

Community Benefit Plan Progress Report, 2011

Based on the Community Benefit Plan 2011 – 2013

Responding to the 2011 Needs Assessment



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Novato Community Hospital Community Benefit Progress Report Prepared and Submitted by:

Mary Strebig
Manager, Communications and Marketing
Novato Community Hospital
(415) 209-1328
strebig@sutterhealth.org

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Sutter Health:

Building Healthier Communities and Caring for Those in Need

Novato Community Hospital (NCH) is affiliated with Sutter Health, a not-for-profit network of 48,000 physicians, employees, and volunteers who care for more than 100 Northern California towns and cities. Together, we're creating a more integrated, seamless and affordable approach to caring for patients.

It's better for patients:

We believe this community-owned, not-for-profit approach to health care best serves our patients and our communities – for multiple reasons. First of all, it's good for patients. According to the Journal of General Internal Medicine (April 2000), patients treated at for-profit or government-owned hospitals were two-to-four times more likely to suffer preventable adverse events than patients treated at not-for-profit institutions.

Our stockholders are our communities:

Investor-owned, for-profit health systems have a financial incentive to avoid caring for uninsured and underinsured patients. They also have a financial incentive to avoid hard-to-serve populations and "undesirable" geographic areas such as rural areas. In many Northern California's underserved rural locales, Sutter Health is the only provider of hospital and emergency medical services in the community.

Providing charity care and special programs to communities:

Our communities' support helps us expand services, introduce new programs and improve medical technology. Across our network, every Sutter hospital, physician organization and clinic has a special story to tell about fulfilling vital community needs.

Our Commitment to Community Benefit: Meeting the health care needs of our communities is the cornerstone of Sutter Health's not-for-profit mission. This includes directly serving those who cannot afford to pay for health care and supporting programs and services that help those in financial need.

In 2011, our network of physician organizations, hospitals and other health care providers invested a record \$756 million in benefits to the poor and underserved and the broader community. This includes:

- The cost of providing charity care
- The unpaid costs of participating in Medi-Cal
- Investments in medical research, health education and community-based public benefit programs such as school-based clinics and prenatal care for patients.

Sutter Health now provides \$2.7 million in charity care per week.

Executive Summary

During 2011, Novato Community Hospital reviewed its community benefit programs to align activities with health care needs identified in the 2011 Community Health Needs Assessment.

Since 1995 Novato Community Hospital has participated in a coalition called Healthy Marin Partnership (see page 11) that includes the three hospitals in Marin County and other community leaders to conduct the tri-annual needs assessment required by SB697. The coalition also identifies priority health needs and a plan for meeting them.

NCH participates fully in the process and uses this data to develop its community benefit approach.

As a result, NCH is focusing on the following community benefit priorities:

- Health care services for under-insured and uninsured members of our community.
- Upstream strategies to prevent illnesses that are the leading contributors to illness and death in Marin County – heart disease, stroke, and other chronic conditions such as diabetes:
 - Obesity
 - Tobacco use
 - Alcohol use/binge drinking
- Intervention into the lives of youth at risk of developing childhood diabetes.
- Influence policies and practices that support changes at local, state, and federal levels to foster healthy communities – economic, housing, land use, retail, and health planning activities that support conditions conducive to good health.

2011 Community Benefit Value	Sutter West Bay Hospitals
Benefits for the Poor and Underserved	\$106,814,981
Benefits for the Broader Community	\$64,295,216
Total Quantifiable Community Benefit	\$171,110,197

The financial numbers above reflect the community benefit values for Sutter West Bay Hospitals (SWBH), the legal entity that includes Novato Community Hospital. Other Sutter Health affiliates that are a part of SWBH are California Pacific Medical Center (including St. Luke’s Hospital), Sutter Lakeside and Sutter Medical Center of Santa Rosa.

I. 2011 Progress Report on Community Benefit Plan

The following pages provide a progress report on the community benefit programs and activities conducted during the reporting year by Novato Community Hospital/Sutter West Bay Region. These programs were created in response to the 2011 Community Needs Assessment – a collaborative report that helps our partners, other health providers, public agencies and leaders identify and prioritize needs and areas of focus as they relate to the health of our communities.

The areas of focus for Novato Community Hospital are:

1. Access to care for the under-insured and uninsured citizens of Marin County
2. Intervention with Novato youth most at-risk of developing diabetes
3. Support community initiatives addressing upstream causes of illness and death in Marin County

For more information about the **2011 Community Needs Assessment**, including quantitative and qualitative data, please visit our website at

<http://healthymarinpartnership.org/MCNA/MCNA-2011/index.htm>

For more information on the **Community Benefit Plan 2011 – 2013** that this progress report pertains to, visit our website at <http://healthymarinpartnership.org/MCNA/MCNA-2011/index.htm>

Focus #1: Access to Health Care for Under and Uninsured

Link to Community Needs Assessment	While Marin County is among the wealthiest in the United States, approximately 28% of residents live at or below 300% of the Federal Poverty Level and lack access to basic services, including health care.
Program Description	Donate cash and in-kind services to community health clinics that provide primary and specialty care to the under insured and uninsured
Goals and Objectives	The goal of the Novato Community Hospital Community Benefit Program for 2011 is to increase the capability of community-based health clinics to provide health care for those in need.
Strategy	<ol style="list-style-type: none"> 1. Provide grants to clinics for direct patient care 2. Form partnership agreements with clinics to provide in-kind inpatient and outpatient diagnostic services for their patients
Baseline Information	28% of Marin residents live at or below 300% of the Federal Poverty Level and lack access to basic services, including health services
Affiliate’s Contribution or Program Expense	<ol style="list-style-type: none"> 1. \$31,600 grant to Homeward Bound of Marin for the provision of respite beds for homeless patients recovering from inpatient hospital stays 2. \$14,064 grant to Novato Unified School District to provide compensation for outpatient physician visits for uninsured K-12 students 3. \$119,958 in-kind agreement with RotoCare clinic to provide (charity care) laboratory services for uninsured 4. \$126,440 in-kind agreement (charity care) with Operation Access same day surgery cases for uninsured patients 5. \$7,751 grant to Health Express for transportation to underserved to medical appointments
Results	<ol style="list-style-type: none"> 1. 72 patients received respite care beds 2. 45 uninsured students received medical appointments, dental care, orthodontic care, and prescription eye glasses 3. 393 laboratory procedures provided 4. 10 same day surgery cases provided 5. 456 rides provided to medical appointments
Amendment to Community Benefit Plan	Current strategies are expected to be maintained and additional grants and partnerships will be considered as need dictates

Focus #2: Intervene with Youth Most At-Risk of Developing Diabetes

<p>Link to Community Needs Assessment</p>	<p>Approximately 1 in 5 Marin youth consistently report being overweight or obese, a primary contributor to Type 2 childhood diabetes. Differences in weight among school-age children exist between racial and ethnic groups – a greater percentage of Marin’s Asian and Caucasian children are at a healthy weight compared to Latino and African-American children – a consistent 10 year gap.</p>
<p>Program Description</p>	<ul style="list-style-type: none"> • NCH facilitates a collaborative with Novato Unified School District, Marin Community Clinic, Marin County Health and Human Services’ Nutrition Wellness Program and Kaiser Permanente • Uses youth leadership development model, peer education and school-to-career mentoring • Content areas are health sciences, integrated with social sciences, language arts and applied mathematics • Community service credit is an incentive for student participation • Stipend incentive to Interns
<p>Goals and Objectives</p>	<ul style="list-style-type: none"> ▪ Increase community awareness of youth risk for Type 2 diabetes. ▪ Educate young people at high-risk Type 2 diabetes ▪ Teach self management skills to youth with Type 2 diabetes ▪ Provide technical education in health sciences to Student Interns
<p>Strategy</p>	<ul style="list-style-type: none"> • High school sophomores and juniors interested in health careers recruited as Interns through NUSD school to careers program • Interns commit to multi-year training with NCH/partner agencies • Post first semester Interns become peer nutrition educators • Interns team teach younger at-risk children and high school peers
<p>Baseline Information</p>	<ul style="list-style-type: none"> • Identify and target Novato Youth at-risk of diabetes due to obesity and/or family member with diabetes • Priority: Latino, African-American youth
<p>Affiliate’s Contribution or Program Expense</p>	<ul style="list-style-type: none"> • Novato Community Hospital development office applied for and received grants (\$55,000 since 2007) to operate the program • NCH provides program coordinator and Intern curriculum and training supervision • NCH plans and implements community outreach programs
<p>Results</p>	<ul style="list-style-type: none"> • 8 high school sophomore/junior Interns trained in 2011 • 40 youth at high risk of Type 2 diabetes participated in two, 2-day Prevention Now Day Camps hosted at NCH • 100+ youth reached through various program outreach efforts
<p>Amendment to Community Benefit Plan</p>	<p>Continuously working with community partners to refine and develop program for increased effectiveness</p>

Focus #3: Support Community Initiatives Addressing Upstream Causes of Illness and Death in Marin County

Link to Community Needs Assessment	Upstream strategies to prevent illnesses that are the leading contributors to illness and death in Marin County – heart disease, stroke, and other chronic conditions
Program Description	<p>Since 2007, Healthy Marin Partnership has tracked a set of four lifestyle issues that impact primary causes of death in Marin County:</p> <ul style="list-style-type: none"> • Over weight and obesity (diet and physical exercise) • Tobacco use • Alcohol use and binge drinking <p><i>*Downstream indicators are simultaneously tracked</i></p>
Goals and Objectives Strategy	<p>Focus on the people who need it:</p> <ul style="list-style-type: none"> • Economic development to increase livable wage among lowest 20% • Quality, affordable housing close to resources • Land use planning that incorporates health • Health research reform and organization practices • Healthy retail policies • Accessible opportunities for physical activity • Accessible transportation
Baseline Information	<ul style="list-style-type: none"> • 42% to 44% of Marin adults overweight or obese -- slight increase since 2007 (low income Latino & African-American highest risk) • 13% of Marin residents smoke (lowest in California) number is stable – no decrease since 2007 (low income high risk) • Up to 78% of Marin adults report consuming alcohol compared to 57% in the state of California • Up to 54% of 11th graders report consuming alcohol • 33% of 11th graders and nearly 20% of adults report binge drinking – 5 drinks per sitting for a male or 4 drinks per sitting female – the highest level in the state (higher income, higher risk)
Affiliate’s Contribution or Program Expense	<ul style="list-style-type: none"> • \$25,000 cash donation to Healthy Marin Partnership • \$3084 in-kind services to American Lung Association Better Breathers support group
Results	<ul style="list-style-type: none"> • Healthy Eating, Healthy Living Coalition formed end of 2011 with business, health care, agencies, non-profits and community groups – implementation plan to be created in 2012 • 39 local initiatives addressing the 3 upstream interventions tracked and supported by Healthy Marin Partnership
Amendment to Community Benefit Plan	Reprioritization of community health care needs anticipated with 2012 CHNA

II. 2011 Community Benefit Values

Sutter Health affiliates and many other health care systems around the country voluntarily subscribe to a common definition of community benefit developed by the Catholic Health Association. Community benefits are programs or activities that provide treatment and/or promote health and healing as a response to community needs.

The community benefit value for Novato Community Hospital is calculated in two categories: **Benefits for the Poor and Underserved** and **Benefits for the Broader Community**. Below are definitions for each community benefit activity:

Benefits to the Poor and Underserved

- **Traditional Charity Care** – Free or discounted health care services provided to the uninsured and underinsured populations.
- **Unreimbursed Cost to Medi-Cal** – The “shortfall” created when the facility receives payment below the costs of treating public beneficiaries.

Benefits for the Broader Community

- **Non-Billed Services** – Activities with no individual patient bill, therefore no deduction from revenue is shown in the traditional statement of revenues and expenses.
- **Cash Donations and In-Kind Donations** – Dollars and other items such as staff time and supplies donated by a facility to a community-based program or agency.
- **Education & Research** – All community, patient, and medical education such as community lectures, nursing student rotations and physician/clinician training.

Community Benefit Summary 2011

Sutter Health West Bay Hospitals

<u>Benefits for the Poor and Underserved</u>	<u>Community Benefit</u>
Traditional Charity Care	\$24,624,802
Unpaid costs of public programs:	
Medi-Cal	\$66,994,914
Other public programs	\$4,493,646
Other Benefits for the Poor and Underserved	\$10,701,619
Total Quantifiable Benefits for the Poor and Underserved	\$106,814,981

<u>Benefits for the Broader Community</u>	<u>Community Benefit</u>
Nonbilled Services	\$2,162,920
Education and Research	\$61,299,318
Cash and in-kind donations	\$777,071
Other Community Benefits	\$55,907
Total Quantifiable Benefits for the Broader Community	\$64,295,216

The financial information above reflects the community benefit values for Sutter Health West Bay Hospitals. This includes the total benefits for the poor and underserved and broader community for the following hospitals:

- Novato Community Hospital
- California Pacific Medical Center
- Sutter Lakeside Hospital
- Sutter Medical Center of Santa Rosa

For further detail regarding the community benefit values for Novato Community Hospital specifically, please contact Mary Strebim at (415) 209-1328 or strebim@sutterhealth.org.

III. 2011 List of Community Partners

At times, Novato Community Hospital community benefit efforts may involve investing in partnerships that fundamentally improve community health. In doing so, we acknowledge that our role goes beyond providing care or a service to supporting those organizations that have shown measurable impact in meeting an identified community need.

We are proud to support the following community organizations as we work collaboratively to help create healthier communities.

Healthy Marin Partnership Leadership:

- *Novato Community Hospital*
- *Kaiser Permanente*
- *Marin Health Care District*
- *Marin County Office of Health and Human Services*
- *Marin Community Foundation*
- *Marin County Office of Education*
- *North Bay Leadership Council*
- *United Way of the Bay Area*
- *Hospital Council of Northern and Central California*
- *San Rafael Chamber of Commerce*

Direct Partnership with NCH Community Benefit Programs:

- *American Lung Association Better Breathers Program*
- *Blood Centers of the Pacific*
- *Homeward Bound of Marin*
- *LIFT/Levantate*
- *March of Dimes*
- *Marin Community Clinic*
- *Marin County Department of Emergency Services*
- *Marin County Hospital Preparedness Committee*
- *Marin County Health and Human Services Nutrition Wellness Program*
- *Marin Medical Reserve Corps*
- *Novato Unified School District*
- *Operation Access*
- *RotoCare Clinic*
- *Whistle Stop Wheels Healthy Express*