

O'Connor Hospital Community Benefit Report Fiscal Year 2012



A message to the community from the President and Chief Executive Officer

As a Daughters of Charity Health System Local Health Ministry, O'Connor Hospital lives out our Mission daily. We strive to minister to our community filled with compassion and dignity for each and every person who visits our hospital. For more than 123 years, O'Connor Hospital has provided health care services to all who come to us, without delay or limitations and without regard to the patient's ability to pay. In doing so, we build a healthy, viable community together.

Our commitment to addressing the growing health care needs of our community is stronger than ever. O'Connor Hospital recognizes the need to be an essential community partner and to provide community benefit programs and activities for our neighbors in need. The Santa Clara County 2010 Health Profile Report has provided us with a roadmap to help us plan and evaluate our community benefit activities over a three year period and the impact they are having on the community.

Reflecting on fiscal year 2012, I am proud to report that O'Connor Hospital provided approximately **\$39,458,123** in benefits to our community. This is our investment in a basic human right -- that all people have a right to compassionate and excellent health care. The numbers only tell a part of the story; the real impact is in the life of each individual whom O'Connor Hospital has served and cared for.

Since 1889, O'Connor Hospital has been caring for people just like those you will read about in this year's Community Benefit Report. Over the years, the faces change but the O'Connor Hospital Mission does not: to serve the sick and those living in poverty: body, mind and spirit. Thank you for being a companion on the journey with us as we carry our proud heritage far into the future.

James F. Dover, FACHE
President and Chief Executive Officer
O'Connor Hospital

About O'Connor Hospital

O'Connor Hospital is 358-bed acute care, not-for-profit, Catholic community hospital located in the heart of San Jose, California. Established in 1889, O'Connor Hospital was built by area philanthropists and operated by the Daughters of Charity of St. Vincent de Paul. O'Connor Hospital and the Daughters of Charity have served Santa Clara County longer than other any hospital in the region. For more than 123 years, O'Connor Hospital has been providing comprehensive, excellent health care that is attentive and compassionate to the whole person – body, mind and spirit.

Today, O'Connor Hospital continues to thrive, providing excellent medical care with a special focus on the needs of low-income, underserved populations. O'Connor sponsors the Health Benefits Resource Center, the Pediatric Center for Life, the Family Health Center and the Stanford-affiliated Family Medicine Residency Program. Key services include cardiology, oncology, mother-baby care, orthopedic and joint replacement services, vascular care, wound care and emergency services. O'Connor Hospital is a Joint Commission Certified Center of Excellence for Hip and Knee Replacement, Wound Care and as a Primary Stroke Center. Additionally, the hospital is fully accredited by The Joint Commission, the California Department of Public Health and the Center for Medicare and Medicaid Services.

O'Connor Hospital's experienced team of 1,556 associates, 549 medical staff members, and 320 volunteers provide quality health care to the community, welcoming all patients regardless of their financial circumstances. In fiscal year 2012, O'Connor reported 11,936 patient admissions; 53,174 Emergency Department patient visits; and 3,153 babies were born at O'Connor Hospital.

O'Connor Hospital plays a vital role in the health and well-being of Santa Clara County. We provide comprehensive health care services without delay or limitations and without regard to the patient's ability to pay. We are a leader in our community in serving the underserved and marginalized. O'Connor Hospital responds to the needs of our community and adapts to provide care and services in unmet areas. Our Mission of serving the sick and those living in poverty is what guides us.

About the Daughters of Charity Health System

O'Connor Hospital is a member of Daughters of Charity Health System. The health system is comprised of six hospitals and medical centers that span the California coast from Daly City to Los Angeles.

For more than 375 years, our sponsors, the Daughters of Charity of St. Vincent de Paul, have been serving the sick and the poor through healing ministries around the world. O'Connor Hospital operates with the Mission, Vincentian Values and Vision of the Daughters of Charity Health System as an integral part of every gathering, policy and decision.

Mission Statement

In the spirit of our founders, St. Vincent de Paul, St. Louise de Marillac and St. Elizabeth Ann Seton, the Daughters of Charity Health System is committed to serving the sick and the poor. With Jesus Christ as our model, we advance and strengthen the healing mission of the Catholic Church by providing comprehensive, excellent health care that is compassionate and attentive to the whole person: body, mind and spirit. We promote healthy families, responsible stewardship of the environment and a just society through value-based relationships and community-based collaboration.

Vincentian Values

The Charity of Christ urges us to:

Respect

Recognizing our own value and the values of others.

Compassionate Service

Providing excellent care with gentleness and kindness.

Simplicity

Acting with integrity, clarity and honesty.

Advocacy for the Poor

Supporting those who lack resources for a healthy life and full human development.

Inventiveness to Infinity

Being continuously resourceful and creative.

Community Needs Assessment

O'Connor Hospital is located in the heart of San Jose, the largest city in Santa Clara County. With more than 1.8 million residents, Santa Clara County is the sixth most populated of California's 58 counties and the most populated county in the Bay Area. More than half of the county's population lives in San Jose. The county's population is expected to grow to more than 2.3 million by 2050.

Santa Clara County's population is diverse: 38% of residents are White, 31% are Asian, 26% are Hispanic, slightly more than 2% are African American, and 3% are other races/ethnicities. The County has a large foreign-born population, with 38% of its residents born outside the U.S. This represents the highest proportion of immigrants in any county in California. More than 100 languages and dialects are spoken in the County. In 2007, Santa Clara County became one of only ten counties in the U.S. where at least half the residents speak a language other than English at home. Approximately 25% of the population is aged 18 and younger, while more than 10% of residents are 65 and older. One in six individuals will be a senior citizen by 2020 in Santa Clara County.

Santa Clara County has the highest median household income in the state. A large segment of the population is affluent and well-educated. The median annual household income in the County was \$88,848 in 2008. More than four in ten County households have annual incomes of \$100,000 or more and nearly half the adults have a bachelor's degree or higher. In stark contrast to the fact that Santa Clara County has one of the highest median incomes and costs of living in the U.S., nearly one in ten children and one in 12 adults in the County live in poverty. More than one in five households in Santa Clara County (22%) live below the Self-Sufficiency Standard.

Community profile information in this report was sourced from the *Santa Clara County 2010 Health Profile Report*. This report was developed by the Santa Clara County Public Health Department in collaboration with the Santa Clara County Community Benefits Coalition, of which O'Connor Hospital is an active member. The Coalition identifies challenges and opportunities for government agencies, community organizations, and health care organizations to improve the health and quality of life in Santa Clara County.

Key health findings from the Santa Clara County 2010 Health Profile Report are:

- The percentage of uninsured adults in Santa Clara County increased from 8% in 2000 to 18% in 2009.
- The percentage of adults in Santa Clara County who are overweight or obese increased from 52% in 2000 to 56% in 2009.
- The percentage of adults with high blood pressure increased from 20% in 1997 to 26% in 2009.
- The percentage of adults who were told by a health professional that they have diabetes increased from 5% in 2000 to 8% in 2009.

O'Connor Hospital's Focus

O'Connor Hospital acknowledges there are many pressing community needs. We have chosen to focus our efforts on activities that build upon the foundation set by our previous community benefit initiatives (serving the poor, minority populations, elderly and children). The activities O'Connor focused on during fiscal year 2012 fall into two reporting areas: Access to Care and Community Health Education. The programs and activities we support are based on the following:

- Serving the sick and those living in poverty who lack basic resources.
- Developing and implementing community-based programs targeted towards improving health and lifestyle behaviors and illness prevention.
- Promoting and sponsoring events that offer health care services and education to the community at large.
- Providing information and advocating for low-income, uninsured or underinsured people to gain access to medical insurance, government assistance programs, health care services and continuum of care.

For the purpose of this report, the activities O'Connor Hospital prioritized in fiscal year 2012 will be reported and categorized by benefits for persons living in poverty and benefits for the broader community.

O'Connor Hospital Community Benefits Fiscal Year 2012	
Benefits for Persons Living in Poverty	\$38,607,783
Benefits for Broader Community	\$ 850,340
Total Quantifiable Benefits	\$39,458,123
Unpaid Costs of Medicare Program	\$27,960,067

O'Connor Hospital Community Benefits Activities	
Benefits for Persons Living in Poverty	Benefits for Broader Community
Charity Care	Community Health Education
Health Benefits Resource Center	Community Health Fairs and Screenings
Medical Respite Program	Health Professions Education
New Directions Case Management Program	Partnerships with Community Organizations
Unreimbursed Cost of Public Programs	

Benefits for Persons Living in Poverty

O'Connor Hospital's Mission and Values drive us to care for and advocate for those living in poverty. In fiscal year 2012, O'Connor provided more than **\$38.6 million** in community benefit activities that benefit persons living in poverty. The activities that fall into this category aim to improve access to care for low-income individuals, the medically underserved and other vulnerable populations. These activities include providing health care services to the underinsured and uninsured community members, operating the Health Benefits Resource Center, contributions and partnerships with community programs that care for the homeless.

Health care services to the underinsured and uninsured.

O'Connor Hospital's unreimbursed cost of public programs (excluding unreimbursed costs of Medicare) was more than \$35.5 million in fiscal year 2012. O'Connor provided health care services to more than **57,297 individuals** who turned to the hospital or one of its community health clinics (Pediatric Center for Life and Family Health Center) for care.

O'Connor Hospital's Pediatric Center for Life (PCFL) is a primary care clinic that provides excellent, comprehensive health care to children and adolescents from low-income families. The center administers well exams, immunizations, urgent care treatment for illnesses and injuries, case management and referrals by an onsite medical social worker, and health insurance enrollment assistance to children and their families. Since its founding in 1991, PCFL has provided preventative and urgent care services to more than 16,780 children. Many of the children remain patients of PCFL throughout adolescence, allowing for a greater continuity of care than what is provided at other safety-net clinics.

O'Connor Hospital's Family Health Center (residency clinic) is a unique collaboration between a group of primary care physicians (residency program faculty) and Stanford University family medicine residents. The residents are enrolled in a three-year training program that leads to Board Certification in Family Medicine with a special understanding of the needs of the underserved community. Residents work with patients in all stages of life and with a variety of special circumstances. The center cares for a large number of urban poor families providing comprehensive maternal and child services, mental health consultations and comprehensive acute, chronic and wellness care. Residents also provide care to the home-bound and geriatric population and to mentally and developmentally disabled populations.

In fiscal year 2012, O'Connor Hospital provided more than \$2.4 million in costs of charity care services to **3,320 individuals**. Charity care at cost is the cost of care for services provided to individuals with no means of paying. Our charity care costs also include services provided to individuals through our partnership with RotaCare Bay Area. O'Connor Hospital provides radiological examinations for patients referred from the San Jose Clinic.

Health Benefits Resource Center

The O'Connor Hospital Health Benefits Resource Center (HBRC) is a one-stop informational and referral service that advocates for those living in poverty. The center helps low-income individuals with health insurance enrollment assistance, CalFresh (food stamps) enrollment and reporting and linkage to additional community resources. Services are provided in English, Spanish and Vietnamese. In fiscal year 2012, it cost O'Connor Hospital \$359,350 to operate the program which

connected with more than **1,268 individuals** and provided health insurance enrollment assistance to 590 people.

Contributions and partnerships with community programs that care for the homeless

Medical Respite

The Santa Clara County Medical Respite Program is a collaborative program between the Hospital Council of Northern & Central California, EHC Lifebuilders, the Valley Homeless Healthcare Program and local hospitals. As part of the collaborative, O'Connor Hospital provided **\$25,000** to help fund the program in fiscal year 2012. The program provides 15 beds for homeless patients who are being discharged from the hospital. These beds provide a clean, safe place for the patients to recuperate and continue with self-care rather than trying to recuperate on the streets. Additionally, the program offers social services resources such as health insurance enrollment assistance and housing assistance.

New Directions Case Management Program

O'Connor Hospital partners with the Hospital Council of Northern & Central California, EHC Lifebuilders and local hospitals in this collaborative program designed to help reduce frequent use of Emergency Room services by individuals with complex medical and psychosocial needs. The program provides case management and linkage to appropriate community resources for stabilization of the patient beyond the hospital. In fiscal year 2012, O'Connor Hospital provided **\$75,000** to help operate the program.

Linking to Resources and Making a Difference

Elba Ramirez didn't like relying on others.

After relocating to San Jose from New Jersey, she wanted to be independent and provide a better life for her young granddaughter in her custody. But one obstacle after another kept her from gaining the self-reliance she desired. The pair lived with Ramirez's daughter (not the granddaughter's mother), in a small home not far from O'Connor Hospital.

In her 60s and Spanish-speaking, Ramirez was unable to find work and didn't understand how to find a physician, access children's health insurance or enroll in social services. Information about resources arrived in the mail, but they were always in English, and she had nobody to translate for her.

Without a primary care physician, Ramirez relied on the O'Connor Emergency Department when she experienced complications from her diabetes. After multiple visits to the ED, she spotted a flyer – in Spanish -- that gave her an immediate sense of hope.

The colorful flyer described the services of O'Connor's Health Benefits Resource Center (HBRC) and displayed images of parents with healthy, smiling children. Ramirez glanced over the list of health-related programs she could potentially access with the HBRC's help. She thought of her granddaughter, Jeovanna, and how much she wanted to provide better care for her.

"When I read the flyer, I was interested to see how the center could help us," said Ramirez, speaking through a translator. "I was really happy to see that they had a lot of services."

Established in 2010, the HBRC helps link low-income families with a wide range of other health and social services. HBRC staff serve as case managers, educating families on the full range of resources available to them, and address barriers – such as transportation – that can impact underserved populations.

When Ramirez first visited the center in March 2011, she had recently been approved for Medi-Cal insurance for herself, but had no insurance for her granddaughter and no income to provide for other needs.

Emma Perez, Operations Coordinator for the HBRC, helped Ramirez fill out documents for low-cost children's health insurance and food stamps. Perez, who is bilingual, also helped Ramirez locate a Spanish-speaking physician at the O'Connor Family Health Center.



With regular health care, Ramirez is now better able to manage her diabetes.

“I understand more about it,” she said. She’s able to talk directly to her physician about her concerns, and classes at the Family Health Center have helped her learn about the importance of nutrition and exercise. Food stamps have enabled her to buy fresh fruits and vegetables that support the strict dietary guidelines to manage her illness.

Twelve-year-old Jeovanna has also benefited from the HBRC’s assistance, by gaining access to a primary care physician, dentist and optometrist who help her maintain good health.

While Ramirez can become discouraged at times, she knows she can rely on the center’s staff for ongoing support and encouragement.

Perez enjoys knowing that she and other staff at the HBRC have made a difference in Ramirez’s life, and many others just like her.

Benefits for the Broader Community

O'Connor Hospital supports a wide range of programs and activities that provide information and resources to improve the health and welfare of the broader community, providing more than **\$850,340** in community benefit activities in fiscal year 2012. Activities included presenting community health education classes, participating in community health fairs and screenings, providing health professions education, and partnerships with community organizations.

Community Health Education

In fiscal year 2012, more than **856 individuals** attended one of O'Connor Hospital's health education classes. The classes address a wide range of health topics including preventative care, physical activity, nutrition, end-of-life decisions and more. Additionally, each month, O'Connor presents a series of childbirth and family education classes for new families to learn more about the birthing process and how to care for newborns.

O'Connor Hospital also provides a variety of support groups with a safe, healing environment where community members can gather together to cope with their illness or learn about an illness in support of a loved one. In fiscal year 2012, approximately **1,596 individuals** attended a support group meeting at O'Connor Hospital.

Community Health Fairs and Screenings

Each year, O'Connor Hospital is pleased to partner with and participate in community events and health fairs by providing health education information and screenings. Our community health team provided a variety of health screenings to at least five different health fairs or events. We provided flu shots, and cholesterol, glucose, blood pressure and/or BMI screenings to the community. In fiscal year 2012, O'Connor provided screenings to more than **460 individuals**.

Health Professions Education

O'Connor Hospital partners with local educational institutions to provide a hands-on learning experience for physicians, nurses, chaplains and other health care professionals. In fiscal year 2012, more than **320 health care professionals** conducted their residency, internship or preceptorship at O'Connor Hospital.

Partnerships with Community Organizations

O'Connor Hospital believes in community-based collaboration and is committed to working with partners to build a healthier community. We work with the American Cancer Society, American Heart Association, Breathe California, Franklin McKinley Children's Initiative, Santa Clara County Child Abuse Council and many more organizations to achieve goals that are greater than what the hospital or organization can accomplish alone.

O'Connor Hospital FY2012 Community Benefit Financial Overview

O'Connor Hospital FY2012 Community Benefit	Persons Served	Actual Net CB Expense	Budget Net CB Expense	Prior Year Actual Net CB Expense
Benefits for Persons Living in Poverty				
Charity Care at Cost	3,320	\$2,445,568	\$3,600,000	\$3,279,323
Unreimbursed costs of public programs - Medi-Cal - Other indigent programs	57,297	\$35,588,594	\$35,050,000	\$34,305,005
Community Health Improvement Services	1,268	\$459,350	\$510,000	\$537,779
Health Professions Education ¹	-	-	-	-
Subsidized Health Services	-	-	-	-
Cash and in-kind Contributions to Community Groups	4,860	\$84,971	\$250,000	\$140,447
Community Building Activities including CB operations	-	\$29,300	\$12,000	\$7,178
Total quantifiable community benefits for persons living in poverty	66,745	38,607,783	\$39,422,000	\$38,269,732
Benefits for the Broader Community				
Community Health Improvement Services	5,505	\$293,452	\$540,000	\$536,005
Health Professions Education	320	\$394,547	\$16,000	\$16,028
Subsidized Health Services	-	-	\$260,000	\$285,557
Research	-	-	-	-
Cash and in-kind Contributions to Community Groups	15,062	\$162,341	\$96,000	\$121,632
Community Building Activities including CB operations	-	-	-	\$4,160
Total quantifiable community benefits for the broader community	20,887	\$850,340	\$912,000	\$963,382
Total Quantifiable Benefits	87,632	\$39,458,123	\$40,334,000	\$39,233,114
Unpaid Costs of Medicare Program	32,184	\$27,960,067	\$41,600,000	\$38,469,172

O'Connor Hospital

Community Benefit Plan Fiscal Year 2013

O'Connor Hospital's fiscal year 2013 Community Benefit Plan is based on the hospital's Mission and the identified focus areas outlined in the Santa Clara County 2010 Health Profile Report. The health profile report identifies the following areas in our community that need improvement: access to health care and chronic disease management. Our fiscal year 2013 plan identifies activities O'Connor Hospital will continue or increase that will focus on access to health care and community health education.

Guided by our Mission, O'Connor Hospital is dedicated to improving the health and well-being of all individuals in our community. To this end, we partner with a variety of community organizations that share in our vision and commitment to the community. Through partnerships, O'Connor Hospital is able to provide:

- Assistance to vulnerable populations
- Support and care for individuals and their families battling disease
- Educational opportunities for the next generation of health care workers
- Health education and support to community members
- A variety of additional contributions to the broader community.

Goal 1

Improve access to ongoing, comprehensive, compassionate health care for the medically underserved and other vulnerable populations.

Target Populations: Individuals living in Santa Clara County who are:

- Homeless
- Low-income
- Underinsured
- Uninsured

Community Need: According to the Santa Clara County 2010 Health Profile Report, the percentage of uninsured adults in Santa Clara County increased from 8% in 2000 to 18% in 2009. The percentage of adults who could not see a doctor due to the cost of or lack of insurance more than doubled from 5% in 2000 to 13% in 2009.

Strategy 1: Operate the Health Benefits Resource Center (HBRC), a one-stop information and referral service that advocates participation among the working poor in valuable health-related programs such as Medi-Cal, Healthy Families and CalFresh (food stamps).

Action Plan:

- The HBRC will assist at least 400 individuals with insurance eligibility.
- The HBRC will assist at least 50 individuals with food stamp enrollment.

Strategy 2: Provide Charity Care for individuals needing assistance who qualify.

Action Plan:

- O'Connor Hospital will provide at least \$2 million in Charity Care at cost.
- O'Connor Hospital will publicize our Charity Care Policy in English and Spanish through our Health Benefits Resource Center.

Strategy 3: Provide medical support and case management for at-risk individuals who make frequent visits to the hospital and Emergency Department.

Action Plan:

- O'Connor Hospital will continue to provide funding for the Medical Respite Center.
- O'Connor Hospital will continue to provide funding for the New Directions Program.
- The Health Benefits Resource Center will assist at least 45 homeless individuals and connect them with social service agencies.

Strategy 4: Conduct health screenings at low or no cost for community members.

Action Plan:

- O'Connor Hospital will partner with RotaCare Bay Area to provide radiological examinations to patients from the San Jose RotaCare Clinic.
- O'Connor Hospital will participate in at least three health fairs.
- O'Connor Hospital will continue to offer weekly community blood pressure screenings at the Cardiac Rehabilitation Center.

Strategy 5: Provide comprehensive health care services to underinsured patients.

Action Plan:

- O'Connor Hospital will continue to accept Medi-Cal patients.
- O'Connor Hospital will continue to sponsor the Pediatric Center for Life.

Goal 2

Increase health education services for the community, with a special emphasize on chronic disease management.

Target Populations: Individuals living in Santa Clara County who:

- Have been diagnosed with a chronic disease
- Are at-risk of developing a chronic disease
- Caregivers for individuals with a chronic disease

Community Need: According to the Santa Clara County 2010 Health Profile Report, obesity and diabetes are two chronic diseases that have a profound impact on our community. The prevalence of overweight and obesity among middle and high school students in Santa Clara County is at 25%. Thirty-seven percent (37%) of African-American and 36% of Hispanic middle and high school students were overweight or obese in 2007-2008.

The percentage of adults in Santa Clara County who are overweight or obese increased from 52% in 2000 to 56% in 2009. Overweight and obesity rates are higher among adults with low incomes. Hispanic adults have the highest rate of both overweight and obesity: 68% of Hispanic adults were overweight or obese compared to 55% of County residents overall in 2009.

The adult diabetes rate in Santa Clara County has also increased. The percentage of adults who were told by a health professional that they have diabetes increased from 5% in 2000 to 8% in 2009. A higher proportion of Hispanic adults have been diagnosed with diabetes: 11% of Hispanics were diagnosed with diabetes compared to 7% of Whites and 5% of Asians in 2009.

Strategy 1: Provide preventative services for individuals who are diagnosed with or are at-risk of developing a chronic disease.

Action Plan:

- Continue to conduct community health screenings through participation at health fairs.
- Expand the Living Well Community Education Class offerings to include sessions that focus on chronic disease prevention and management.

Strategy 2: Provide support for those diagnosed with, or caring for, someone living with a chronic disease.

Action Plan:

- Continue to host a variety of community support groups.
- Utilize the HBRC to provide linkage to additional support resources in the community.

Strategy 3: Improve community health education communications.

Action Plan:

- Publicize new Living Well Community Education Classes to target audiences, such as senior communities.
- The HBRC staff will distribute information about classes and support groups to the broader community and O'Connor patients.
- Utilize Facebook and the O'Connor website to promote Living Well Community Education Classes and provide tips for healthy living.