

## Fiscal Year 2009 Community Benefit Report Executive Summary

SHC community benefit activities fall into three major categories:

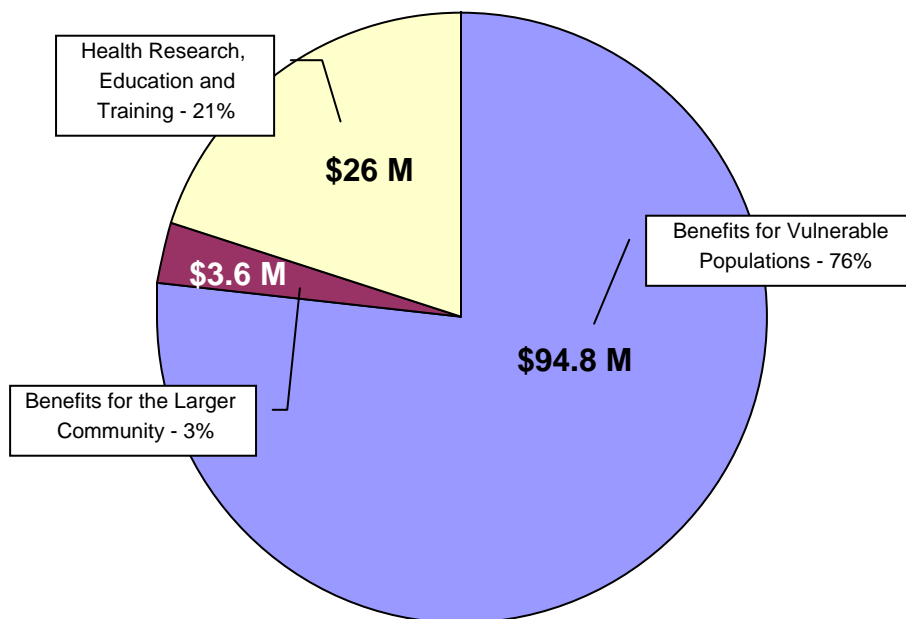
- Benefits for vulnerable populations
- Benefits to the community at large
- Health research, education, and training programs.

### Summary of Community Benefit Investments

The table and chart below summarize SHC's FY09 investment in community benefits.

<b>Benefits for Vulnerable Populations *</b>	<b>\$94,773,110</b>
Medicare (uncompensated expense)	<b>\$65,752,839</b>
<b>Benefits for the Larger Community</b>	<b>\$ 3,552,798</b>
<b>Health Research, Education and Training</b>	<b>\$25,967,559</b>
<b>Total Excluding Uncompensated Expense of Medicare</b>	<b>\$124,293,467</b>
<b>Total Including Uncompensated Expense of Medicare</b>	<b>\$190,046,306</b>

\* Includes uncompensated cost of Medi-Cal, Charity Care, and CB programs whose target audience is Category 1: Benefits for Vulnerable Populations (page 5), and excludes non-reimbursed cost of Medicare.



**Total Excluding Uncompensated Expenses of Medicare (\$124,293,467)**

## Category 1: Benefits for Vulnerable Populations

### Investments in Vulnerable Populations<sup>i</sup>

SHC's largest community benefit investment was in improving access of vulnerable populations to needed health care services. In FY09, SHC contributed \$94.8 million, or 76% of its community benefit expenditures, to activities supporting vulnerable populations (*excluding* uncompensated Medicare). SHC's uncompensated expense (cost less reimbursement) for Medical was \$76,111,604. Charity care for uninsured and underinsured patients totaled \$16,468,925.

### Community Benefit Activities for Vulnerable Populations

In addition to the investments described above, SHC's contribution to other community benefit activities for vulnerable populations was nearly \$2.2 million in FY09. These activities provide essential services for those most in need in our community.

SHC supports three community clinics and a transitional unit in a homeless shelter as part of its *Improve access to care and reduce cancer-related health disparities initiative*; **Arbor Free Clinic, Ravenswood Family Health Center (RFHC) and its satellite clinic Belle Haven, Mayview Community Health Center, and Medical Respite Center at EHC's Boccardo Regional Center.** The goal is to build community capacity to deliver primary and preventive health care. In 2009, SHC, in partnership with Stanford School of Medicine, conducted an assessment of local community clinics. The assessment yielded valuable information about clinic needs, opportunities, and challenges. This document was used to refine SHC's FY10 CB plan and to open discussions regarding future joint efforts between SHC and the clinics.

In FY09, SHC expanded support of **Arbor** beyond providing free laboratory services (almost 600 lab tests were provided in FY09). By providing funding for development of its Information Technology infrastructure, SHC helped Arbor move closer to achieving its goal of improving continuity and quality of care for clinic clients. Over 85 percent of Arbor's clients are uninsured, 50 percent are unemployed, and 12 percent live in transitional housing. The clinic serves a diverse population with 39 percent Hispanic, 18 percent Caucasian, 13 percent Asian, 11 percent African-American, and eight percent "other". Last year, Arbor Free Clinic, which is only open one day per week, provided over 1100 visits.

In its partnership with **Mayview**, SHC provided funding to increase provider hours at the clinic and to help them improve quality outcomes in chronic disease management, particularly diabetes. The additional provider hours allowed Mayview to serve more patients and to establish a formal patient referral system with Arbor Free Clinic. As part of their funding agreement, Mayview will provide a medical home for up to 50 Arbor patients annually for the next two years at which time the program will be evaluated for further funding.

**RFHC** is another important community partner for SHC. Located in East Palo Alto, the clinic serves a diverse, low-income population. In FY09, RFHC served 8400 unduplicated patients; almost 98% living below 200% of the Federal Poverty Level and 68% uninsured. SHC is supporting RFHC in a number of ways that were identified by the clinic as a priority including emergency funding to fill a critical staff position eliminated due to budget cuts and providing training for Health Educators to deliver chronic disease management workshops to RFHC patients. SHC is also working with RFHC to establish a branch of the Stanford Health Library at the clinic.

SHC has committed multi-year funding for the **Medical Respite Center**. The center, located in a multipurpose homeless facility in San Jose, is a 15 bed transitional unit for homeless patients. It provides a safe, supportive environment in which to discharge these patients from acute care settings. The center provides support services such as housing assistance, health insurance enrollment assistance, food and clothing, and job training in addition to continued medical care.

In 2004, SHC's Emergency Department partnered with San Mateo County's **Children's Health Initiative** in a program designed to link uninsured pediatric patients treated in the Emergency Room with assistance programs such as Medi-Cal, Healthy Families and Healthy Kids as well as to programs such as food stamps and legal aid. Almost 350 children were connected to state or county programs in FY09.

Through the office of the Manager of **Patient Financial Advocacy**, SHC provided experts to assist uninsured, low-income patients in researching health care options at no cost to the patient. Services included helping individuals research eligibility requirements and identify appropriate health insurance programs, completing applications, compiling required documentation, and following up with county case workers. For individuals eligible for the various programs, this service helps them obtain coverage for medical necessities such as prescription drugs and home health care. In FY09, the cost of providing this service was \$1,168,049.

Various SHC departments also provided **financial support** to patients in need. In cases where there is limited or no ability to pay for necessary medical items and certain non-medical services when a patient is discharged, departments such as Social Work, Blood and Marrow Transplant, and Spiritual Care Service provided funding to defray the costs. Such items as medical equipment, transportation, temporary housing, medication, and funeral assistance among others are funded by these hospital departments. In FY09, support for patients experiencing financial hardship totaled over \$300,000.

## **Minority Populations**

An important goal of SHC's *Improve access to care and reduce cancer-related health disparities* initiative is to decrease health disparities in minority and underserved populations regarding cancer. In FY09, SHC funded five projects that provided access to culturally-appropriate cancer education and supportive services for minority, women, and underserved populations:

- African-American Health Committee: Faith-Based Colorectal Awareness and Screening Campaign
- West Bay Pilipino Multi-Service Center: Early detection and cancer-risk reduction education
- Latinas Contra Cancer: Cancer clinic trials in Latina community
- Ravenswood Family Health Center: Women Health Education Series (cancer-related topics)
- Yu-Ai-Kai Senior Center: Cancer education & awareness for Japanese seniors

SHC also supported the **Stanford Medical Youth Science Program** both with funding and hospital internships. The program's mission is to increase knowledge about the sciences and health professions, and to offer guidance about college admissions to low-income and underrepresented minority students. The students learned about potential careers in health and medicine through hands-on activities, shadowing, and formal and informal discussions. This program provided 12 internships in FY09.

## Older Adults

In 2008, there were more than 200,000 older adults living in Santa Clara County. By 2040, that number is projected to triple<sup>ii</sup>. In San Mateo County, the number of adults, 65 years and older is expected to increase by 72% by 2030. This changing demographic has significant implications for healthcare in terms of the types of services required and delivery mechanisms for those services.

SHC has been preparing for this demographic shift by expanding its **Aging Adult Services Program** (AAS) and offering components of that program to the community. Those components include **Partners in Caring**, which provides free, non-medical, practical support for homebound seniors. This service helps seniors remain in their homes and maintain independence.

**Lifeline**, another program of AAS, is an in-home emergency response service that supports older adults to remain independent by providing an easy way to summon help in an emergency. This program is available to seniors regardless of their ability to pay. Over \$73,000 in free or reduced cost Lifeline subscriptions were provided to 336 low-income seniors in FY09.

SHC's CB plan focuses on two major health initiatives; *Improve access to care and reduce cancer-related health disparities* and *Improve the health and well-being of older adults*. In support of the second initiative, SHC implemented three evidence-based programs, free of charge, at local senior centers that serve a significant proportion of low-income seniors; **Strong for Life**, **Farewell to Falls**, and **Chronic Disease Self-Management**.

**Strong for Life (SFL)** is a group exercise program whose goals are to help older adults increase strength, balance, and mobility, and reduce isolation. **Farewell to Falls (FTF)** is a fall prevention program provided by Trauma Services. Occupational therapists (OT) provide home visits and review multiple risk factors for falls. Monthly follow-up phone calls encourage compliance with exercise and other recommendations. One year after the initial home visit, OTs evaluate participants' progress. FTF reached almost 400 seniors in FY09. FTF staff also provided fall prevention presentations and trainings to numerous organizations including hospitals, senior centers, and fire departments. **Chronic Disease Self-Management** Program is a behaviorally-oriented, six-week course that teaches participants how to manage their chronic conditions.

In addition to implementing community-based programs for older adults, SHC funds the work of two countywide collaboratives. The goal of **C<sub>4</sub>**, based in Santa Clara County, is to enhance quality of care by training providers and patients in better management of chronic diseases. The **San Mateo County Fall Prevention Task Force** aims to educate providers and older adults about best practices in fall prevention.

## Sponsorships

SHC contributed \$42,500 in sponsorships in FY09 to support various community events benefiting free clinics, community health centers, hospice organizations, and youth development agencies among others.

## **Category 2: Benefits for the Larger Community**

SHC supports a wide-range of activities that benefit the broader community. In FY09, SHC contributed over \$3.55 million to support these activities.

### **The Stanford Health Library**

Funded by SHC, Stanford Health Library provides scientifically-based information to help people make informed decisions about their health and health care. All health library services are provided to community members at no cost. The library has an extensive collection of online health and wellness resources including over 17,000 vetted medical websites, 1000 E-books, 60 health lectures available by podcast, and thousands of full text articles. It also has more traditional health and wellness resources such as books, medical journals, periodicals, and videos. Other services include health and condition-specific research for individuals conducted by specially trained volunteers. The library also offers a community lecture series that brings SHC physicians and researchers into the community to discuss a variety of health topics. There are four library locations; two community-based sites and two hospital-based sites.

In FY09 over 11,000 community members visited Health Library branches. An additional 700 individuals were provided services by library staff and volunteers via email and phone, and 3500 more were reached by other library programs such as the lecture series. In addition, there were over 360,000 website visits.

### **Stanford Cancer Supportive Care Program (SCSCP)**

SCSCP provides non-medical support services to cancer patients, family members and caregivers regardless of where patients receive their treatment. The over 20 different services include support groups for many types of cancer (lung, head and neck, GYN, breast, leukemia, multiple myeloma, brain), classes on topics related to the effects of cancer treatment, caregiver workshops, exercise and yoga classes for cancer patients, art and writing workshops, healing touch classes, spiritual workshops, guided imagery workshops as well as one-on-one consultations with a registered dietician. All programs are provided free of charge to ensure that those in need of services receive it regardless of their economic circumstances. In FY09, over 13,000 encounters were provided by SCSCP to individuals whose lives were affected by cancer.

### **Support Groups**

SHC provides staff and other resources to conduct support groups for patients, their families and members of the community. These groups support participants affected by a wide spectrum of conditions such as organ transplant, bone marrow transplant, and pulmonary hypertension. The goal of the support groups is not only to educate but to provide a caring forum for participants and their caregivers to improve their coping skills and adjust to the life changes resulting from their conditions. Over 1000 individuals participated in these support groups in FY09.

### **Health Fairs, Community Health Education and Outreach**

Community Health Education is a priority for SHC. Lectures, presentations, and workshops on topics from stroke education to sleep disorders are available to community members. **Stanford Stroke Center** held education forums for stroke survivors and caregivers on stroke recovery, rehabilitation, and prevention of recurrent strokes. **Stanford Pharmacy residents** conducted

educational sessions to raise awareness of safe medication practices reaching an estimated 150 community members. **AWAKE**, a support and education group for patients who have been diagnosed with sleep disorders, is open to all patients regardless of where they receive their care. In FY09, AWAKE served 98 individuals afflicted with sleep disorders.

### **Traffic and Bicycle Safety**

SHC supported a variety of **traffic and driving safety** educational programs designed to reduce traffic-related injuries and deaths for young drivers, bicyclists, and pedestrians. Conducted in partnership with the Traffic Safe Community Network (TSCN), Palo Alto Drug and Alcohol Collaborative Project, Palo Alto Unified School District and a variety of other community and public safety agencies, these programs collectively reached over 18,000 individuals and 30 elementary schools. Programs aimed at underage drivers, drinking and driving for teens and education targeting adults to prevent back-over incidents in children under 14 years of age were provided. To increase walking and biking to school for children in a safe environment, SHC partnered with the TSCN to conduct **Safe Routes to School/Walk to School Week** in schools throughout Santa Clara County.

### **Cancer Clinic Trials Information and Referral Website and Phone Line**

SHC is a significant information resource for the community. In addition to the Health Library and community health education and outreach activities, SHC provides important information regarding cancer clinical trials. In order to make this information readily available to the broadest possible audience, SHC funds the cancer clinical trials information website and phone line. Staffed by topic experts, the goal of this program is to increase awareness of cancer clinical trials and link cancer patients to appropriate trials. The website receives over 10,000 hits annually. In FY09, staff fielded over 300 phone calls to the cancer clinical trials information and referral line.

### **Stanford Life Flight and Medical Transport**

SHC's Life Flight is a helicopter-based service that provides emergency medical services throughout Santa Clara and San Mateo Counties. Life Flight responds to emergency medical calls, delivers patients to trauma centers, and participates in search operations. SHC provided \$2 million to subsidize this life-saving service in FY09 allowing 545 patients to receive critical medical care.

### **Disaster Planning**

SHC plays a key role in disaster planning for the community. Through the Office of Service Continuity and Disaster Planning, SHC collaborates with local municipalities, county government and other hospitals to coordinate planning, mitigation, response and recovery activities for events that could adversely impact SHC and the broader community. The goal of these activities is to minimize the impact upon life, property, and the environment from catastrophic events such as pandemic flu, earthquakes, and other disasters. In FY09, SHC played a lead role in organizing and executing a hospital evacuation exercise that involved personnel from all Santa Clara County hospitals, all county fire departments, public health department and police services.

## Spiritual Care Service

Medical care is only one aspect of healing. Chaplains in Spiritual Care Service assist local congregations with counseling of patients and their families. **Grief Matters**, established in 1993, is a program for families who are grieving after the loss of a loved one. The Chaplain Service also sponsors educational **programs on spirituality and healing**. Classes are designed to be helpful for people of any faith as well as for those with no religious affiliation. Participants include current and former patients, family members and the community-at-large. **Nurturing Daily Practices** teaches participants how to cultivate gratitude, compassion, and forgiveness; emotional states that can support individuals through life's hardships.

### Category 3: Health Research, Education and Training

Research, education and training are core to SHC's mission. SHC is the setting for training **medical students, residents and fellows** from the Stanford School of Medicine and, as such, makes a significant contribution to training the next generation of physicians. In FY09, SHC contributed \$26 million to support health research, education and training. Of this amount, \$24.8 million was spent to train **medical and pharmacy residents** and interns. SHC also funded the **Patient Advocacy Program**, which places medical students, or patient advocates, in local community and free clinics. Since its inception in 2004, the Patient Advocacy Program has provided more than 11,000 hours of direct service and completed 33 capacity building projects for the clinics.

In addition to training physicians, SHC supports the training of other health professionals. In FY09, SHC invested \$1.15 million in these activities. Hospital departments such as **Rehabilitation Services** and **Clinical Labs** provided clinical rotations for physical, respiratory, occupational, and speech therapy and laboratory science students from local colleges and universities. **Stanford Life Flight** conducts helicopter landing zone training classes for EMS and Fire Agencies. The goal of these trainings is to ensure safety for all involved in emergency air transports -- the patient, air and ground personnel, and the community. SHC also supports **Clinical Pastoral Education**, which provides year-round training and internships for seminary students and clergy from all faiths. The program trains students to provide effective spiritual care to individuals and families facing health-related crises. This program served an estimated 7500 family members in FY09.

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<sup>i</sup> Vulnerable populations as defined by SB 697: 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.

<sup>ii</sup> Santa Clara County Community Health Assessment, 2007