

## Community Benefit Plan Progress Report, 2011

*Based on the Community Benefit Plan 2010 – 2012*

**Responding to the 2010 Needs Assessment**



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Sutter Maternity & Surgery Center Community Benefit Progress Report Prepared and Submitted by:

Elisabeth Warden  
Administrative Assistant  
Sutter Maternity & Surgery Center / Peninsula Coastal Region  
Phone: (831) 477-2222  
Email: [warden@sutterhealth.org](mailto:warden@sutterhealth.org)

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## Sutter Health:

### Building Healthier Communities and Caring for Those in Need

Sutter Maternity & Surgery Center of Santa Cruz (Peninsula Coastal Region) 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 for a more integrated, seamless and affordable approach to caring for patients.

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#### **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.

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**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

Sutter Maternity & Surgery Center has programs in place to meet a majority of the health status indicators indicated in the County Needs Assessment. We are also a participant in the annual Community Assessment Project, sponsored by United Way. The process of developing these programs has been a result of a culture built around education and community service. Our efforts are focused based on the priority needs recognized by our Santa Cruz Community Board. Some of our services focus on the following areas:

- Community Health Fairs – Provide free testing and education during the annual Senior Health Fair and Prostate Cancer Awareness Day
- Offer support and Access to Medical Care Program to individuals and families unable to afford health services
- Stipends paid to physicians for Obstetric coverage of incarcerated and unassigned patients
- Annual donation to the Healthy Kids of Santa Cruz County Program
- Educate and train new and emerging health professionals
- Provide free meeting space for people with Addiction Problems, (i.e. Eating Disorders, Drug and Alcohol Abuse, Mental Health Disorders and New Parents Support Groups)

2011 Community Benefit Value	Mills-Peninsula Health Services
<b>Benefits for the Poor and Underserved</b>	\$35,722,000
<b>Benefits for the Broader Community</b>	\$1,884,355
<b>Total Quantifiable Community Benefit</b>	<b>\$37,606,355</b>

*The financial numbers above reflect the community benefit values for Mills-Peninsula Health Services (MPHS), the legal entity that includes Sutter Maternity and Surgery Center.*

## I. 2011 Progress Report on Community Benefit Plan

The following pages will provide a progress report on the community benefit programs and activities conducted during the reporting year at Sutter Maternity & Surgery Center of Santa Cruz. These programs were created in response to the 2010 Community Needs Assessment – a collaborative report that helps our partners, other health providers, public agencies and leaders identify and prioritize needs as they relate to the health of our communities.

The priority needs for Sutter Maternity & Surgery Center of Santa Cruz are:

1. Community Health Fairs – Senior Health Fair – Prostate Cancer Awareness Day
2. Hospital Services – Access to Medical Care Program
3. Physician Coverage for incarcerated and unassigned Patients
4. Healthy Kids of Santa Cruz County Program

For more information about the **2010 Community Needs Assessment**, including quantitative and qualitative data, please visit our website at <http://www.unitedwaysc.org/activities/community-assessment-project>

For more information on the **Hospital Quarterly Financial and Utilization Data Summary Report 2010** that this progress report pertains to, visit our website at [http://www.ihqrs.oshpd.ca.gov/report/2000Report.asp?HospitalNumber=106444012&ReportYearQtr=20104&ReportStatus=1&HPhone=\(831\)477-2200%20EXT](http://www.ihqrs.oshpd.ca.gov/report/2000Report.asp?HospitalNumber=106444012&ReportYearQtr=20104&ReportStatus=1&HPhone=(831)477-2200%20EXT)

Priority Need 1: Health Fairs	
<b>Link to Community Needs Assessment</b>	<ol style="list-style-type: none"> <li>1) <b>Senior Health Fair</b> - Free Testing and Education for older adults about services available to seniors in our community.</li> <li>2) <b>Prostate Cancer Awareness Day</b> – Free Testing and Education available to men in our community</li> </ol>
<b>Program Description</b>	<ol style="list-style-type: none"> <li>1) Free Testing and education for seniors.</li> <li>2) Free Testing and education for men in our community</li> </ol>
<b>Goals and Objectives</b>	<ol style="list-style-type: none"> <li>1) To provide free testing and education for seniors, who are not able to otherwise obtain affordable healthcare screening and education</li> <li>2) To provide free PSA testing and physical screening as well as education to men and their caregivers in our community.</li> </ol>
<b>Strategy</b>	Plan, organize, develop and implement Health Fairs that provide free services including free health screenings, testing and education to community members.
<b>Baseline Information</b>	SMSC is the only venue in the community that offers these kinds of events to support the needs of the seniors in this community.
<b>Affiliate/Region’s Contribution or Program Expense</b>	Contributions included for these events were in-kind, financial services, staff participation hours, volunteer hours, operational hours and physician volunteer hours.
<b>Results</b>	<ol style="list-style-type: none"> <li>1) <b>Senior Health Fair</b> - 397 seniors were served. 292 blood draws, 69 Vision/Glaucoma tests, 148 Ear Cleanings, 93 Hearing tests, 90 Skin Cancer screenings, 155 Bone Density Screenings and 70 Oral Screenings were performed.</li> <li>2) <b>Prostate Cancer Awareness Day</b> – 220 men were provided with PSA testing and a percentage of these men received digital rectal exams</li> </ol>
<b>Amendment to Community Benefit Plan</b>	Achieved goals and objectives.

**Priority Need 2: Hospital Services – Access to Medical Care Programs**

<b>Link to Community Needs Assessment</b>	<b>Hospital Services – Access to Medical Care Programs:</b> Access to Medical Care for the Uninsured, Underinsured and Indigent
<b>Program Description</b>	Hospital Services and Access to Medical Care are made available for persons, who are uninsured, underinsured or indigent.
<b>Goals and Objectives</b>	To provide free hospital services and access to medical care for persons, who are uninsured, underinsured or indigent.
<b>Strategy</b>	After identification of persons in need of services, and in collaboration with Santa Cruz County Health Services, medical services are provided to those persons who are uninsured, underinsured or indigent.
<b>Baseline Information</b>	A high percentage of persons in this community are uninsured, underinsured or indigent and therefore do not have access to affordable medical care.
<b>Affiliate/Region’s Contribution or Program Expense</b>	Free hospital services, surgeries provided by SMSC surgical staff.
<b>Results</b>	Provided free surgeries for uninsured, underinsured and indigent persons.
<b>Amendment to Community Benefit Plan</b>	No change needed

**Priority Need 3: OB Coverage for Incarcerated and Unassigned Patients**

<b>Link to Community Needs Assessment</b>	<b>Physician Coverage for Indigent Patients -</b> 1) <b>Incarcerated - Santa Cruz County Jail</b> 2) <b>Unassigned</b>
<b>Program Description</b>	Obstetric Physician Coverage for female patients who are 1) Incarcerated in Santa Cruz. 2) Un-assigned (Without a provider as well as no insurance)
<b>Goals and Objectives</b>	1) A stipend is provided for OB / GYN physician coverage to attend to the needs of incarcerated women at the Santa Cruz County Jail. 2) A stipend is also proved to OB / GYN Physicians to attend to the needs of unassigned women in the Santa Cruz County area.
<b>Strategy</b>	
<b>Baseline Information</b>	Incarcerated women and unassigned women, who have no access to OB /GYN coverage.
<b>Affiliate/Region's Contribution or Program Expense</b>	Provide Stipend for OB / GYN physician coverage to treat incarcerated and unassigned women.
<b>Results</b>	Physicians treated incarcerated as well as unassigned women.
<b>Amendment to Community Benefit Plan</b>	No change in services planned

**Priority Need 4: Healthy Kids Insurance Program**

<b>Link to Community Needs Assessment</b>	<b>Healthy Kids Insurance Program</b>
<b>Program Description</b>	Supported the Healthy Kids Insurance Program with cash donation
<b>Goals and Objectives</b>	A cash donation to the Healthy Kids Insurance Program supports the County wide goals to provide insurance to uninsured children under the age of 18 in Santa Cruz County.
<b>Strategy</b>	A direct cash donation is made to the program.
<b>Baseline Information</b>	Santa Cruz County has a large number of uninsured children, due to its geographical location and proximity to South County with a large community of migrant workers, who are uninsured. It is the goal of this program to provide insurance and affordable medical care to children under the age of 18 in Santa Cruz County.
<b>Affiliate/Region's Contribution or Program Expense</b>	A cash donation is made to the Healthy Kids Insurance Program.
<b>Results</b>	With the donation made by SMSC and others 98% of uninsured children in Santa Cruz County are insured through the Healthy Kids Program.
<b>Amendment to Community Benefit Plan</b>	No change anticipated.

## 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 Sutter Maternity & Surgery Center of Santa Cruz 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

### Mills-Peninsula Health Services

Benefits for the Poor and Underserved	Community Benefit
Traditional Charity Care	\$10,624,853
Unreimbursed costs of Public Programs	
Medi-Cal	\$22,053,114
Other public programs	\$431,480
Other Benefits for the Poor and Underserved	\$2,612,553
<b>Total Quantifiable Benefits for the Poor and Underserved</b>	<b>\$35,722,000</b>

Benefits for the Broader Community	Community Benefit
Non-Billed Services	\$79,831
Cash and In-Kind Donations	\$755,510
Education & Research	\$332,448
Other Community Benefits	\$566
<b>Total Quantifiable Benefits for the Broader Community</b>	<b>\$1,884,355</b>

*The financial information above reflects the community benefit values for Mills-Peninsula Health Services. This includes the total benefits for the poor and underserved and broader community for the following hospitals:*

- *Sutter Maternity and Surgery Center Santa Cruz*
- *Mills-Peninsula Health System*

*For further detail regarding the community benefit values for Sutter Maternity and Surgery Center Santa Cruz specifically, please contact Elisabeth Warden at (831) 477-2222 or [wardene@sutterhealth.org](mailto:wardene@sutterhealth.org).*

## III. 2011 List of Community Partners

At times, Sutter Maternity & Surgery Center of Santa Cruz 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.

The following organizations partner with SMSC in Santa Cruz

- PAMF (Palo Alto Medical Foundation)
- Health Improvement Partnership
- Santa Cruz County Health Services Agency
- Central Coast Alliance For Health
- United Way