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St. Joseph Health, St. Joseph Hospital Eureka

**Fiscal Year 2012 COMMUNITY BENEFIT REPORT
PROGRESS ON FY 12-FY 14 CB PLAN/IMPLEMENTATION STRATEGY**

St. Joseph Health 
St. Joseph Hospital

EXECUTIVE SUMMARY

Our Mission

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

Our Vision

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

Our Values

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

Who We Are and What We Do

St. Joseph Health began with the vision of nine teaching Sisters who responded to the 1918 flu epidemic by going out into the homes to minister to the Humboldt County citizens stricken with the disease. The Sisters had arrived in Humboldt County in June of 1912, responding to the request of the Bishop to assist him in ministering to the citizens in the county. They arrived from Illinois with a few coins and a desire to begin a school to educate the children in the community. The Sisters opened their first school in Eureka in August 1912, as Eureka was the largest town in the rural isolation of Humboldt County, a county where the only access to the larger cities to the south was by steam ship. The Sisters taught at the school until the flu epidemic when they responded to the request of the city founders to go into the homes and care for the sick. The flu epidemic brought attention to the lack of health care in this rural region of California and the Sisters responded accordingly. In 1920, they opened the first St. Joseph Hospital to begin what would become St. Joseph Health. The hospital had sat empty during World War I and the Sisters spent months preparing it to once more serve the needs of the community for quality health care. The Sisters commitment to the health care needs of Humboldt County continues today in their ongoing mission to bring people together to provide compassionate care, promote health improvement and create healthy communities.

St. Joseph Health, St. Joseph Hospital Eureka (SJE) continues to meet the needs of the most vulnerable in the community with a full service acute care hospital. The hospital is one of the most advanced in Northern California and is the leader in providing health care on the North Coast. SJE's services include open heart surgery, interventional cardiology, total joint replacements, complex eye surgery, pediatric care, a full range of women's and children's services and urgent care. SJE offers comprehensive oncology care through an accredited cancer program, as well as Emergency Medicine Board certified physicians for the hospital's full service emergency room. The hospital provides the community with both an outpatient surgery and an

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outpatient imaging center. All services will be greatly enhanced on 11/11/12 when the new patient tower will be open to patient care.

The General Hospital campus is located a few blocks from the St. Joseph Hospital and offers the community a medical rehabilitation center, occupational medicine, outpatient laboratory services, a sleep disorder clinic and outpatient rehabilitation services. The campus also houses many of the support services needed by the main campus including patient revenue cycle services, clinical education, information technology, the SJE Foundation, Paso a Paso, and Healthy Kids Humboldt.

SJE provides care to all residents of Humboldt County and is a county with high rates of patients with disproportionate unmet health care needs. The SJE community benefit activities and priorities address the needs of the most isolated, underserved areas of the county and of the populations living in the county. The activities include addressing the unmet mental health needs of the growing numbers of Latino families, addressing the continuing health care needs of the homeless and most vulnerable, providing food assistance to families facing food insecurity and providing outreach and education on the value of health screening and early prevention.

St. Joseph Hospital Eureka provided **\$13,823,826** in community benefit activities in FY 12 and an additional \$26,467,958 for the unpaid cost of Medicare. In FY 12, St. Joseph Hospital – Eureka provided \$2,311,144 in charity care to 6,412 persons.

Community Plan Priorities

The community needs assessment of 2011 has brought SJE to select four areas of focus for the community benefit play priorities.

- **Access to education/health screenings:** The isolation of Humboldt County increases the need for outreach and activities that assure all citizens receive the education they might need to prevent health care problems. The development of partnerships to provide the education was the first step in the plan to address these needs. By formalizing the partnership with American Cancer Society, SJE has begun to provide all newly diagnosed cancer patients with a personalized book containing information about their disease and resources to assist them cope. Cancer screenings are being offered with 100% of those with abnormal results referred to a physician for follow up
- **Food Insecurity:** Humboldt County has a high percentage of families that state they are food insecure, yet a large system of food pantries. To determine why there is a disconnect between the food and the families, SJH-E, in partnership with SJH-RMH, commissioned a food survey to be completed by the California Center for Rural Policy in partnership with Food for People. The survey will allow SJE to learn how to better meet the needs of the food insecure families.

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- **Mental Health Access for the Latino Community:** There are few resources for mental health access in Humboldt County and there are none for individuals that only speak Spanish. SJE is increasing the number of culturally and linguistically appropriate mental and behavioral health resources to address this lack of services for Latino families/individuals
- **Access to Care:** There is a large homeless population in Humboldt County who seek all medical interventions through SJE's emergency room. The Care Transition Team and the Community Resource Centers partnered with the Healing Ring and the Serenity Inn for shelter, medications, food and transportation to improve the health of the population by increasing the avoidable bed days for this specific population.

INTRODUCTION

Who We Are and What We Do

St. Joseph Health, St. Joseph Hospital Eureka is a ministry of St. Joseph Health, Orange California. St. Joseph- Eureka is the founding hospital of this larger system and in 2012, assisted the Sisters of St. Joseph of Orange in the celebration of their 100 years in Humboldt County, where they began St. Joseph Health. The Sisters arrived in Humboldt in 1912 at the request of the local Bishop who wanted them to educate the children. The Sisters opened their first school in Eureka in August of 1912, a school that continues today, and when the flu epidemic came in 1918, they responded again. The epidemic showed clearly the need for health care in this isolated region of the State of California, and besides going directly into the homes to minister to the sick, the Sisters prepared to reopen the hospital closed when the owners served during World War I.

Today, St. Joseph Hospital Eureka continues to address the health care needs of all of Humboldt County, parts of Del Norte, Trinity and Mendocino counties, with its full service acute care facility and provides jobs to over 1,000 individuals. SJE strengthens its own ability to meet the needs of the people they serve by continually partnering with community organizations to address the mission of the Sisters – to go out into the communities, listen to the needs of the people and address those needs. SJE continues today to provide care for all Humboldt County residents, a county high that has a high disproportionate unmet health care need, and identifies the entire county for community benefit activities with a special focus on those that live in the county's most isolated regions.

- St. Joseph Hospital -Eureka has partnered with the American Cancer Society to increase the educational materials available to the newly diagnosed cancer patients. SJE has an accredited cancer program that addresses the oncology needs of patients from a multiple county area. The patients come to Eureka and often stay at the Evergreen Lodge, a cancer housing unit located on the grounds of the SJE campus. The Lodge provides a home away from home for patients that travel more than 35 miles to obtain radiation or chemo therapy at the accredited facility. The American Cancer Society, College of the Redwoods Buildings trade, Southwest Rotary and SJE had worked together to build the facility and continue to collaborate to provide for the patients that stay there. The educational materials are specific to the patient's cancer diagnosis, with information on the treatment options, the disease process, and the answers to many questions the patient and their family have regarding the illness they are facing.

The Lodge has an oncology social worker who meets with the patients, collaborates with the ACS, attends the cancer conferences now held not only weekly but as needed, participates on the Cancer Committee and one day a week provides social work services to the patients in the radiation oncology unit. The ACS also provides tobacco cessation classes for staff and community members at the SJE Wellness Center, a center available

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on campus to provide exercise and education to the staff, physicians and volunteers free of charge. SJE works with the California Center for Rural Policy, providing rooms for their six week patient focused educational series, including the importance of colon and other cancer screenings. With a partnership with Humboldt Medical Specialists, SJE co-sponsored a 'mole screening' that was attended by 97 individuals with 100% of those that had questionable evaluations referred to the physician for follow up.

- St. Joseph Hospital Eureka partnered with SJH-RMH, the California Center for Rural Policy and Food for People to reach out to the community and determine why a high percentage of single mothers report their children go to bed each night hungry. Food for People has a system of 15 food pantries throughout Humboldt County that provide resources for the families in the outlying areas, yet parents report food insecurity is on the rise. In addition, only 50% of the families eligible for food stamps, now known as Cal Fresh, are using them. The survey hoped to reach 1,000 individuals but had a return rate of 47% of the food pantry households served in August and September of 2011, for a total sample size of 1,127 households.

Findings from the survey include only 40% of the households always have transportation to go to the food pantry, only 18% had applied for Cal Fresh, and only 122 responders or 12% stated their families were food secure, defined as having access to enough food for an active, healthy life. Low food security, (reduced quality, variety, or desirability of diet) was reported by 292 or 29% of the households and 606 or 59% of the 1,020 that answered this question reported very low food security (reports of multiple indications of disrupted eating patterns and reduced food intake). The report not only outlines problems of food insecurity but shows the heads of the household are stating the lack of affordable food is causing periods of depression and feelings of failing their families.

Knowing food insecurity was an issue, SJE did sponsor community grants to address the issue, providing financial support for youth summer lunches, weekend food backpacks for kids, senior home delivered meals, mobile farmers market vegetables, and support of the match program (for every five dollars spent, an additional five dollars was given for vegetable purchases) for seniors at the weekly farmers markets. The survey data report is now complete and SJE will be evaluating what ways to do community outreach to address the needs outlined in the report.

- St. Joseph Hospital Eureka partners with many organizations to provide outreach to Humboldt County's increasing Spanish speaking population. SJE sponsors, in partnership with St. Joseph Health, Redwood Memorial Hospital, two programs that are focused on serving this population – Paso a Paso and Healthy Kids Humboldt. These programs employ nine Spanish speakers who provide child birth education, positive discipline, parenting, car seat safety and enrollment assistance for Cal Fresh, insurance and WIC to the Latino population.

The staff is much more than child birth educators as they are often the only resource for emotional support and a safe haven to discuss immigration issues. The staff began to report their frustration with the lack of mental health support for the families with the only Spanish speaking counselor in the community 'retiring' from exhaustion of providing support to the population. One mother, who had threatened suicide, discussed her fears with the staff and the staff became very frightened as to the high potential of this occurring without someone for the mother to talk with about her problems. The family consisted of the mother, her two preteen children and the three lived in a small one room apartment with only a hot plate to cook on and ice chests to hold their food. SJH-E, with the mother's permission, contacted a Spanish speaking priest who provided the emotional support for the mother while staff addressed the housing, food security and cooking needs. It was clear that other resources were needed to meet the needs of all those in the Latino community who were facing similar problems.

SJE partnered with the Northcoast Clinic network on a tele-health grant to obtain telecommunication devices that would provide Spanish speaking counselors for these families, with a contract to UC Davis for the counselors. The devices will be installed in the Paso a Paso office and some of the outlying areas of the community where St. Joseph Health -Redwood Memorial Hospital has community resource centers. The equipment will allow the families to connect with the resources they require. SJE funded a Spanish speaking counselor for the Open Door Community Health Center to provide a local resource to the families and also signed an agreement with Catholic Charities of Sonoma County to provide monthly one to one support for the families facing deportation or immigration issues.

- There are 5,000 Humboldt County citizens eligible for County Medical Services Provider program (CMSP), with 3,300 enrolled. The eligibility statistics shows that many are homeless. CMSP expenditures for FY09 included 65% spent to cover the costs of emergency room visits, close to \$5.7M in that year alone. SJE noted the homeless in-patients remain in the acute care facility longer than housed patients, as physicians do not want to release medically fragile individuals back to the streets. To address this area of concern, and provide the homeless population with a greater access to health care, SJE sponsored the Care Transition Team with support of a CMSP grant. The program includes a social worker and nurse team that case-manage the population and provide them with access to services to meet needs. One of those resources is housing through both the Healing Ring and the Serenity Inn. The program goal for FY 12 was to provide 175 days of housing to avoid an equal amount of hospital bed days – and the actual number of housed days was 748. The housing included the case management by the Care Transition Team, food, transportation, assistance with locating a medical home and medications. Medical follow up was also available for those patients whose physicians ordered services in the home.

In addition, the Care Transition Team partnered with the Eureka Community Resource Center, a program of St. Joseph Health – Redwood Memorial Hospital, a partnership benefitting over 75 individuals in one year and continuing to grow. The Care Management team is evaluating a similar arrangement with a local skilled nursing facility to provide beds for the patients that require a higher level of after care. With a team model approach that includes mental health counseling support, the skilled nursing facility is willing to accept this population – a population they had refused to accept in the past due to lack of resources to address the population’s problems.

Community Benefit Governance Structure

St. Joseph Hospital, Eureka has a Board of Trustees that designates a Community Benefit Committee (CBC) to guide in the planning, development, implementation and evaluation of community benefit activities. The committee is chaired by a Trustee and contains members of the SJE executive management team, community benefit staff, a representative from the hospital’s finance department and community partners. The committee has Board approved by-laws, charter and policies defining their work. The BOT receives a monthly written report on Community Benefit activities and programs and verbal reports from the Trustee committee chair, who carries forward to the full board the recommendations for programs, initiatives and funding that have been approved by the CBC.

The Vice President of Mission Integration is a member of the Community Benefit Committee and is the representative between the Committee and the Executive Management Team. The Vice – President provides the committee with support from management and assures the Community Benefit plan is in alignment with the strategic goals of St. Joseph Health. The Community Benefit lead is a member of the committee and is an active participant on the Area Management Team, a team that reviews and supports the strategic plan.

Overview of Community Needs and Assets Assessment

St. Joseph Health, St. Joseph Hospital Eureka partnered with St. Joseph Health, Redwood Memorial to complete a Needs Assessment in 2011. The needs assessment followed the same process used in 6 prior assessments, organizing and summarizing existing secondary documents and primary data collected from a broad spectrum of community resources and citizens. The four priority focus areas for the Community Benefit Plan were selected from the data collected and evaluated by the full Community Benefit Committee. The assessment showed the community members continue to be concerned about food insecurity, access to care both medical and mental health resources, and the difficulty accessing health education and resources in the outlying areas of this large county. Other areas of need were evaluated by the Committee but were not selected for projects led by SJH-RMH for reasons that included other organizations were better suited to address the issue, another organization had taken the lead for the issue, lack of resources to adequately address all needs of such a low income county and the issue is outside the scope of the ministry’s mission.

Humboldt County has an estimated 134,761 citizens living in an area covering 3,568 miles. There are 37.7 persons per square mile compared to a 239 persons per square mile average for all of California. The county is the size of Rhode Island and the population is not consistently spread over the region. Eureka, the county seat and the home of SJH-E, has almost 20% of the total population, and over 44% live on the 101 coastal corridor of Eureka, Arcata and Fortuna.

When selecting the priorities and how they will be addressed it is important to understand the community itself. The data provided by the 2011 assessment provides one picture but the understanding of the isolation, the weather, the road conditions, the poverty rates of the area is needed to complete it. In July of 2012, the county unemployment rate was 10.8 %, again not consistently divided in the community. The highest unemployment rate is in the community of Rio Dell (17.4%) and the lowest rate in Ferndale (2.2%). Fuel prices continue to be the highest in the State with prices in August fluctuating from \$4.29 to \$4.79 per gallon. This cost places even more difficulties on people living in regions such as Rio Dell and Willow Creek (unemployment rate of 7.6%) who often need to travel to the coastal regions to work. The US Census Bureau reports that 17.7% of all of Humboldt County citizens are living below the poverty level with the median household income at \$40,089 compared to the State average of \$60,883. With unemployment and high fuel prices, transportation is a constant financial drain on citizens.

For children living below the poverty level, the statistics are even more telling. In Humboldt County, 52.6% of all school aged children were eligible for free and reduced lunch in 2010, compared to 47.2 % in 2007, an 11% increase. Statistics also showed that 60.4% of all students attending school in Eureka were eligible, as well as 47.9% in Arcata. The numbers fluctuate from community to community as do the resources needed to address them.

The secondary service areas of Del Norte, Mendocino and Trinity counties have even higher rates of poverty and unemployment, continuing to put a strain on SJE as the full service acute care hospital for the area. The US Census Bureau reports the poverty rate for Del Norte County is 22%, for Mendocino 17.1% and for Trinity County 15.1%. The data for free and reduced lunches reports that 69.7% of students in the Del Norte Unified School District are eligible, 61% of the students in the Trinity County district and 69.4% in the Mendocino County school district.

The assets of these communities are also very important in setting the priorities for the community benefit plan as SJE realizes that no one entity can address such far reaching needs without the assistance of partnerships. Partnerships are one of the primary strengths of the entire SJE region with partnerships crossing into all the counties that serve as the primary and secondary delivery areas for the hospital. These partnerships include the California Endowment, Robert Woods Johnson, the Independent Physician Association, California Center for Rural Policy, the Food Policy Council, Open Door Community Health Centers, county school districts as well as small, local school districts, St. Joseph Health- Redwood Memorial, American Cancer Society, the Humboldt Area Foundation and the Del Norte Wild Rivers Foundation – the

list is only a small portion of the organizations that come together to collectively address the health care needs of the residents of the counties we all serve.

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. Joseph Hospital Eureka has a **Patient Financial Assistance Program** that provides free or discounted services to eligible patients. In FY 12, St. Joseph Health, St. Joseph Hospital Eureka, provided **\$2,311,144** in charity care to 6,412 persons.

St. Joseph Health, St. Joseph Hospital Eureka FY 12 – FY 14 Community Benefit Plan/Implementation Strategies FY 12 CB Priority Initiatives Accomplishments

Initiative Name: Access to Education and Health Screenings

Goal: Increase access to cancer preventative awareness and treatment services

Community Partners: American Cancer Society, Physicians, Cancer Program, Paso a Paso, SJH, RMH Community Resource Centers, Evergreen Lodge, Public Health, Latino Net, Breast Health Project, SJH, Redwood Memorial Hospital

Outcome Measure: Number of prevention education activities and free screenings offered to low income

Scope: Low income geographically isolated individuals without coverage for prevention and treatment services

Strategy: Develop partnerships

Strategy Measure: Number of partnerships developed

- Partnerships were formalized with American Cancer Society and Redwood Community Action Agency

Strategy: Provide education to the community on importance of cancer screenings and early detection

Strategy Measure: Number of individuals receiving education Five events were held to provide community education and outreach on the importance of screenings and preventions

Strategy: Provide resources to patients/families on cancer prevention/screenings

Strategy Measure: Percent of individuals completing smoking cessation classes/percent who quite smoking

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- Resources provided include smoking cessation classes, ACS resource binders, prospective tumor boards and in house chemo education

Strategy: Referrals to doctors for abnormal results

Strategy Measures: Number of people referred to treatment

- Following a mole screening of 97 patients, all with abnormal results were referred for follow up

FY 12 Accomplishments:

SJE has partnered with the American Cancer Society to provide resource binders to all newly diagnosed cancer patients seen at the ministry. The binder provides patients and their families with information to respond to some of the many fears and questions that come with a new diagnosis. To further assist the patients, the Cancer Program added an 'as needed' tumor board to be called by any area physician to provide immediate review of treatment options. This as needed board is in addition to the weekly tumor board held at SJE for prospective review of patient needs.

St. Joseph Health, St. Joseph Hospital Eureka
FY 12 – FY 14 Community Benefit Plan/Implementation Strategies
FY 12 CB Priority Initiatives Accomplishments

Initiative Name: Mental health resources for the Latino community

Goal: Build a mental/behavioral health service infrastructure for the low income Latino populations of Humboldt County

Community Partners: Latino Net, North Coast Clinics Network, Paso a Paso, Public Health, SJH,RMH Loleta Community Resource Center, Mobile Medical Office, Healthy Kids Humboldt, SJH Redwood Memorial Hospital

Outcome Measure: Increase the number of culturally and linguistically appropriate mental and behavioral health resources available for the low income Humboldt County Latino populations

Scope: The low income Latino population of Humboldt County

Strategy: Partner with Mobile Medical Office for increased training of promotoras on mental and behavioral health interventions

Strategy Measure: Number of trained Promotoras

- Two promotora training events were held at SJE

Strategy: Place tele-health equipment at 4 SJE sites

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Strategy Measure: Tele-health connectivity to Spanish speaking mental and behavioral health counselors in place by spring 2012.

- Agreements have been signed and tele health equipment secured for the SJE emergency room, the Conference room for staff education and tumor board support, the Administrative conference room and Paso a Paso on the GH campus

Strategy: Provide education on the use of the equipment

Strategy Measure: Participants will show increased awareness of mental and behavioral health services on post test

- Staff training on equipment use completed with more training anticipated to assure access to services available at all sites

FY 12 Accomplishments:

SJE partnered with the North Coast Clinics Network to bring tele-health to the SJE campus. The successful grant provided the ministry with equipment that had not been available in prior years. In addition, the Community Benefit committee voted to have mental health services as one of the services that could be funded with Care for the Poor funding to community partners. Open Door Community Health Center successfully received funding to hire a Spanish speaking mental health counselor who will be a resource to the Latino community in FY 13. A partnership was also formalized with Catholic Charities of Sonoma County to provide immigration support to the families as lack of this resource locally had placed an additional strain on Latino families.

St. Joseph Health, St. Joseph Hospital Eureka**FY 12 – FY 14 Community Benefit Plan/Implementation Strategies****FY 12 CB Priority Initiatives Accomplishments****Initiative Name: Food Security in Humboldt County**

Goal: Improve the food security of low income single women with children under the age of 18

Community Partners: California Center for Rural Policy, Food for People/Pantries, WIC, SJH-RMH Community Resource Centers, Humboldt Food Policy Council, Humboldt Communities for Activity and Nutrition, Paso a Paso, Healthy Kids Humboldt

Outcome Measure: Percent of low income single mothers with children under the age of 18 reporting food insecurity out of total mothers reporting

Scope: Single woman with children under the age of 18

Strategy: Survey low income food insecure families

Strategy Measure: Survey tool developed

- 1,127 surveys completed in August and September 2011, 47% of the people who accessed the food pantries those months

Strategy: Coordination among organizations working with target population

Strategy Measure: Number of surveys, one on one interviews completed.

- The California Center for Rural Policy, Food for People, DHHS and SJE coordinated the survey and the dissemination of the results

Strategy: Tabulate/disseminate recommendations from survey to key organizations, agencies and policy makers

Strategy Measure: White paper of results written and disseminated to key partners

- Survey results were shared with the Food Pantry summit, the Food for People board and will be further disseminated in FY 13

Strategy: Develop plan for improved use of services to decrease food insecurity

Strategy Measure: Plan written

- Humboldt County Department of Health and Human Services received a Cal Fresh grant to assist with the enrollment of families into Cal Fresh

Strategy: Implement plan

Strategy Measure: Implementation/delivery of plan steps

- SJE is partnering with DHHS to increase the number of families receiving Cal Fresh as the first step to decrease food insecurity

FY 12 Accomplishments:

The success of the survey was positive, but the large number of returned surveys slowed down the completion of the report. During this time, all of the partners became involved in DHHS's Cal Fresh grant implementation and all are working to increase the Cal Fresh resources to families. Although Food for People reports a 50% increase in Cal Fresh users in a one year frame there are still 50% of all those eligible who did not receive the needed assistance.

St. Joseph Health, St. Joseph Hospital Eureka

FY 12 – FY 14 Community Benefit Plan/Implementation Strategies

FY 12 CB Priority Initiatives Accomplishments

Initiative Name: Access to Care

Goal: Reduce inappropriate readmits to SJH, St. Joseph Hospital Eureka ER and Urgent Care for patients of Care Transition Team and Eureka Community Resource Center

Community Partners: SJH, RMH Eureka Community Resource Center, Serenity Inn, Healing Ring, North Coast Clinics Network, Homeless Court, St. Vincent de Paul, Care Transition Team, Mobile Medical Office

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Outcome Measure: Increase avoidable bed days for patients of Care Transition Team and Eureka Community Resource Center

Scope: Homeless persons of the SJH, RMH Eureka Community Resource Center

Strategy: Number of pre-acute care options available in Humboldt County

Strategy Measure: Number of pre-acute options available in Humboldt County

- There are 11 pre-acute options available in HC as a result of efforts in FY 12, including food resources, Care Management partnership and potential SNF beds

Strategy: Increase use of Care Transition Team support services for high users

Strategy Measure: Number of patients who receive services from the Care Transitions Team

- There were 75 patients enrolled in Care Transition Team work, 15 more than anticipated

Strategy: Increase capacity for safe residential options for high users

Strategy Measure: Number of residential beds available to high users

- 749 days were provided in acute care options, on a target of 175

FY 12 Accomplishments:

The success of the Care Transition Team continues to surpass all targets set for when this project began. The team of a social worker and a nurse work with hospital staff to transition the patient from the acute care setting to a safe environment for healing. The team has partnered with the Community Benefit department and the Eureka Community Resource Center, a department of St. Joseph Health- Redwood Memorial Hospital, to identify the individuals most in need of the care and provide that care in one of two housing units rented for this purpose. Over time, the teams have added food, transportation and medication to the support offered to the patient. The support services are making an impact on the quality of life of the patients served as well as on the bottom line of the hospital – finance estimates that one hospital bed day for patients averages \$3,500 . With this estimate, 749 avoidable days saved the local ministry in excess of \$2.5M in one year.

Other Community Benefit Initiatives

Initiative: *Nursing Intern Programs for health careers*

Key Community Partners: Humboldt State University, College of the Redwoods, Eureka High School, California Center for Rural Policy, Robert Woods Johnson Foundation, Independent Physician Association, Community Health Alliance, Department of Health and Human Services, Humboldt County Office of Education

Target Population: Health education intern programs for rural isolated Humboldt County

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Goal: Access to health education and screenings

How will we measure success?: Internships will be available at St. Joseph - Eureka to provide nurses and allied professional access to mentoring and on the job training

Three Year Target: Maintain partnerships with local education centers for training for health professionals at SJE during the decrease of health education options in the educational communities.

FY 12 Accomplishments:

Staff from St. Joseph - Eureka provided one on one mentoring to students from both Humboldt State University and College of the Redwoods Nursing program, as well as internships for students from local high schools. Mentoring occurred throughout the hospital including the lab, the nursing units, the rehabilitation department, the care transition team and the imaging center. There were 335 individual nursing students mentored over 25,274 hours.

The Care Transition Team worked with Humboldt State to provide internships for senior nursing students to work one on one with medically needy individuals discharged from the acute care setting. The one on one relationships established by the nursing students was successful in reducing readmissions for the target population. Unfortunately, the nursing department of Humboldt State closed its doors to new students at the end of the school year. College of the Redwoods nursing department continues to thrive and in school year 2012, SJE increased the focus on this population of students to continue to provide health education careers for this isolated region of the North Coast.

Other Community Benefit Initiatives**Initiative: *Physician Trauma Services***

Key Community Partners: Emergency Medical Providers, primary physician offices, emergency medical transporters, North Coast Community Clinics Network, Open Door Community Health Centers, Healing Ring, Independent Physician Association, Serenity Inn, St. Vincent de Paul, Department of Health and Human Services, St. Joseph Health – Redwood Memorial

Target Population: Uninsured/underinsured patients of the emergency room and urgent care departments

Goal: Increase access to care

How will we measure success?: Avoidable bed days for uninsured/underinsured patients

Three Year Target: Reduce inappropriate readmits to SJE ER and Urgent Care for patients

FY 2012 Community Benefit Report**FY 12 Accomplishments:**

There were 26,063 patients seen in the emergency room and urgent care who were underinsured or lacked insurance in FY 2012, 49.9% of all the patients seen. These patients had approximately 52,125 encounters with emergency room medical providers.

SJE continues to address the needs of the patients seen in the emergency room who lack primary medical providers and a medical home. Concentration by the Care Transition Team on assisting patients post discharge and by the Eureka Community Resource Center to assist pre-acute hospitalization continues to make an impact on the population seen through the emergency room. The two teams, working together, provide medications, housing, food and clothing to help the daily needs of the individual patients. In addition, formal agreements with Open Door Community Health Center to provide a medical home for the patients has been signed and will allow increased communication between the emergency room and this FQHC.

Finally, SJE has signed an agreement with a local skilled nursing facility to provide needed follow up medical care for high need patients who have no home to go to for follow up care. The hospital had a difficult time placing these high need patients as the skilled facility did not have the staff trained to deal with their mental health needs as well as their medical needs. SJE is partnering with the facility for the facility to provide the bed, the medical care and support and SJE will provide a mental health provider to assist with addressing these difficult patient needs.

Other Community Benefit Initiatives***Initiative: Physician Services***

Key Community Partners: SJE Hospitalists, primary physician offices, emergency medical transporters, North Coast Community Clinics Network, Open Door Community Health Centers, Healing Ring, Independent Physician Association, Serenity Inn, St. Vincent de Paul, Department of Health and Human Services, St. Joseph Health, Redwood Memorial Hospital

Target Population: Uninsured/underinsured patients

Goal: Access to Care

How will we measure success?: Avoidable bed days for uninsured/underinsured patients

Three Year Target: Reduce inappropriate readmits to SJH, St. Joseph Eureka ER and Urgent Care for patients

FY 12 Accomplishments:

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There were 4,599 low income patients seen by the Hospitalist program in FY 12, or 32% of all patients seen by this group of physicians. The Hospitalist program provided 13,797 encounters for this group.

The lack of primary care physicians for follow up has increased the need for the Hospitalist program for the low income patients who most often come to SJH, SJE without a primary medical home or provider. The Care Transition Team and the SJH- RMH Eureka Community Resource Center teams are working together to assist the patients in locating a primary care home to decrease the probability of readmissions.

An agreement has been formalized with Open Door Community Health Centers to allow the Hospitalists and Emergency Room Physicians to access the ODCHC electronic medical record to increase communication between the FQHC and the acute care facility. This agreement will provide the acute care physicians with immediate communication with the FQHC to decrease duplication of testing and services and to enhance the ability of the patient to be seen by the ODCHC physicians and establish a medical home.

Other Community Benefit Initiatives**Initiative: Donations of equipment, supplies, food, medications and travel**

Key Community Partners: Healing Ring, Serenity Inn, Cloney's Pharmacy, Open Door Community Health Center, Mobile Medical Office, St. Vincent de Paul, Eureka Rescue Mission, North Coast Clinic Network, Betty's Blue Angels, American Cancer Society, Evergreen Lodge, St. Joseph Health – Redwood Memorial

Target Population: Rural isolated low income individuals in SJH, SJE target areas

Goal: How will we measure success?: Decrease readmissions to outpatient areas of acute care facility

Three Year Target: Increase the availability of pre-acute care options in the community

FY 12 Accomplishments:

SJH, St. Joseph Hospital Eureka provided assistance to 3,266 individuals in FY 12 with support for housing, transportation, medications, food and supplies. The support included the SJH, SJE cafeteria donating food to Betty's Blue Angels on a daily basis. The Angels come to the cafeteria at the end of each day, pick up the food and deliver it to individuals living in substandard housing or on the streets of the community.

It is difficult to estimate the number of daily encounters from this donation as it is dependent on the numbers of 'hungry' individuals accessing Betty's Angel's meals. The Angels travel to the

FY 2012 Community Benefit Report

Healing Ring, Serenity Inn, the 'bushes' and for the FY 12, provided meals on the weekends at St. Vincent de Paul dining facility. The dining facility was financially unable to provide meals 365 days a year so Betty, with her angels and the donated food, stepped up and worked at St. Vincent on the weekends to provide this service.

With almost 50% of all patients seen at SJH, SJE, both in and out patients, not having adequate funds to provide for their needs, the donations are in place to assist the patients in addressing medical needs. The donations can be travel vouchers, gas cards, food vouchers, hotel vouchers, housing at the Serenity Inn and the Healing Ring, or meal tickets to the SJH, SJE cafeteria. The needs are constant with the high costs of transportation, the lack of public transit, the high unemployment rate – the economics of the area place a difficulty on this population to meet their basic needs.

FY 2012 Community Benefit Report

FY 12 COMMUNITY BENEFIT INVESTMENT
ST. JOSEPH HEALTH, ST. JOSEPH HOSPITAL EUREKA
(ending June 30, 2012)

CA Senate Bill (SB) 697 Categories	Community Benefit Program & Services ¹	FY 12 Net Benefit
Medical Care Services for Vulnerable² Populations	Financial Assistance Program (FAP) (Charity Care-at cost)	\$2,311,144
	Unpaid cost of Medicaid ³	(\$295,030)
	Unpaid cost of other means-tested government programs	\$5,076,412
Other benefits for Vulnerable Populations	Community Benefit Operations	\$189,201
	Community Health Improvements Services	\$333,938
	Cash and In-kind Contributions for Community Benefit	\$719,586
	Community Building	\$358,430
	Subsidized Health Services	\$1,530,519
Total Community Benefit for the Vulnerable		
Other benefits for the Broader Community	Community Benefit Operations	\$0
	Community Health Improvements Services	\$137,119
	Cash and in-kind contributions for community benefit	\$156,658
	Community Building	\$79,525
	Subsidized Health Services	\$0
Health Professions Education, Training and Health Research	Health Professions Education, Training & Health Research	\$1,246,849
	Total Community Benefit for the Broader Community	
TOTAL COMMUNITY BENEFIT (excluding Medicare)		\$11,844,360
Medical Care Services for the Broader Community	Unpaid cost of Medicare ⁴ <i>(not included in CB total)</i>	\$26,467,958
	TOTAL COMMUNITY BENEFIT (including Medicare)	

¹ Catholic Health Association-USA Community Benefit Content Categories, including Community Building.

² CA SB697: "Vulnerable Populations" means any population that is exposed to medical or financial risk by virtue of being uninsured, underinsured, or eligible for Medicaid, Medicare, California Children's Services Program, or county indigent programs. For SJH, we exclude Medicare as part of Community Benefit total and only include it below the line for SB697 reporting purposes.

³ Accounts for Hospital Fee. The pledge/grant (separate from the quality assurance fee) is reported in Cash and In-kind Contributions for other vulnerable populations.

⁴ Unpaid cost of Medicare is calculated using our cost accounting system. In Schedule H, we use the Medicare cost report.

Community Benefit Investment FY 2012

Telling Our Community Benefit Story: Non-Financial⁵ Summary of Accomplishments

The strongest asset SJH, SJE offers to the community are the individual staff members who work in the facility. These staff members provide community outreach every day – coaching for youth sports, volunteering as school board members, for area churches, teaching classes at the Wellness Center for employees, volunteers and physicians, and sharing their expertise through board participation for local organizations. The staff volunteers on boards that support Vector Rehabilitation, Making Headway, the North Coast Funders Network, the Ferndale City Council, the Ferndale School Board, Area One Agency on Aging, and the manager of Physical Therapy is the Chair of the Physical Therapy Association for the State of California. The staff volunteers on areas of personal interest as well, including environmental issues that relate to the use and conservation of the area’s wonderful natural resources.

The staff supports educational activities and volunteers to provide guest speakers to local schools, classes at Humboldt State University and by sponsoring health forums on topics of interest to the community. The campus provides rooms free of charge for organizations to do health related education including use of the Wellness Center for smoking cessation classes offered by the American Cancer Society, classrooms for the 6 week Pathways to Health Classes offered by the California Center for Rural Policy and education for volunteers working with Hospice and with the sexual assault team.

SJH, SJE is proud of the staff and their commitment to the community we serve.

⁵ Non-financial summary of accomplishments are referred to in SB 697 as non-quantifiable benefits.

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, SJH is establishing a "continuum of care," that is, a system that links and coordinates an entire spectrum of health services.