



**ST. JUDE MEDICAL CENTER
ST. JUDE HERITAGE HEALTHCARE**

FISCAL YEAR 2011 COMMUNITY BENEFIT REPORT

St. Jude Medical Center 
ST. JOSEPH
HEALTH SYSTEM

ST. JUDE MEDICAL CENTER AND ST. JUDE HERITAGE HEALTHCARE
FY 2011 Community Benefit Report

MISSION, VISION AND VALUES

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 System – Service, Excellence, Dignity and Justice – are the guiding principles for all we do, shaping our interactions with those whom we are privileged to serve.

EXECUTIVE SUMMARY

Who We Are and What We Do

St. Jude Medical Center is a 384 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 2,865 employees and 740 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 866 employees and 150 physicians that serves as the integrated partner with the Medical Center in serving over 250,000 residents in North Orange County and neighboring areas.

St. Jude Medical Center invested **\$43,316,529** in community benefit in FY 2011 (FY 11) a 31.2% increase from FY 10 (\$33,022,921). The majority of the increase is due to the MediCal fee that assisted the State of California to draw down federal MediCal matching funds to assist some hospitals. St. Jude Heritage Healthcare invested **\$2,137,014** in community benefit in FY 11, a 1.6% increase from FY 10 (\$2,103,304). For FY 2011, St. Jude Medical Center had an unpaid cost of Medicare of \$35,610,005 and St. Jude Heritage had an unpaid cost of Medicare of \$3,935,431, which are both close to the same levels as in FY 10.

Community Benefit Plan Priorities

Community benefit priorities were developed in 2008 based on the 2007 St. Jude Medical Center Community Health Needs Assessment with input from community groups. FY 11 accomplishments include:

Access to Medical and Dental Care for the Uninsured and Underinsured – Community clinics served 5,758 persons; new Heritage Access initiative implemented; Super Surgery Saturday provided 18 free procedures.

Reducing Childhood Obesity – Initiatives include Healthy For Life Program in 36 school classes, the Richman Neighborhood Healthy Weight Initiative at 3 schools and support for community Obesity Prevention Plans in four cities.

Reducing Unnecessary Emergency Department Visits and Hospitalizations – Initiatives include supporting the Nurse Advice line, Caring Neighbors Faith-Based Network, Open Airways, and Cardiac Wellness Services.

INTRODUCTION

Who We Are and What We Do

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 doing with the Richman neighborhood of Fullerton is an example of how this tradition is lived today. More than ten years ago the Medical Center identified a group of women from this neighborhood who were meeting in a city-operated modular unit to discuss what they could do to improve their community. At that time the neighborhood was made up of sub-standard apartment units, a failing school, unsafe streets and parks and a lack of community resources. The Medical Center partnered with the City of Fullerton to obtain a St. Joseph Health System Foundation Community Building Initiative grant to build the capacity of the residents to help them improve their neighborhood. The results of this effort have over the past decade transformed this neighborhood. This transformation includes: an investment by the City of Fullerton of over \$35 million in redevelopment funds to improve housing, parks and infrastructure; an investment of the Fullerton School District in modernizing the area schools and improving school performance; an investment of \$2.5 million by St. Jude Medical Center to build the St. Jude Neighborhood Health Center at the request of the residents; and a federal grant of \$400,000 to expand the Richman Community Center. Working together with this community, St. Jude Medical Center and St. Jude Heritage Healthcare have carried out our mission of improving the health and quality of life in the communities we serve. Today the Richman neighborhood is a place of hope where housing is more desirable, parks and streets are safer, schools are performing well, and health and social services are accessible.

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 finding innovative solutions to reducing unnecessary Emergency Department admissions and hospitalizations. Our accomplishments for Fiscal Year 11 are:

- Provided 19,018 medical visits and 7,292 dental visits to uninsured/underinsured low income persons through our fixed site and mobile community clinics increasing access to care to 5,758 individuals.
- Implemented the St. Jude Heritage Access Program to expand comprehensive medical home access to St. Jude Heritage primary care physician offices.
- Increased access to specialty care for the uninsured by recruiting additional volunteer specialists at our clinics and partnering with Access OC to provide 16 free surgeries and 2 colonoscopies at a Super Surgery Saturday in November.
- Implemented Year 3 of the Healthy For Life program in 37 school classes in our service area.
- Implemented the Richman 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.

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medical practice foundation with 866 employees and 150 physicians that serves as the integrated partner with the Medical Center in serving over 250,000 residents in North Orange County and neighboring areas.

St. Jude Medical Center invested **\$43,316,529** in community benefit in FY 11 a 31.2% increase from FY 10 (\$33,022,921). The majority of the increase is due to the MediCal fee that assisted the State of California to draw down federal MediCal matching funds to assist some hospitals.

The Health System enhanced its process for determining charity care by adding an assessment for presumptive charity care. This assessment uses a predictive model and public records to identify and qualify patients for charity care, without a traditional charity care application.

St. Jude Heritage Healthcare invested **\$2,137,014** in community benefit in FY 11, a 1.6% increase from FY 10 (\$2,103,304). For FY 2011, St. Jude Medical Center had an unreimbursed cost of Medicare of \$35,610,005 and St. Jude Heritage had an unreimbursed cost of Medicare of \$3,935,431, which are both close to the same levels as in FY 10.

Community Benefit Governance Structure

The Community Benefit Committee of the St. Jude Medical Center's 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, 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. This year the CEO sought to engage Executive Management Team members in our community benefit activities by encouraging their participation in the Richman Neighborhood 5K and working with children at Woodcrest Elementary After School program to create a mini Farmer's Market.

Overview of Community Needs and Assets Assessment

The FY 11 priorities and programs were based on the findings of the 2007 SJMC Needs Assessment. The process utilized in conducting the needs and assets assessment included the following:

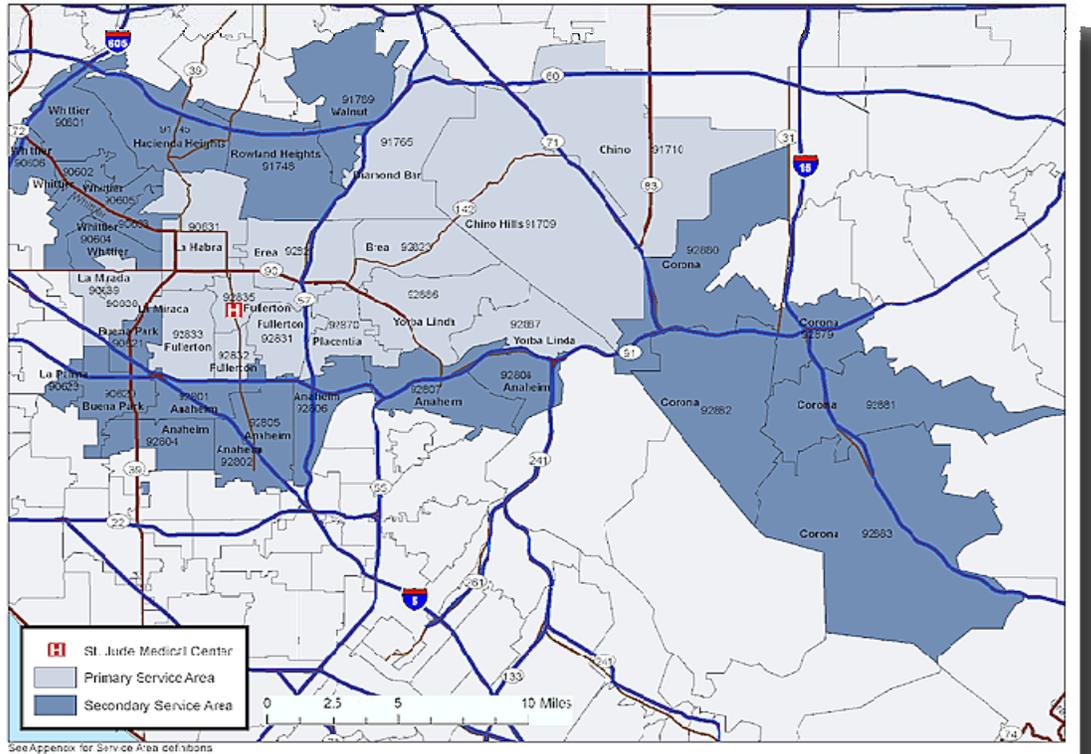
- Orange County Health Needs Assessment 2007 Survey
- Orange County Health Care Agency Secondary Data
- University of California Irvine (UCI) Círculos de Acción (Reflexive dialogues that were conducted with local community members in Spanish)

A new community needs and asset assessment has just been completed and is available online at stjudemedicalcenter.org

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Primary Area and Secondary Service Area

The primary service area of St. Jude Medical Center is noted in light blue and the secondary service area in dark blue. The service areas reach 1.68 million people.



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 below.

Table 1. Target Cities for Community Benefit Initiatives and Programs

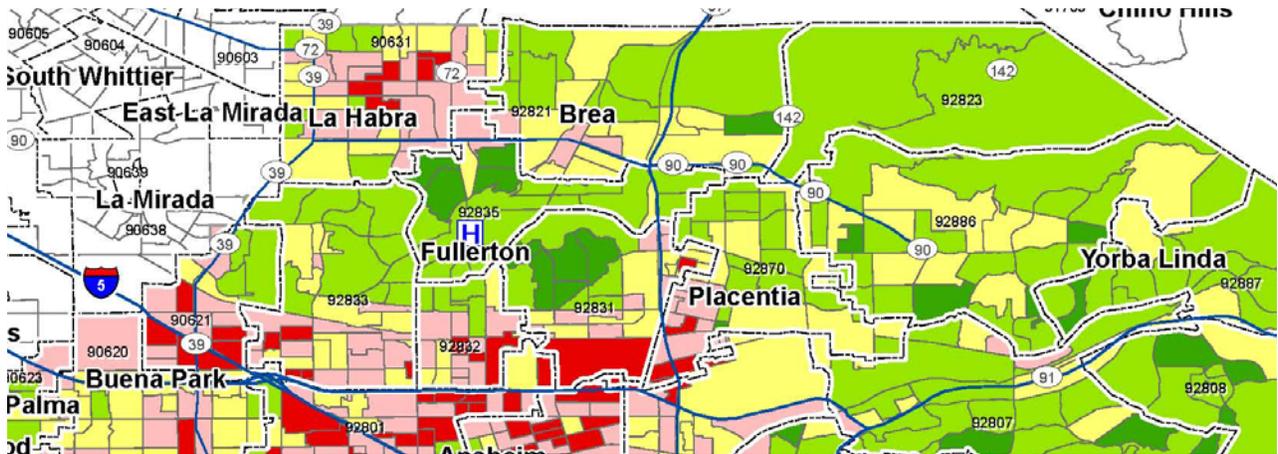
City	Pop.	% White	% Hispanic	% Asian	% Black	HH Size	Median Income	Unemployed
Brea	35,419	60.8%	20.3%	9.3%	1.3%	2.7	\$59,759	3.4%
Buena Park	78,282	25.9%	33.5%	21.6%	3.8%	3.32	\$50,336	8.0%
Fullerton	126,003	36.4%	30.2%	16.3%	2.3%	3.0	\$62,124	6.2%
La Habra	58,974	19.6%	49.0%	6.1%	1.6%	3.08	\$47,652	9.1%
Placentia	46,488	41.8%	31.1%	12.2%	1.8%	3.07	\$62,803	5.7%
Yorba Linda	64,226	67.2%	10.2%	16.4%	1.9%	3.1	\$121,075	2.1%
TOTAL	409,383	39.4%	29.6%	14.7%	2.3%	3.05	\$65,952	5.75%

Source: 2000 US Census (Race/ethnicity data excludes other race)

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The socio-demographic data in previous page for the six areas 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.



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 System has a **Patient Financial Assistance Program** that provides free or discounted services to eligible patients. In FY 11, St. Jude Medical Center provided \$7,218,902 in charity care, a decrease of 4.6% from FY 10.

St. Jude Heritage Healthcare provided \$379,413 in charity care in FY 11, a decrease of 36.9%. Extensive efforts are being made to educate patients about the Financial Assistance Program including signs posted in prominent locations, brochures provided to patients who do not have insurance and uploaded on our web site.

The Health System enhanced its process for determining charity care by adding an assessment for presumptive charity care. This assessment uses a predictive model and public records to identify and qualify patients for charity care, without a traditional charity care application.

FY 09 – FY 11 Community Benefit Plan:
FY 11 Community Benefit Priority Initiatives

Our community benefit priorities and key programs in our FY 09- FY 11 Community Benefit Plan include:

- **Increasing access to medical and dental care for the uninsured and underinsured.**
Over \$2.4 million has been invested in FY 11 for the St. Jude Neighborhood Health Center, St. Jude Dental Clinic, St. Jude Mobile Health Clinic and CaliforniaKids program in order to increase access to care for low income persons. In FY 11 the CaliforniaKids program was discontinued by the CaliforniaKids Foundation and efforts made to transition the enrolled children to community clinics. In FY 11 the Medical Center partnered with St. Jude Heritage Healthcare on a new St. Jude Access Program providing comprehensive care to the uninsured.

Telling Our Story:

The recession has resulted in many people who had insurance losing their insurance due to loss of employment. Our St. Jude Heritage medical offices faced the reality of having patients seek care without health insurance. This prompted a new partnership between the Medical Center, our Clinic and the Heritage Healthcare Foundation and Medical Group. Each primary care physician at St. Jude Heritage agreed to accept a specific number of uninsured patients into their practice. These patients are screened for program and financial eligibility at the St, Jude Neighborhood Health Center where they are provided a description of the program including how to access medications, ancillary services and specialty care. The Medical Center is providing the medication financial support and ancillary services. Heritage and community specialists are providing specialty care.

- **Reducing childhood obesity**
Over \$200,000 has been invested in a wide array of childhood obesity prevention and treatment services including: Healthy For Life, the Fullerton Healthy Neighborhood Initiative, the Vida Sana program, and the Richman Neighborhood Healthy Weight Initiative.



Telling Our Story:

The Richman Neighborhood Healthy Weight Initiative is a focused effort to reduce childhood obesity in the low income Richman neighborhood. The first St. Jude Richman Neighborhood 5K Family Walk and Health Fair (see picture) attracted over 300 people to celebrate wellness in this community.

- **Reducing Unnecessary Hospitalization and Emergency Department Visits**
Over two million dollars has been invested in programs to prevent unnecessary hospitalization and emergency department visits including: St. Jude Nurse Advice Line, Senior Care Navigation, Cardiac Wellness Program, Open Airways Asthma Program and Senior Transportation. A key focus has been on preventing avoidable re-admissions. In the last six

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months of FY 11 our re-admission rate for congestive heart failure was 4.48% significantly below the national average.

Telling Our Story

The Nurse Advice Line provides almost 35,000 callers each year with advice about whether the caller needs to access the Emergency Department or can wait until their doctor is available. The Medical Center has provided this service for seven community clinics who serve low income people throughout Orange County. In FY11 over 700 callers from community clinics were assisted with the majority not requiring an Emergency Room visit. The clinic Physicians have expressed great satisfaction with this service as it assures them that their patients are being taken care of after hours and allows them to not be burnt out due to 24 hour per day coverage.

**FY 09 – FY 11 Community Benefit Plan:
FY 11 Community Benefit Priority Initiatives**



Expanding Access to Primary and Specialty Care

Key Community Partners: City of Fullerton, Fullerton School District, Boys and Girls Clubs of Buena Park, City of Placentia, St. Angela Merici Church, Access OC

Target Population: Adults who lack health insurance in North OC

Goal: Serve 8% of the uninsured in our primary service area.

How will we measure success? Percent of uninsured population in service area provided care

Strategy 1: Increase access to care through care redesign at the St. Jude Neighborhood Health Center

Measure 1: Number of care redesign initiatives

Strategy 2: Expand access to specialty services.

Measure 2: Number of specialty referrals for the uninsured

FY 11 Accomplishments

Increasing Access to Primary Care: In FY 11, our primary care clinics served 2,828 uninsured adult medical patients. Recent county-wide data have reported a doubling of the uninsured rate but we do not have specific data in our service area. In order to increase access to care a new program, the St. Jude Heritage Access Program, was implemented in May 2011. This program assigns eligible uninsured patients to St. Jude Heritage PCP's with support services being provided by the hospital. In addition, our clinic began remodeling to create an additional exam room and triage area for primary care and has informed staff that in August 2011 the clinic will open with increased Saturday hours. The Clinic has implemented changes in its patient flow and no show policy in order to increase access.

Increasing Access to Specialty Care: This past year the Clinic continued to provide on-site specialty services for cardiology, and orthopedics patients. The Clinic continues to access the E-Referral

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program of the Coalition of Community Health Centers for specialty care as well as serves as a site for the St. Joseph Hospital Vision Van once per month. More than 40 hospital specialists continue to volunteer to see clinic patients for consults in their offices. Extensive work has been undertaken to implement a St. Joseph Health System telemedicine project in the fall of 2011 that will provide psychiatry, dermatology and urgent care services for our clinic patients. Approximately 500 referrals are made each month. Our Super Surgery Saturday program served 18 patients included 2 for colonoscopies.

FY 09 – FY 11 Community Benefit Plan:
FY 11 Community Benefit Priority Initiatives



Expand access to dental services for the uninsured in North Orange County

Key Community Partners: Healthy Smiles for Kids, Damas de Caridad

Target Population: Adults and children who lack dental insurance in service area.

Goal: Increase the total number of dental visits provided by 100% from FY 08 baseline of 2,620.

How will we measure success? Increase in visits provided.

Strategy 1: Increase productivity through use of new practice management system and participation in E-Smile project.

Measure 1: Number of visits

Strategy 2: Add part-time dentist services

Measure 2: Number of visits

FY11 Accomplishments

Increasing Productivity: Dental visits increased by 178% (from 2,620 in FY 08 to 7,292 in FY 11). There was a 29.7% increase in visits between FY 10 and FY 11. This increase was largely due to the introduction of the dental electronic health record and digital radiography during fiscal year 10 and a re-examination of office flow and processes resulting in increased productivity and patient safety.

Add Part-Time Dentist: A part-time dentist was hired three days per week which has helped to increase the number of dentist visits.

**FY 09 – FY 11 Community Benefit Plan:
FY 11 Community Benefit Priority Initiatives**

Reducing Prevalence of Childhood Obesity in North Orange County

Key Community Partners: American Academy of Pediatrics, University California Irvine, Fullerton Collaborative, La Habra Collaborative, Buena Park Collaborative, Richman School District, Placentia-Yorba Linda Unified School District, Orange County Head Start, Fullerton Child Development Center, Boys and Girls Clubs of Fullerton, Buena Park, La Habra, Institute for Health Advancement, Solidarity, Orange County Congregation Community Organization, Orange County Nutrition and Physical Activity Collaborative, St. Jude Heritage Medical Group.



Target Population: Low income families with children who are overweight or obese.

Goals: Enhance obesity prevention programs in schools.
Reduce obesity in pediatric population in St. Jude Community Clinics.
Implement Obesity Prevention Plans in two cities in North Orange County.

How will we measure success? :

Reduce the percentage of obese low income children in service area from 52.5% to 10% over time.

Strategy 1: Implement Healthy For Life program in schools serving low income students.

Measures 1: Number of schools program implemented; percentage of students with decrease in Body Mass Index (BMI) and waist circumference.

Strategy 2: Continue Vida Sana Program at St. Jude Community Clinics.

Measure 2: Number of participating children in Vida Sana who have reduced BMI.

Strategy 3: Work with community collaboratives in Fullerton and La Habra on obesity prevention plan implementation.

Measure 3: Number of obesity prevention plans implemented.

FY11 Accomplishments

Healthy For Life Program: The Healthy For Life Program was initiated in thirty-six school classes in North Orange County. Results from all the schools in the program showed that after nine months of 17.5% of the children who were overweight or obese changed their weight status in a positive direction.

Vida Sana Program: *The Vida Sana (Healthy Life) Program* has served 232 clients with 74.2% of the children served reducing or maintaining Body Mass Index rate. The program was expanded this year to embrace the Richman Neighborhood Healthy Weight Initiative. This initiative implemented a parent-led lunch physical activity program at one school, parent walking groups and zumba classes at three schools, increased physical activity in the after school programs at three schools, expanded servings of fresh fruits and vegetables at three schools and implemented a non-sweetened milk pilot

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program at two schools. The program staff is working with UCI on a long-term evaluation of program outcomes.

Community Collaborations for Policy Change: The Medical Center continued to be the fiscal agent and a lead partner in the Fullerton Healthy Neighborhood Initiative. This initiative was successful in engaging faith based organizations to implement a summer physical activity program, opening up a school playground after hours and improving school meal programs. The Placentia Families First Collaborative received funding to develop its Farmer's Market and to encourage restaurants to promote a healthy option on their menus. The La Habra and Buena Park Collaboratives have developed Obesity Prevention Plans. La Habra was successful in opening two new playgrounds in low income communities. Fullerton, Buena Park and Placentia became partners in the county-wide Move More Eat Healthy OC Campaign.

**FY 09 – FY 11 Community Benefit Plan:
FY 11 Community Benefit Priority Initiatives**

**Reduce Re-Hospitalization rate for population
65 and over with CHF, Heart Disease and
Pneumonia**

Key Community Partners: California State University
Fullerton, North Orange
County Community College
District



Target Population: Frail elderly

Goal: Reduction in re-hospitalization rate for population 75 and over with CHF, Cardiac Disease and Pneumonia

How will we measure success?

Reduction in re-hospitalization rate for target population.

Strategy 1: Implement Care Navigation program.

Measure 1: 30 day re-admission rate for target population

FY 11 Accomplishments

One issue that has recently gained national interest is the high re-admission rate of seniors after hospitalization. In response to this concern, Medical Center leadership determined its focus would be on preventing re-admissions of frail elderly with a priority on Coronary Heart Failure (CHF), Cardiac Disease and Pneumonia. The Care Navigation Program has been integrated into the hospital Care Transitions Department. Continued progress has been made in reducing the re-admission rate for any reason for cardiac disease (12.41% to 11.64%) and in reducing same cause re-admissions for congestive heart failure (20.83% to 20.08%).

Other Major Community Benefit Initiatives and Programs:

Nurse Advice Line

Key Community Partners: Coalition of Orange County Community Clinics

Target Audience: Broader Community

Goal: Reduce inappropriate emergency department visits

How will we measure success? Number of inappropriate emergency department visits avoided.

FY11 Accomplishments

The Nurse Advice Line provides advice to the community on how to care for an illness or injury at home or guidance about whether and where to see a healthcare provider. In addition, it served as the after hours resource for six community clinics in Orange County through the After Hours Collaborative funded by Measure H. The Nurse Advice Line provided after hour phone advice to 23,270 callers in FY11. The majority of calls did not require referral to the emergency department.

Other Major Community Benefit Initiatives and Programs:

Cancer Center Community Programs

Key Community Partners: American Cancer Society

Target Audience: Patients with a cancer diagnosis and their families

Goal: To improve the quality of life of cancer patients and their families.

FY11 Accomplishments

Cancer Center Community Programs are designed to provide educational, psychosocial and navigation support to cancer patients and their families. Services that are not reimbursed that are provided include: Support Groups; Community Screenings; Education; Care Navigators; Research; and support for Expressions, a specialty store for needs of cancer patients. In FY11, 634 persons were served with 8,269 encounters. These services truly make a difference in the quality of life of cancer patients and their families.

Other Community Benefit Initiatives and Programs

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Program	Benefit	Persons Served¹
Community Health/Wellness: Wellness education and support	\$221,183	11,383 encounters
CHF Clinic: Outpatient CHF program	\$230,866	38
Women's Health Education: Prenatal and postpartum classes	\$242,588	2,222
Rehabilitation Community Programs: Exercise Groups/RN Follow-Up	\$ 90,849	434
Asthma Disease Management School-based asthma education	\$ 55,324	228
Mother Baby Assessment Post-partum follow-up visits	\$ 71,986	5,327
Senior Services Information, Referral for seniors	\$ 565,308	6,833
Health Professions Education	\$ 124,079	N/A
Indigent Care Discharge Assistance	\$347,304	N/A

¹ Unduplicated persons served unless otherwise noted.

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Community Benefit Investment 2010 and 2011

St Jude Medical Center continues to see a significant increase in community benefit expenditures with a major increase in unpaid cost of state programs as a result of the State Hospital MediCal fee. St. Jude Medical Center invested **\$43,316,529** in community benefit in FY 2011 a 31.2% increase from FY 10 (\$33,022,921). The Medical Center's Care for the Poor program includes our community clinics, childhood obesity programs in low income neighborhoods and community benefit staffing. In FY 11, the Medical Center invested the following in community benefit:

FY11 COMMUNITY BENEFIT INVESTMENT
ST. JUDE MEDICAL CENTER
(ending June 30, 2011)

CA Senate Bill (SB) 697 Categories	Community Benefit Program & Services ²	FY11 Financials
Medical Care Services for Vulnerable³ Populations	St. Jude Medical Center Financial Assistance Program (FAP) (Charity Care-at cost)	\$7,218,902
	Unreimbursed cost of MediCal ⁴	\$20,026,669
	Unreimbursed costs – other means-tested government programs	\$6,770,647
Other benefits for Vulnerable Populations	Community Health Improvements Services	\$2,951,650
	Subsidized Health Services	\$749,307
	Cash and In-kind Donations and Community Building	\$3,989
Other benefits for the Broader Community	Community Health Improvements Services	\$4,327,721
	Subsidized Services	\$821,982
	Cash and in-kind contributions	\$258,874
	Community Benefit Operations	\$62,709
Health research, education, and training	Health Professions Education, Training and Research	\$124,079
TOTAL COMMUNITY BENEFIT (excluding Medicare)		\$43,316,529
Medical Care Services for the Broader Community	Unreimbursed cost to Medicare (not included in CB total)	\$35,610,005
TOTAL COMMUNITY BENEFIT (including Medicare)⁵		\$78,926,534

² Catholic Health Association-USA Community Benefit Content Categories, that includes Community Building.

³ CA 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 SJHS, we exclude Medicare as part of Community Benefit total and only include it below the line for SB697 reporting purposes. For SJHS, we exclude unreimbursed cost of Medicare as part of Community Benefit total and only include it below the line for SB697 reporting purposes.

⁴ Accounts for Hospital Fee.

⁵ Reported below the line per requirement of SB697.

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Community Benefit Investment 2010 and 2011

St. Jude Heritage Healthcare invested **\$2,137,014** in community benefit in FY 11, a 1.6% increase from FY 10 (\$2,103,304).

FY11 COMMUNITY BENEFIT INVESTMENT
ST. JUDE HERITAGE HEALTHCARE
(ending June 30, 2011)

CA Senate Bill (SB) 697 Categories	Community Benefit Program & Services	FY11 Financials
Medical Care Services for Vulnerable⁶ Populations	St. Jude Heritage Financial Assistance Program (FAP) (Charity Care-at cost)	\$379,413
	Unreimbursed cost of MediCal	\$1,719,968
	Unreimbursed costs – other means-tested government programs	\$0
Other benefits for Vulnerable Populations	Community Health Improvements Services	\$17,964
	Cash and In-kind Donations and Community Building	\$7,387
Other benefits for Broader Community	Cash and in-kind contributions	\$8,780
	Community Benefit Operations	\$1,955
Health research, education, and training	Health Professions Education, Training and Research	\$1,547
TOTAL COMMUNITY BENEFIT (excluding Medicare)		\$2,137,014
Medical Care Services for the Broader Community	Unreimbursed cost to Medicare (not included in CB total)	\$3,935,431
TOTAL COMMUNITY BENEFIT (including Medicare)⁷		\$6,072,445

⁶ CA 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 SJHS, we exclude unreimbursed cost of Medicare as part of Community Benefit total and only include it below the line for SB697 reporting purposes.

⁷ Reported below the line per requirement of SB697.

**Telling Our Community Benefit Story:
Non-Financial⁸ 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. Whether it is our Sr. Vice President, Mission Integration going to Haiti to assist a school and clinic, our Sr. Vice President, Human Resources who serves as Chair of the North Orange County YMCA or staff who coach Little League, teach in Sunday school or volunteer at a Food Bank, all are providing community benefit. Our Patient Access Department volunteered on a Saturday to help build a playground in a low income neighborhood. 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. 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.

⁸ Non-financial summary of accomplishments are referred to in SB 697 as non-quantifiable benefits.

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**St. Joseph Health System
500 S. Main St., Ste. 1000
Orange, CA
stjoe.org**



St. Joseph Health System (SJHS) 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 SJHS 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, SJHS is establishing a "continuum of care," that is, a system that links and coordinates an entire spectrum of health services.