballot. The bills focus on five solutions to transform California's behavioral health system:

1. Reforming the MHSA, which brings in over $3 billion per year, to allow funding for substance use disorder treatment
2. Building a workforce that reflects the state's diversity
3. Focusing on outcomes, accountability, and equity
4. Supporting housing and treatment in community-based settings
5. Assisting with housing for veterans experiencing behavioral health challenges

The bill package aims to build 10,000 new beds within community treatment facilities to support Californians with serious mental illness and substance use disorders. The outcome of these investments

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could reduce hospital emergency department visits, improve access to behavioral health care, support housing needs, and create additional jobs within California. Read SB 326 and AB 531.

Federal

Providence's federal advocacy led to the introduction of two important behavioral health bills that expand access to care – the *Hope and Mental Wellbeing Act* introduced by Rep. Andrea Salinas (D-OR) and the *COMPLETE Care Act* introduced by Rep. Michelle Steel (R-CA). The *Hope and Mental Wellbeing Act* would require Medicare and Medicaid to provide three behavioral health visits per year at no cost to beneficiaries. The *COMPLETE Care Act* increases behavioral health access for Medicare beneficiaries in the primary care setting.

In the fall of 2023, Dr. Arpan Waghray, Chief Executive Officer, Providence Well Being Trust, met with House and Senate urge for solutions to address our nation's mental health crisis. Dr. Waghray also highlighted ways Providence can partner with Congress to increase access for youth mental health and increase primary care integration.

Providence will continue our strong advocacy on policies to expand behavioral health access to those we serve including pushing for the reauthorization of the SUPPORT Act, expanding 988, increasing reimbursements, and repealing the IMD exemption and 190-day lifetime limits under Medicare.

COMMUNITY NEED ADDRESSED #3: HOMELESSNESS AND AFFORDABLE HOUSING

Initiative Name

Unhoused people/ communities and low-income residents residing in Central Orange County

Population Served

Unhoused people communities and low-income residents in Central Orange County

Long-Term Goal(s)/ Vision

Providence is a dedicated member of local coalitions to ensure coordination of homeless support services, including recuperative care, and that there are increased connections to supportive services for individuals experiencing homelessness.

Table 4. Strategies and Strategy Measures for Addressing Homelessness and Affordable Housing

Strategy	Population Served	Strategy Measure	Baseline	2024 Accomplishments
Support Homeless Navigation Program	Patients experiencing homelessness	Decrease the number of days patients experiencing homelessness are in the hospital beyond what is medically necessary	275 days in the hospital in 2023	473 days in the hospital

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		without an appropriate place to discharge		
Join with the St. Joseph Justice Center Advocacy Team to address affordable housing efforts in the City of Orange	City Council/Officials and City Mayor	Implementation of policy change that has the potential to produce more affordable housing in the City of Orange	New program	St Joseph Justice Team had a meeting with the Senior Planner. The City has introduced a policy related to Accessory Dwelling Units. They are not considering an inclusionary housing ordinance. The Team will have a candidates' forum in the Fall to discuss affordable housing for those running for City Council.
Partner with Illumination Foundation to provide Recuperative Care.	Patients experiencing homelessness	# of patients that are referred to recuperative care post discharge and obtain access to primary care, behavioral health services, case management, and supportive housing services.	19 patients referred	103 patients served. 17 clients housed.
Collaborate with United Way Eviction Diversion & Prevention Program	Families at risk for eviction	# of households that are assessed and receive an ecosystem of eviction prevention services.	600 clients referred to program. 347 clients utilized eviction prevention assessment tool. 165 clients served with	600 clients referred to the program. 347 clients utilized eviction prevention assessment tool.

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			eviction diversion services	165 clients served with eviction diversion services
Support Homes for All, an advocacy training program to build community leaders' capacity in north and central OC to address immediate housing needs and advocate for increased production of affordable housing.	Persons living in rent-burdened census tracts	# of Community-based Organizations trained	30 community members trained using curriculum. 12 residents actively participate in community meetings on Housing Element compliance and submit public comments	30 community members representing local organizations including county, state and federal legislative offices trained using the curriculum. 20 residents actively participate and attend meetings.
Support development of OC's first Affordable Housing Access website to empower residents and Housing Navigators in social service agencies seeking affordable housing opportunities.	Low-income residents trying to secure stable affordable housing	Website developed and deployed in English and Spanish.	New project	Housing Access website was developed and is associated with 1,089 people accessing housing and 157 property owners joining the network.

Evidence Based Sources

Best practices for community responses to unsheltered homelessness: http://www.evidenceonhomelessness.com/recent_highlights/series-of-briefs-offer-evidence-based-guidance-and-best-practices-for-community-responses-to-unsheltered-homelessness/

Resource Commitment

$200,000 is budgeted for 2024-2026 to support Homeless Navigation Program.

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Key Community Partners

Sisters of St. Joseph Justice Center; Health Care Agency Orange County; Illumination Foundation; The Kennedy Commission; United Way OC; People For Housing

2024 Accomplishment

The Homeless Navigator provided services to 418 individual homeless patients. The greatest challenge has been identifying the appropriate level of care post discharge which impacts the number of custodial days a homeless patient spends in the hospital. From July 2023 to June 2024, we had 473 custodial days (an average of 39.4 days/pp) a 19% decrease from the prior year for homeless/unhoused patients. Clients are most often discharged to SNFs (Skilled Nursing Facilities), recuperative care facilities, step-down units, sober living homes, family/friends, and shelters. This provides stabilization and a safe place for patients while bridging other options and community resources. According to the 2024 Point in Time Count (conducted by the County and Orange County Continuum of Care) Central OC has the highest number of unhoused individuals (3,454) compared to North (3,227) and South (641) OC. 48.79% of the unhoused population in Central OC is unsheltered and 45.03% is sheltered. While homelessness has increased from 2022, there are resources such as permanent supportive housing units, recuperative care, rental assistance and added shelter beds. It is important to point out that of the total population 48.33% are experiencing homelessness for the first time in the past 12 months. Overall, it is noted that chronic homelessness in the unsheltered population has decreased from 2022 and increased in those with shelter.

As an added effort to address homelessness Providence has partnered with the Illumination Foundation (IF) to connect medically vulnerable homeless clients who are frequent utilizers of Providence Hospitals in OC to medical care, post-hospital recuperative care, micro communities and permanent supportive housing. In FY24 Illumination Foundation served 103 patients and housed 17 clients. Services provided include therapy, psychiatry, hospital follow-ups, wound care, medication re-fills, specialty care, outside services, vaccinations, and higher level of care.

Through collaboration with OC United Way Housing Champions worked to increase advocacy efforts to impact local affordable housing policies and programs in OC. In FY24, 226 new housing champions (884 cumulative total) were trained, by our partners OC United Way, People for Housing OC, YIMBY and The Kennedy Commission. This growth has increased the breadth of community members supporting housing solutions in their neighborhoods. In July 2023, two new housing developments opened in Buena Park and Santa Ana, adding a total of 60 affordable housing and 106 permanent supportive housing units in OC. The robust Housing Champion network collaborative relationship with local advocacy groups have been instrumental to the approval of 715 new affordable housing units and 518 new permanent supportive housing units in OC since 2020. Additionally, a website was developed to support affordable housing access, provide vital information about existing affordable housing units, resident interest lists to empower residents and housing navigators seeking affordable housing opportunities. As a result of this effort 1,089 people have been housed through WelcomeHomeOC website and 157 property owners are in the network.

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Other Community Benefit Programs

Table 5. Other Community Benefit Programs in Response to Community Needs

Initiative (Community Need Addressed)	Program Name	Description	Population Served (Low Income, Vulnerable or Broader Community)	FY24 Accomplishments
1. Access to Dental Services	La Amistad Dental Services (SJNHC)	Provide fixed and mobile comprehensive dental services for adults and children	Low-income	2,640
2. Access to Vision Services	La Amistad Vision Services (SJNHC)	Provide mobile vision services for adults and children	Low-income	2,833
3. Access to Prescriptions	Pharmacy Meds Programs	Provide needed Rx to patients upon discharge from the hospital	Low-income	96
4. Transportation	Taxi Vouchers	Provide transportation support to ED indigent population	Low-income	609
5. Postpartum Services	Post Partum Depression Comprehensive Services	Provide screening and treatment to women	Broader Community	3,367
6. Postpartum Services	Mother/Baby Assessment Center	Provide physical and psycho-social assessment of mother and baby	Broader Community	6,325
7. Access to Maternal Health	Sweet Beginnings	Gestational diabetes nutrition counseling	Low-income	963
8. Access to Psycho/Social	Senior Visitation Program	Provide vulnerable and	Low-income	218 older adults served and

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	Services and Resources		isolated seniors / older adults visits by LCSW to assess needs (physical and psycho-social), resources and referrals		provided over 1,579 referrals
9.	Access to clothing, shoes, and basic hygiene items	Clothing for unhoused patients	Provide clothing, shoes, blankets, and basic needs	Low-income	117 persons served

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FY24 COMMUNITY BENEFIT INVESTMENT

In FY24 Providence St. Joseph Hospital invested a total of $50,399,191 in key community benefit programs. $545,717 was invested in community health programs for the poor. $4,560,018 in charity care was provided, $37,037,275 in unpaid cost of Medi-Cal, and $537,691 in community benefits for the broader community. Providence St. Joseph 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 Providence St. Joseph Hospital
(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	4,560,018
	Unpaid cost of Medicaid	37,037,275
	Unpaid other govt. programs	0
Other Benefits for Vulnerable Populations	Community Health Improvement Services	545,717
	Subsidized Health Services	5,095,776
	Cash and In-Kind Contributions	2,399,306
	Community Building	0
	Community Benefit Operations	223,408
	Total Benefits for Vulnerable Populations	49,861,500
Other Benefits for the Broader Community Populations	Community Health Improvement Services	77,619
	Subsidized Health Services	0
	Cash and In-Kind Contributions	0
	Community Building	331,046
	Community Benefit Operations	19,852
Health Profession Education, Training and Research	Health Professions Education and Research	109,174
	Total Benefits for the Broader Community	537,691
	Total Community Benefit	50,399,191
Medical Care Services for the Broader Community	**Total Medicare shortfall**	57,135,086

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

In addition to the financial investments made by the hospital, there are non-quantifiable benefits that are provided by the organization. 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 by our staff and physicians every day.

Community Participations: Hospital leaders serve on the Board of Directors and Advisory Committees of many non-profit organizations, including St. Jude Neighborhood Health Centers, The Cambodian Family Community Center, Community Health Initiative of Orange County, Santa Ana Early Learning Initiative, City of Garden Grove Collaborative, MOMS Orange County, and this spring, the Senior Director for Community Health in OC/HD was appointed to serve as a hospital representative on the Orange County Board of Supervisors Commission to End Homelessness. The hospital participated in the County of Orange Health Care Agency Health Equity in OC Initiative. Smile Makers: Christmas Angels (Adopt-a-Family Program): Every year, St. Joseph Hospital coordinates the Adopt-a-Family Christmas Program. In FY24, the hospital partnered with Angel Tree Prison Fellowship to provide children with an incarcerated parent(s) a gift and school supplies, Council on Aging - Southern California and the Orange Senior Center to provide 55 seniors residing alone or in long term care facilities without friends or family with an individual gift during the 2023 Holiday season. Additionally, 6 military families from Camp Pendleton, 7 caregivers and their families were generously provided with presents and gift cards. This effort was achieved by the participation of our caregivers.

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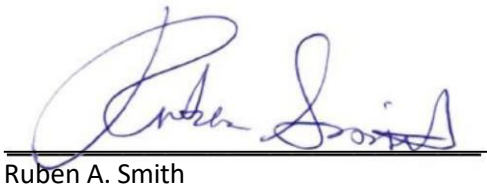
2024 CB REPORT GOVERNANCE APPROVAL

This 2024 Community Benefit Report was adopted by the Community Health Committee of the hospital on August 15, 2024. The final report was made widely available by December 1, 2024.



August 15, 2024

Ruben A. Smith — Date
Chair, St. Joseph Hospital Community Health Committee

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8/20/2024

Brian Helleland — Date
Chief Executive, St. Joseph Hospital Orange

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8/23/2024

Kenya Beckmann — Date
Chief Philanthropy and Health Equity Officer, South Division Providence

Contact:

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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.

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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.