



**St. Jude Medical Center
St. Jude Heritage Healthcare**

**Fiscal Year 2014 COMMUNITY BENEFIT REPORT
PROGRESS ON FY 12 – FY 14 CB PLAN/IMPLEMENTATION STRATEGY REPORT**

St. Joseph Health 
St. Jude Medical Center

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

EXECUTIVE SUMMARY

Our Mission

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

Our Vision

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

Our Values

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

Who We Are and Why We Exist

St. Joseph Health, St. Jude Medical Center (referred to as St. Jude Medical Center in this document) is a 329 bed hospital sponsored by St. Joseph Health Ministry with centers of excellence in Cardiac, Oncology, Orthopedics, Rehabilitation and Perinatal services. The Medical Center's 2,283 employees and 672 medical staff are committed to striving for sacred encounters, perfect care and healthiest communities.

St. Jude Heritage Healthcare is a not-for-profit medical practice foundation with 995 employees and 169 physicians that serves as the integrated partner with the Medical Center in serving over 150,000 residents in North Orange County and neighboring areas.

St. Jude Medical Center invested **\$47,510,639** in community benefit in FY 2014 (FY14) a 1.4% increase from FY13 (\$46,875,708). St. Joseph Health, Heritage Healthcare invested **\$5,767,569** in community benefit in FY14, a 7.4% increase from FY13 (\$5,372,556). The main reason for this increase has been the increase in persons served by the MediCal program. For FY 14, St. Jude Medical Center had an unpaid cost of Medicare of \$31,744,579 and St. Jude Heritage Healthcare had an unpaid cost of Medicare of \$9,221,977, which represent increases in losses from the Medicare program for St. Jude Heritage.

Our accomplishments for Fiscal Year 14 in our community benefit priority areas include:

- Provided 17,125 medical visits and 6,475 dental visits to uninsured/underinsured low income persons through our affiliated fixed site and mobile community clinic partnership with St. Jude Neighborhood Health Centers, increasing access to care to 5,175 individuals.
- Continued the St. Jude Heritage Access Program to expand comprehensive medical home access to over 100 uninsured patients at St. Jude Heritage primary care physician offices.
- Increased access to specialty care for the uninsured by recruiting additional volunteer specialists at our affiliated clinic, referrals to Heritage volunteer specialists and partnering with Access OC to provide 15 free surgeries and colonoscopies at a Super Surgery Saturday event.

- Implemented the Healthy Weight Initiative which addressed environmental, system and policy improvements in our community.
- Continued to partner with Fullerton, Placentia, La Habra and Buena Park Collaboratives on their Obesity Prevention Plans.
- Prevented the conversion of St. Jude Neighborhood Health Center patients with pre-diabetes to diabetes through a pre-diabetes protocol.

Overview of Community Needs and Assets Assessment

The FY 14 priorities and programs were based on the findings of the 2011 SJMC Needs Assessment. The process utilized in conducting the needs assessment included the following:

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

The Community Health Needs Assessments for both 2011 and 2014 are available online at stjudemedicalcenter.org.

Community Benefit Plan Priorities/Implementation Strategies

Community benefit priorities were developed in 2011 based on the 2011 Community Health Needs Assessment with input from community groups. FY 14 accomplishments include:

Increase Access to Medical and Dental Care for the Uninsured and Underinsured in Zip Codes 92832 and 92833. The number of unique patients who live in zip codes 92832 and 92833 receiving medical services at St. Jude Neighborhood Health Center increased by 13.5% in FY 14 as compared to FY 13. Since the beginning of the 3 year plan there was a 5.9% increase in the number of unique patients served from these targeted zip codes. The number of unique persons served at the two affiliated dental clinics increased from 1,121 in FY 12 to 1,983 in FY 14. The percentage of the population served increased from 0.2% of the population to 0.4%.

Improving the percentage of Healthy Weight Children in South Fullerton – Initiatives included transitioning the Healthy for Life Program to the Orange County Department of Education, the Richman Neighborhood Healthy Weight Initiative at 6 schools and support for community-based exercise and walking programs. The percentage of students in the Healthy Fitness Zone for body composition on the Fitnessgram in five of the six target schools improved significantly from the 2011-12 school year to the 2013-2014 school year.

Reducing the conversion of St. Jude Neighborhood Health Center patients with pre-diabetes to diabetes. Initiatives included the identification of pre-diabetic clinic patients, referral to classes and follow-up testing. In FY 14, 97.6% of clinic pilot group patients with pre-diabetes did not convert to diabetes which was better than our target of 90%.

INTRODUCTION

Who We Are and Why We Exist

The tradition of the Sisters of St. Joseph of Orange calls on us to go out into the communities we serve, identify the problems that exist and work with the people in the community to solve these problems. The work we are continuing to do in reducing childhood obesity in South Fullerton is an example of how this tradition is lived today. Five years ago St. Joseph Health, St. Jude Medical Center (referred to as St. Jude Medical Center in this document) identified that a significant percentage of students in Fullerton Title 1 school classes who took the Fitnessgram test were not in the healthy fitness zone for body composition. In an effort to address this important issue that could have a life-long health impact, the Medical Center engaged the community residents and community partners, including the City of Fullerton, Fullerton School District, Fullerton Collaborative, and the Boys and Girls Club to create a culture of healthy lifestyles. The goal was to provide increased opportunities for children to have more minutes per week of moderate to vigorous physical activity and to decrease sugar sweetened beverage intake while increasing access to healthy foods.

Over the past year the Medical Center invested over \$168,000 in activities such as training parents to lead school lunch exercise programs, zumba classes, walking clubs, school gardens, enhanced school curriculums around health and worked on policy with the school district and city. These efforts resulted in a significant improvement in the body composition ratings in the healthy fitness zone in five of the six targeted schools in the South Fullerton neighborhood. These results point up the need to spread this effort beyond one school district and have led the Medical Center to invest a significantly larger amount of funds in FY 15 to address the issue of overweight and obesity in low income neighborhoods with a focus on environmental, system and policy change.

St. Jude Medical Center and St. Jude Heritage Healthcare continue to focus on community benefit priorities to increase access to medical and dental care for the uninsured and underinsured, implement programs to reduce childhood obesity and reducing the conversion from pre-diabetes to diabetes at the St. Jude Neighborhood Health Center. Our accomplishments for Fiscal Year 14 are:

- Provided 17,125 medical visits and 6,745 dental visits to uninsured/underinsured low income persons through our fixed site and mobile community clinics increasing access to care to 5,175 individuals. This represents a 39% increase in medical visits over FY 13.
- Increased access to specialty care for the uninsured by recruiting additional volunteer specialists at our clinics and partnering with Access OC to provide 15 free surgeries and colonoscopies at a Super Surgery Saturday event.
- Transitioned the Healthy for Life program to the Orange County Department of Education who provided a modified program at over 100 classes.
- Implemented the South Fullerton Neighborhood Healthy Weight Initiative which expanded nutrition and physical activity programs and policies in the Richman community.
- Continued to partner with Fullerton, Placentia, La Habra and Buena Park Collaboratives on their Obesity Prevention Plans.
- Implemented a pre-diabetes protocol at St. Jude Neighborhood Health Centers resulting in a very low conversion rate to diabetes.

St. Jude Medical Center is a 329 bed hospital sponsored by St. Joseph Health Ministry with centers of excellence in Cardiac, Oncology, Orthopedics, Rehabilitation and Women and Children's Services. The Medical Center's 2,283 employees and 672 medical staff are committed to striving for sacred encounters, perfect care and healthiest communities. St. Jude Heritage Healthcare is a not-for-profit medical practice foundation with 945 employees and 169 physicians that serves as the integrated partner with the Medical Center in serving over 150,000 residents in North Orange County and neighboring areas.

St. Jude Medical Center invested \$47,510,639 in community benefit in FY 2014 (FY14) a 1.4 % increase from FY13 (\$46,875,708). St. Joseph Health, Heritage Healthcare invested \$5,767,569 in community benefit in FY14, a 7.4 % increase from FY13 (\$5,372,556). The main reason for this increase has been the increase in persons served by the MediCal program. For FY 14, St. Jude Medical Center had an unpaid cost of Medicare of \$31,744,579 and St. Jude Heritage Healthcare had an unpaid cost of Medicare of \$9,221,977, which represent increases in losses from the Medicare program for St. Jude Heritage.

ORGANIZATIONAL COMMITMENT

Community Benefit Governance and Management Structure

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

PLANNING FOR THE UNINSURED AND UNDERINSURED

Patient Financial Assistance Program

Our mission is to provide quality care to all our patients, regardless of ability to pay. We believe that no one should delay seeking needed medical care because they lack health insurance. That is why St. Joseph Health St. Jude Medical Center has a **Patient Financial Assistance Program (FAP)** that provides free or discounted services to eligible patients. In FY 14, St. Jude Medical Center provided \$7,559,211 million in charity care for 14,406 encounters, a decrease of 8.4 % from FY 13. This is due to the increase in the number of insured in Orange County as a result of the Affordable Care Act. St. Jude Heritage Healthcare provided \$1,179,082 in charity care in FY14 for 1,347 encounters, an increase of 230% from FY 13. While Patient Financial Assistance is going down for the Medical Center, the Unpaid Cost of MediCal is significantly increasing.

One way St. Joseph Health, St. Jude Medical Center informs the public of FAP is by posting notices. Notices are posted in high volume inpatient and outpatient service areas. Notices are also posted at locations where patients 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

Community Benefit Geographic Focus

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

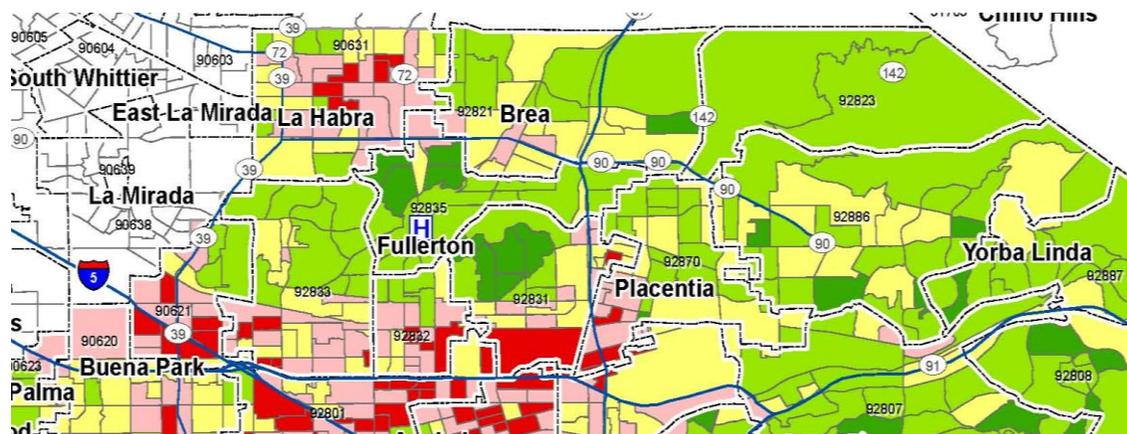
Table 1. Target Cities for Community Benefit Initiatives and Programs

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

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

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

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



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

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

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

Identification and Selection of DUHN Communities

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

DUHN Group and Key Community Needs and Assets Summary Table

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

COMMUNITY NEEDS ASSESSMENT PROCESS AND RESULTS

Summary of Community Needs Assessment Process and Results

The FY 14 priorities and programs were based on the findings of the 2011 SJMC Needs Assessment. The process utilized in conducting the needs and assets assessment included the following:

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

A new community needs and asset assessment has just been completed and is available online at stjudemedicalcenter.org. The Assessment was approved by the Medical Center Community Benefit Committee, which includes a broad range of representatives including city and school district officials, Orange County Public Health Agency representative, faith based leaders, physicians and representatives of organizations serving the vulnerable.

PRIORITY COMMUNITY HEALTH NEEDS

Figure 1, below, describes the community health needs identified through the SJH, St. Jude Medical Center CHNA. Those needs that the hospital does not plan to address are noted¹.

Figure 1.

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

The following health needs will not be addressed directly through a St. Joseph Health, St. Jude Medical Center initiative or program because they are already addressed by local non-profit

¹ A number of community health needs are already addressed by other organizations and will not be addressed in the implementation plan report.

organizations that have the resources and expertise: Substance Abuse, Chronic Mental Illness and Teen Pregnancy.

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

Needs Beyond the Hospital's Service Program

No hospital facility can address all of the health needs present in its community. We are committed to continue our Mission through community benefit programs and by funding other non-profits through our Care for the Program managed by the St. Joseph Health, Community Partnership Fund.

Furthermore, St. Joseph Health, St. Jude Medical Center will endorse local non-profit organization partners to apply for funding through the [St. Joseph Health, Community Partnership Fund](#). Organizations that receive funding provide specific services, resources to meet the identified needs of underserved communities through St. Joseph Health communities.

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

Substance Abuse: The Hospital does not have a substance abuse program; however, we collaborate with the Gary Center and county supported substance abuse programs that provide those services by referring patients to them.

Chronic Mental Illness: The Hospital does not have a mental health program however we partner with the Illumination Foundation who serves this population by referral to their recuperative care program. The hospital also provides a Community Care Navigation program that connects chronically mental ill homeless patients to mental health services.

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

ST. JOSEPH HEALTH ST. JUDE MEDICAL CENTER COMMUNITY BENEFIT PLANNING PROCESS FY 12 – FY 14 Community Benefit Plan/Implementation Strategies and Evaluation Plan FY 14 Accomplishments

Increasing Access to Medical Care for the Uninsured and Underinsured

Description: The St. Jude Medical Center Community Health Needs Assessment showed that over 33% of very low income people in Fullerton lacked health insurance. This initiative is designed to

increase the percentage of uninsured persons in South Fullerton who have access to a medical home.

Goal: Increase the number of uninsured and underinsured individuals who live in zip codes 92832 and 92833 who have a usual source of care.

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

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

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

Strategies:

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

Strategy Measures:

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

Progress in FY 14: This goal was exceeded in FY 14. The number of unique patients who live in zip codes 92832 and 92833 receiving medical services at St. Jude Neighborhood Health Center increased by 13.5% in FY 14 as compared to FY 13. Since the beginning of the 3 year plan the increased number of unique patients served from these targeted zip codes increased by 5.9%. In November, 2013 the clinic was designated as a Federally Qualified Health Center. The additional grant funding allowed the clinic to extend hours from 4 hours every other Saturday to 8 hours every Saturday. The County of Orange MSI program transitioned to the MSN program, when most MSI patients transitioned to either MediCal or the California Health Exchange in January 2014. The clinic is contracted with the MSN program. It is still in the process of developing contracts with CalOptima networks, although it is contracted with CalOptima for children through CHOC Health Alliance and for adults with the CalOptima Care Network and CalOptima Direct. A new patient orientation packet was developed.

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

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

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

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

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

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

Strategies:

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

Strategy Measures:

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

Progress in FY 14: This goal was met as the number of unique persons served at the two dental clinics increased from 1,121 in FY 12 to 1,983 in FY 14. The percentage of the population served increased from 0.2% of the population to 0.4%.

Increasing Percentage of Healthy Weight Children in South Fullerton

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

Goal: Increase the percentage of 5th and 7th grade children attending Richman, Woodcrest, Nicolas, Maple, Valencia Park, and Pacific Drive Schools whose body composition are in the Healthy Fitness Zone on the Fitnessgram.

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

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

Scope: Low-income 5th and 7th grade children and their families who attend Richman, Woodcrest, Nicolas, Valencia Park, Pacific Drive and Maple schools.

Strategies:

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

Strategy Measures:

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

Progress in FY 14: The percentage of 5th and 7th graders in 5 of 6 targeted schools in the Healthy Fitness Zone for body composition increased significantly between the 2011-2012 school year and the 2013-2014 school year. The Medical Center has continued to expand the Lunchtime Exercise Achievement Program which now provides parent-led supervision at six Title 1 schools in Fullerton reaching over 400 children each week. Six after school programs have enhanced the number of minutes of moderate to vigorous physical activity each week

Pre-diabetes Initiative

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

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

Community Partners: City of Fullerton

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

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

Strategies:

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

Strategy Measures:

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

Outcomes: 97.6% of St. Jude Neighborhood Health Center patients who were identified as pre-diabetic during fiscal year 14 did not convert to diabetes.

Progress in FY 14: While the outcomes have been met, there has been an increase in the number of new patients whose BMI is greater than 25 and therefore who are at risk for pre-diabetes. The clinic dietitian is exploring the feasibility of introducing a class on healthy lifestyles for this population. In addition, the attendance at the diabetes classes of pre-diabetic patients is low. The clinic staff is exploring other options for educating patients.

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

St. Joseph Health Community Partnership Fund (Low Income Community)

Program Description: The Medical Center contributes ten percent of its net income to the St. Joseph Health Community Partnership Fund. While seventy-five percent of this contribution is placed in a restricted account for Medical Center Care for the Poor programs, twenty-five percent of this contribution is used by the Fund to provide Emergency Food and Shelter grants, Wellness and Prevention grants, Community Building Initiative grants and Disaster Relief grants. This program funds the 25% portion of the Medical Center contribution.

Key Community Partners: St. Joseph Health Community Partnership Fund and grantees.

Goal: To provide grants to organizations serving low income populations in the areas of emergency food and shelter, wellness and prevention, community building and disaster relief.

Target Population (Scope): Low income persons.

Outcome Measure: # of grants provided.

FY 14 Accomplishments: A Community Building Initiative in Buena Park received an implementation grant this year. In addition, an Emergency Food and Shelter grants was awarded to Interval House and Wellness and Prevention grants were awarded to Access OC, Alliance for a Healthy Orange County and Integrated Community Healthcare Solutions. The Medical Center invested \$1,105,525 in the St. Joseph Health Community Partnership Fund.

Senior Services (Low Income)

Program Description: Offers low income home bound frail elderly a health risk assessment and opportunity for volunteer assistance for friendly visiting, help with chores or shopping. Works with churches to develop volunteer network. Provides senior non-emergency medical transportation. Provides information and referral, chronic disease management classes, counseling and support group to low income seniors.

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

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

Target Population (Scope): Frail low income elderly.

Outcome Measure: Number of services provided

FY 14 Accomplishments: 1,513 encounters were provided for information and referral, home visitation and support groups. 7,630 non-emergency medical transportation trips were provided. The Medical Center invested \$535,697 to support the needs of frail elderly in the community.

Healthy Communities (Low Income)

Program Description: Provides technical support and strategic leadership to local and county-wide community collaboratives. Provides oversight of community benefit programs.

Key Community Partners: Fullerton Collaborative, La Habra Collaborative, Buena Park Collaborative, Placentia Families First Collaborative, Alliance for a Healthy Orange County

Goal: To improve the health and quality of life in the low income communities we serve.

Target Population (Scope): Low income communities

Outcome Measure: Collaborative accomplishments

FY 14 Accomplishments: Fullerton Collaborative implemented gang prevention, obesity prevention and homeless services coordination. Buena Park Collaborative implemented gang prevention and obesity prevention effort. La Habra Collaborative implemented obesity prevention and teen pregnancy prevention efforts. Placentia Families First Collaborative implemented obesity prevention efforts. Alliance for a Healthy Orange County provided active transportation leadership and the Move More Eat Healthy Campaign.

Indigent Patient Discharge Needs (Low Income)

Program Description: Provides assistance to low income patients who need specialized services for continuity of care, such as recuperative care, medication, durable medical equipment.

Key Community Partners: Illumination Foundation, St. Jude Neighborhood Health Centers

Goal: To reduce re-admissions and improve health status of indigent patients after hospital discharge.

Target Population (Scope): Low income communities

Outcome Measure: Re-admission rate

FY 14 Accomplishments: Re-admissions of indigent patients has decreased significantly during 2014 averaging 7 per month at the beginning and 1 per month in recent months.

FY14 COMMUNITY BENEFIT INVESTMENT
ST. JOSEPH HEALTH, ST. JUDE MEDICAL CENTER
(ending June 30, 2014)

CA Senate Bill (SB) 697 Categories	Community Benefit Program & Service	FY 14 Community Benefit Financials
Medical Care Services for Vulnerable⁴ Populations	St. Jude Medical Center Financial Assistance Program (FAP) (Charity Care-at cost)	\$ 7,559,211
	Unpaid cost of MediCal ⁵	\$28,102,706
	Unpaid cost of other means-tested programs	\$ 5,939,841
	\$ 41,601,758	
Other benefits for Vulnerable Populations	Community Benefit Operations	\$ 314,343
	Community Health Improvements Services	\$1,032,622
	Subsidized Health Services	\$ 458,468
	Cash and in-kind contributions	\$3,794,736
Total for Community Benefit for the Vulnerable		\$ 47,201,927
Other benefits for the Broader Community	Community Benefit Operations	\$ 50,911
	Community Health Improvements Services	\$ 130,505
	Subsidized Services	\$ 0
	Cash and in-kind contributions	\$ 12,453
		\$193,869
Health research, education, & training	Health Professions Education, Training & Health Research	\$114,843
	Total for Community Benefit for the Broader Community	
		\$308,712
TOTAL COMMUNITY BENEFIT (excluding Medicare)		\$ 47,510,639
Medical Care Services for the Broader Community	Unpaid cost to Medicare ⁶ (Not included in CB total)	\$31,744,579
	TOTAL COMMUNITY BENEFIT (including Medicare)	
		\$79,255,218

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

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

⁶Unpaid cost of Medicare is calculated using our cost accounting system. In Schedule H we use the Medicare Cost report.

FY14 COMMUNITY BENEFIT INVESTMENT
ST. JOSEPH, ST. JUDE HERITAGE HEALTHCARE
(ending June 30, 2014)

CA Senate Bill (SB) 697 Categories	Community Benefit Program & Services	FY 14 Community Benefit Financials
Medical Care Services for Vulnerable⁶ Populations	St. Jude Heritage Financial Assistance Program (FAP) (Charity Care-at cost)	\$1,179,082
	Unpaid cost of MediCal	\$3,246,529
	Subsidized Health Services	\$0
	Unpaid cost to other state and local programs	\$1,324,925
Other benefits for Vulnerable Populations⁸	Community Health Improvements Services	\$ 4,657
	Cash and In-kind Contribution for Community Benefit	\$ 6,447
Total Community Benefit for the Vulnerable Populations		\$5,761,640
Other benefits for the Broader Community	Community Health Improvements Services	\$0
	Subsidized Services	\$0
	Cash and In-kind Contributions for Community Benefit	\$ 2,148
	Community Benefit Operations	\$ 4,030
Health research, education, & training	Health Professions Education & Training and Health Research	\$ 8,751
Total Community Benefit for the Broader Community		\$ 14,929
TOTAL COMMUNITY BENEFIT (excluding Medicare)		\$5,767,569
Medical Care Services for the Broader Community	Unpaid cost to Medicare ⁹ (Not included in CB total)	\$9,221,977
TOTAL COMMUNITY BENEFIT (including Medicare)		\$14,998,546

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

⁹ Unpaid cost of Medicare is calculated using our cost accounting system. In Schedule H, we use Medicare cost report.

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

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

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

St. Joseph Health

St. Joseph Health
500 S. Main St., Ste. 1000
Orange, CA
<http://www.stjhs.org/>

St. Joseph Health (SJH) is an integrated healthcare delivery system providing a broad range of medical services. The system is organized into three regions--Northern California, Southern California, and West Texas/Eastern New Mexico - and consists of 14 acute care hospitals, as well as home health agencies, hospice care, outpatient services, skilled nursing facilities, community clinics, and physician organizations. The ministries that comprise SJH offer a wide variety of services within each of the three regions. From well-established acute care hospitals to clinics in non-traditional settings like school rooms and shopping malls, SJH is establishing a "continuum of care," that is, a system that links and coordinates an entire spectrum of health services.