

St. Francis Medical Center

FY12 Community Benefit Report

St. Francis Medical Center

Building Healthier Communities



ST. FRANCIS
MEDICAL CENTER
our mission is life



Member of Daughters of Charity Health System

A Message to the Community from the President and Chief Executive Officer



Gerald Kozai, Pharm.D.
President/CEO
St. Francis Medical Center

For more than 375 years, the Daughters of Charity of St. Vincent de Paul have been dedicated to providing vital health care services to communities across the globe. As a member of the Daughters of Charity Health System in California, St. Francis Medical Center is proud to carry the Daughters' Mission forward in our Southeast Los Angeles community.

Each year, St. Francis Medical Center (SFMC) provides an annual report to the community summarizing the Community Benefit provided by the medical center. Our 2012 *Building Healthier Communities Report* is on the pages that follow. We are pleased to report that more than 206,000 children and adults benefited from charitable services provided by St. Francis Medical Center last year, totaling more than \$39 million. I am certain that if you take a few moments to review this summary you will be inspired by the depth and breadth of SFMC's service to our community.

Your generosity and continued support has been an important factor in St. Francis Medical Center's ability to respond to the changing needs of our community. On behalf of those who benefit so greatly, please accept my heartfelt thanks.

Wishing you and your family health and wellness!

Sincerely,

A handwritten signature in black ink that reads "Gerald T. Kozai". The signature is written in a cursive style with a large initial 'G' and 'K'.

Gerald T. Kozai, Pharm.D.
St. Francis Medical Center, President/CEO



Table of Contents

Page 4 Our Mission and Values

Page 5 Our Hospital and Health Care Services / Our Service Area

Page 6-9 Assessing the Needs of Our Community

Page 10 Overall Results and Priority Needs

Page 11 Responding to the Needs of Our Community

Page 12 Our Community Benefit Programs

Page 13-19 Community Health Improvement Services

Page 20-23 Health Professions Education

Page 23-24 Subsidized Health Services

Page 24-26 Financial & In-Kind Contributions

Page 26-29 Community Building Activities

Page 29 Community Benefit Operations

Page 30 Community Benefit Report Summary - Fiscal Year 2012

Page 31 Community Benefit Annual Plan Summary / Contact Information



Sister Alicia Martin, Daughter of Charity, leads Mission Integration at St. Francis Medical Center.

“The hand of God is always outstretched for those who wish to clasp it.”

St. Vincent de Paul



Truly Our Mission of Life is reflected in the children for whom we care.

Our Mission and Values

Established in 1945, St. Francis Medical Center of Lynwood (SFMC) is the only comprehensive, non-profit health care institution serving Southeast Los Angeles. The medical center provides a full range of diagnostic and treatment services for the 700,000 adults and 300,000 children who depend on us for high quality, compassionate medical care.

SFMC is a member of the Daughters of Charity Health System. The Mission of SFMC reflects the guiding principle of the Daughters of Charity – caring for those who are poor and underserved.



The Charity of Christ urges us to live our Vincentian Values of:

RESPECT

Recognizing our own value and the value 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.

In the Spirit of our Founders...

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.



Our Hospital and Health Care Services

St. Francis Medical Center operates a 384-bed acute care hospital; 5 community-based health clinics; one of the largest and busiest private emergency trauma centers in Los Angeles County; and a comprehensive Heart & Vascular Center. SFMC logged 19,256 inpatient admissions and 195,546 outpatient visits. Babies born at SFMC's Family Life Center totaled 5,186 this year, 468 of whom were cared for in the state-of-the-art Neonatal Intensive Care Unit. In addition to its acute and outpatient health care services, SFMC operates a broad range of educational and community service programs.

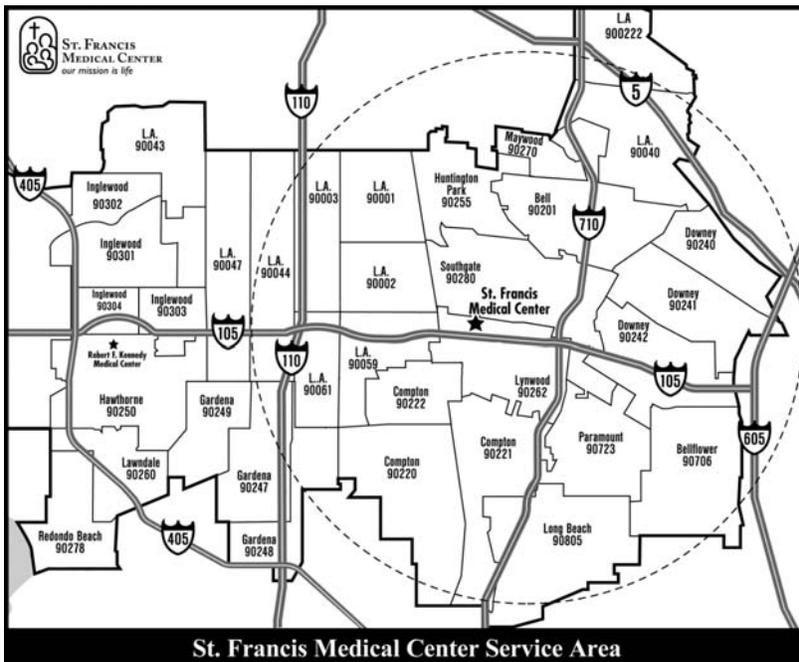
We are dedicated to nurturing healthy children and families, fostering self-sufficiency, enhancing individual and community well-being, and achieving excellence in facilities and technology. SFMC's ultimate goal is to dramatically improve the health of the community.



The Communities We Serve

St. Francis Medical Center provides quality medical care, educational programs and support services to the communities of South-east Los Angeles County, including Lynwood, South Gate, Downey, Huntington Park, Paramount, Bell, Cudahy, Bell Gardens, Long Beach, Maywood and Compton.

Our Service Area



The patients of SFMC generally live within a 5-mile area between the 110 Freeway on the West, the 605 Freeway on the East, the 91 Freeway on the South, and the Alameda Corridor on the North.

Assessing the Needs of Our Community



Patients and family members provide valuable feedback about community health concerns.

Our Community Needs Assessment identifies the most critical health care needs in our service area.

Community Needs Assessment Summary Information

In an effort to identify the most critical health care needs in SFMC's service area, a Community Needs Assessment is conducted every three years. The most recent assessment was completed in 2010. It is an integral part of the Medical Center's Strategic Planning process, which is managed by the Medical Center's Management Council. The results of the Needs Assessment are integrated into the Medical Center's long-range planning activity, as well as program specific planning. During the annual update of the Medical Center's strategic plan, data derived from the Community Needs Assessment is integrated with the external environment analysis and the organizational analysis.

Methodology

To ensure differing perspectives and thoroughness, the Community Needs Assessment used a variety of methods to collect information about health and social characteristics of the community served by SFMC. The assessment drew primarily from the following information sources: the SFMC 2007 Needs Assessment, the U.S. Census Bureau American Community Survey, the Los Angeles County Department of Public Health, and focus groups with SFMC stakeholders, service providers, and beneficiaries. For the purposes of the 2010 report, the SFMC service area corresponds to Service Planning Areas (SPAs) 6, 7, and 8. SFMC will complete its next Community Health Needs Assessment in 2013.



Health Benefit Resource Center counselors link community members to needed health care and social services.

Secondary Demographic and Health-Related Data

Data were obtained from a number of secondary public health reports and health databases. Each source is summarized below.

A comprehensive *Community Health Needs Assessment (2007)* of St. Francis Medical Center's Service Area. Indicators included personal income, poverty levels, education, employment, ethnicity, age, family size, violence, disease, pregnancy, immunization rates and insurance coverage.

L.A. HealthDataNow! This database utilizes tools commonly used by the Department of Public Health (DPH) analysts and incorporates automated statistical analysis into the query system. The project was established by epidemiologists of DPH.

Los Angeles County Health Survey (2007; 2005) contains statistics on key health indicators in L.A. County, including health-related quality of life, physical and mental health conditions, at-risk behaviors, physical activity and health insurance coverage.

The California Health Interview Survey (CHIS). Ask CHIS! is a free on-line database tool supported by the UCLA Center for Health Policy Research that contains data on health indicators at state, county, and SPA levels.

Mortality in Los Angeles County 2007: Leading causes of death and premature death with trends for 1998-2007, published by the L.A. County Department of Public Health, Office of Health Assessment and Epidemiology, June 2010.

Key Indicators of Public Health (2009; 2007; 2005), published by the L.A. County Department of Health Services (LACDHS), provides comparative data on 40 top health and well-being indicators for children and adults. Data are based on the L.A. County Health Survey, a tri-annual telephone survey of a sample of L.A. County residents.

Health Indicators for Women in Los Angeles County Highlighting Disparities by Ethnicity and Poverty Level: A Publication of the Los Angeles County Department of Public Health Office of Women's Health and Office of Health Assessment & Epidemiology, February 2010.

An Epidemiologic Profile of HIV and AIDS in Los Angeles County 2009, HIV Epidemiology Program Division of Communicable Disease Control and Prevention Los Angeles County Department of Public Health (LACDPH).



Community Clinics provide general medicine, obstetrics and pediatric health care services to children and families in our service area.

"Some months I have to choose between paying for my medications or paying my mortgage."

Senior Citizen Focus Group Participant



South and Central American students from Cal State Dominguez Hills' SEED program toured SFMC and learned about the hospital's community health programs.

Secondary Demographic and Health-Related Data, cont.



A young family member enjoys the Pediatric Unit's Little Angels Playroom.

"...All the delights of God are ever new and full of sweetness because He never changes."

St. Vincent de Paul

U.S. Census Bureau American Community Survey (ACS). The ACS is an ongoing survey that provides data every year. The Census Bureau collects ACS data from a sample of the population in the United States and Puerto Rico--rather than from the whole population. All ACS data are survey estimates. ACS 1-, 3-, and 5-year estimates are period estimates, which means they represent the characteristics of the population and housing over a specific data collection period. Data are combined to produce 12 months, 36 months, or 60 months of data. These are called 1-year, 3-year, and 5-year data.

Bureau of Labor Statistics (www.bls.gov/data) contains unemployment statistics.

L.A. County Seniors Count! Survey of the Older Adult Population, Community and Senior Services, County of Los Angeles (2008).

Acute Communicable Disease Control Program Annual Morbidity Report And Special Studies Report 2008 Los Angeles County Department of Public Health.

Death Profiles by Zip Code (2007; 2005; 2002-03) by the California Department of Public Health provides information regarding deaths at the zip code level.

Current Population Reports Population Projections of the United States by Age, Sex, Race, and Hispanic Origin: 1995 to 2050 P25-1130 Issued February 1996. This report provides a description and the theory behind the cohort component methodology utilized for the population projections in the Needs Assessment.



The Naseau Reading Program helps students improve their reading, comprehension, and spelling skills.

Hello, my name is Yessica

Hello, my name is Yessica, and I am 11 years old. I like to go to St. Francis Naseau Reading Program. Lucy and Sister Thelma help me a lot. I like this program because it helps me how to read and how to spell and do a lot of stuff. We use the computer, we read in the library, and I like doing my assignments. When it's time to go home, Lucy gives us a snack, but there's one thing — I will really like to thank my mom. She has been helping me too.

Assessing the Needs of Our Community

Focus Groups

Focus groups were conducted to collect qualitative information on health care issues that could elaborate on and enhance information gleaned from secondary data sources. Five focus groups were conducted with key stakeholders in the SFMC service area. Participants were identified and recruited by SFMC staff. The groups were mixed by age, race/ethnicity and gender. Forty-six individuals participated in five separate focus groups, including:

Beneficiaries – Individuals or family members of individuals who received care or services from SFMC. Separate groups were conducted for English-speaking (N=4) and Spanish-speaking beneficiaries (N=12), with a moderator fluent in Spanish conducting the latter.

Seniors—Senior and elderly community members who participate in SFMC’s Senior Circle activities and programs (N= 8).

Providers – Physicians, nurses, technicians and support personnel who provide health care and social services to the community on a daily basis at SFMC (N=9).

Stakeholders – St. Francis Medical Center staff, SFMC board and SFMC Foundation board of trustee members, community, education, and church leaders, and representatives from local public agencies and private organizations (N=13).

The focus group discussions assessed:

- The most important current health care and social concerns in the community that SFMC serves.
- The availability of health care services and specific areas of service need.
- Personal experiences with SFMC services and perceptions of service quality.
- Barriers to accessing health care and SFMC services, and ways to improve access.



Programs such as the Foundation’s “Prom Dress Project” help to empower young women now and in the future.

Focus Group Results

The results from the focus groups are a rich source of perceptions and impressions of SFMC, its programs and services, and knowledge of the surrounding community. This data were used to support secondary data and identify unique aspects of the SFMC community related to health and well-being.

Overall Results and Priority Needs



SFMC hosts symposiums and conferences to provide health education to the community.

SFMC has been designated as a Disproportionate Share Hospital because of the high number of patients who are uninsured and underinsured.



Students from area schools are introduced to future health care careers through community tours.

All data showed that the needs of children and families in the SFMC service area are great, and in fact often greater than most segments of Los Angeles County and the state of California.

The communities served by SFMC are characterized by:

- Significant poverty
- High rates of obesity & diabetes
- High rate of chronic disease
- Prevalent crime & violence
- Educational deficiencies
- Lack of health insurance coverage

The most prominent health care issues and concerns highlighted in the Needs Assessment are that residents in SFMC's service area continue to face significant barriers in accessing needed health care. SFMC has been designated as a Disproportionate Share Hospital because of the high number of patients who are uninsured and underinsured. It is of note that 80% of SFMC's reimbursements for services are derived from Medi-Cal, Medicare, and LA County. In addition, communities within SFMC's service area have been designated as Medically Underserved Areas and Health Profession Shortage Areas by the Federal Government.

Lack of insurance and cost of care, and the lack of access to information about available health care services are among the most pressing concerns articulated by stakeholder, service provider, and beneficiary focus group participants.

Regarding primary health issues, data show that chronic conditions such as hypertension, diabetes, obesity, and asthma are major health concerns in SFMC's service area. More opportunities are needed for education advancement, and in SPA 6, safety and violence remain key concerns, with homicide consistently ranking as the sixth leading cause of death from 2000 to 2007.

While the community surrounding St. Francis Medical Center has attempted to address many of these issues, a crucial lack of resources coupled with the decline in the economy threaten the stability of the an already fragile health care environment. Many social and health concerns remain pressing, and new challenges brought on by future uncertainty in health care reform exacerbate existing needs.

St. Francis Medical Center's 2010 Community Needs Assessment details additional statistics. A copy can be obtained from SFMC's Community Affairs office.

Responding to the Needs of Our Community

St. Francis Medical Center's Community Benefit Programs are developed using results from the Community Needs Assessment, as well as from input that is gathered informally at community meetings. St. Francis Medical Center's Board of Directors reviews and gives final approval of SFMC's Community Benefit Plan. Continual monitoring and evaluation of existing Community Benefit programs by program directors provide vital information to the Strategic Planning process.

In fiscal year 2012, our focus was on improving access to health care by offering linkages to health benefits and social support services, creating educational pathways to health care careers, preventing violence and injury, and decreasing the prevalence of heart disease, diabetes, and obesity through expanded Community Wellness efforts.



Care of patients begins with pre-hospital care specialists, including paramedics and emergency medical technicians.

Programs Targeting Our Community's Needs

Poverty

Our *Footprints* free shoe and clothing program for children and families, *Vincenzian Fund*, *Brown Bag Lunch* campaign, *Thanksgiving Food Baskets*, *Christmas Toy Drive*; and *Dental Services* for special needs patients provide support for individuals and families in poverty.

Obesity, Diabetes, and Chronic Disease

Vida Sana/Healthy Life community wellness, *Diabetes Intervention and Education*, and *Healthy Community Initiatives'* program of free screenings, immunizations, and health education targets heart disease, diabetes, obesity, and other chronic conditions.

Crime and Violence

The *Trauma and Injury Prevention Program* aims to reduce violence and injuries through educational programs and community collaboration.

Educational Deficiencies

St. Francis Career College trains future health care professionals, offering skill development for students in need of supplemental coursework to meet academic requirements.

Lack of Health Insurance

Our *Health Benefits Resource Center* assists individuals and families with identifying and enrolling into health insurance and social service programs for which they are eligible and which improve overall access to ongoing health care.

In fiscal year 2012, SFMC's focus was on improving access to health care by offering linkages to health benefits and social support services and advancing prevention and wellness.



Students from Elizabeth Street Learning Center's Health Academy Junior Service Learning Project donated books for patients.

Our Community Benefit Programs

The Community Benefit Initiatives presented in this update reflect:

- St. Francis Medical Center's core values of Respect, Compassionate Service, Simplicity, Advocacy for the Poor, and Inventiveness to Infinity.
- A long tradition of creating innovative programs designed to meet community needs.
- An unwavering commitment to building a healthier community.
- Strong relationships with collaborative partners.
- A commitment to utilizing the most advanced technology possible while delivering services in a caring and nurturing manner.



St. Francis Career College provides educational pathways to self-sufficiency.

Community collaborators include individuals and public and private organizations that share our Mission.

SFMC's Community Benefit Programs are enhanced by strong collaborative relationships – both internally and externally. Internal collaboration involves hospital administration, SFMC associates, affiliated physicians, direct service volunteers, leadership volunteers, and a cadre of generous donors. Community partners include elected representatives, community organizations, public agencies, public and private schools, local businesses, and individuals from throughout our service area who share our vision and commitment to our community.

In response to these community needs and in keeping with SFMC's Mission and Values, our Community Benefit Programs have been developed with three major areas of focus:

Nurturing Healthy Families & Children

Fostering Self-Sufficiency

Enhancing Individual & Community Well-Being



Healthy Community Initiatives' school nurse provides health screenings, immunizations, and education at local elementary schools.

Community Health Improvement Services - For Persons Living in Poverty

Casa de Esperanza

This small but intensive program provides temporary shelter, housing and support services to assist homeless families transition from homelessness into safe homes, stability and self-sufficiency. Casa de Esperanza houses four families at a time for up to 5 months. During their stay, families are assisted in finding health care and stable employment, and are linked to social service agencies and community resources that can help them tap into other services available to them.

Collaborative partners include - Catholic Charities Long Beach, Department of Health and Human Services Multi-Service Center in Long Beach.

FY 2012 Program Accomplishments

- Sheltered and assisted **10** homeless families; **40** family members
- Delivered **164** hours of general support and counseling to help residents achieve self-sufficiency
- Expended **\$29,699** for supplies, utilities, repairs, and maintenance

St. Francis Children's Counseling Center

The Children's Counseling Center was established in 1984 in response to the lack of intervention and treatment services available for abused and neglected children in Southeast Los Angeles. Today, the Center provides behavioral health services for children, adolescents and their parents that range from intervention and treatment for the victims of child abuse to comprehensive prevention education programs. The Center has developed a family-focused approach to providing services intended to foster healing and restore the dignity, trust and self-esteem of abused children and their families. It provides outpatient-based mental health services through individual, family and group counseling sessions and parent education classes at both its satellite office in South Gate and sessions on school campuses. In addition, mental health services and educational presentations are provided to area schools and organizations. Services are delivered in a culturally sensitive, multi-ethnic manner.

The school-based counselor, which is included as community benefit, provides counseling and educational services on the campuses of four Daughters of Charity Schools and public schools within the SFMC service area.

Collaborative partners include - LA County Department of Child and Family Services; LA Department of Mental Health; Lynwood & LA Unified School Districts; Our Lady of Talpa; Our Lady of Miraculous Medal; Mother of Sorrows; St. Vincent; and Service Planning Areas 6 & 7.

FY 2012 Program Accomplishments

- **2,028** children and family members received counseling and educational presentations through targeted school-based counseling services



Casa de Esperanza provides housing and support services to assist homeless families in transition.

“Continue to serve our dear Masters with great meekness, respect, and cordiality, always seeing God in them.”

St. Louise de Marillac



The Children's Counseling Center fosters healing and restores dignity, trust, and self-esteem to abused children and their families.

Dental/Oral Care for special needs patients

Dental and Oral Care is available at no cost to individuals, especially those with special needs, who do not have insurance or other financial means to cover the cost of major dental procedures.

Collaborative partners include - Faison and Faison Dental.

FY 2012 Program Accomplishments

- 10 patients were provided with free major dental services

Footprints

Through this program SFMC reaches out to help disadvantaged children in our community. The program was created when it was discovered that children in surrounding neighborhoods were being turned away from school because they had no shoes. Today children and families receive new shoes, new clothing and school uniforms, toiletries and food items through Footprints. The program has expanded to serve homeless adults as well as children, and to refer items of clothing that are too big for children to other agencies that can distribute them to adults, such as local churches, outreach agencies and schools.

Collaborative partners include - BMW Charity Ride; Payless Shoes; private donations.

FY 2012 Program Accomplishments

- Provided clothing and personal necessities to **57** adults and **1,974** children
- Distributed **2,064** pairs of new shoes

Health Benefits Resource Center

Health Benefits Resource Center links individuals and families to health care services, social services and health care education. Health Benefit enrollment assistance, physician referral, and community education registration are provided. Collaboration with the LA County Department of Public Social Services enables us to support eligible clients through the enrollment process into the Medi-Cal and CalFresh programs.

Collaborative partners include - LA Department of Public Social Services, Health Care Options; Healthy Families; Kaiser Child Health Plan; SFMC affiliated physicians; AppleCare & Omnicare Medical Groups; LA County Office of Education, Women, Infant, and Children (WIC); Bet-Tzedek Legal Services Right to Health Project; AIM; Healthy Kids; Social Security Administration; Consulado Sobre Ruedas Outreach; and public and private school districts.

FY 2012 Program Accomplishments

- **31,780** total people assisted with health insurance and CalFresh assessments, physician referral, community education registration, and health care linkage
- **4,095** assisted with enrollment into Healthy Families, Medi-Cal, and other insurance programs
- **1,541** people assisted with CalFresh program enrollment



Footprints provides new shoes, clothing, and school uniforms to children in need in our community.

*Dear Sister,
I want to thank you
for putting the shoes
inside the box. I love
you with all my heart.*

*Love,
Adela*



Building trust is an essential component of the Health Benefits Resource Center.

Healthy Community Initiatives (HCI)

Healthy Community Initiatives (HCI) brings health screenings, immunizations, and health education directly to area schools, churches, businesses and community organizations via its HCI nurse, educator, staff, and mobile unit. For individuals and families without access to primary care, HCI provides them with important preventive services and health care resources.

Because the Community Health Needs Assessment revealed the high incidences of diabetes, obesity, and chronic illness in our service area, screenings for blood pressure, cholesterol, glucose, body fat (BMI), height and weight provide the first step in identifying health conditions and linking individuals to essential follow-up care and treatment. Immunizations for diphtheria, pertussis, Haemophilus influenzae type B, measles, mumps, rubella, polio, and chicken pox help to prevent childhood diseases and help students meet school enrollment requirements. Vision and audio screenings at private and public elementary schools help to identify health issues early on so that students can receive corrective interventions and eliminate barriers to learning.

HCI has the ability to respond quickly to changing community needs. For the last several years, the Mobile Unit has offered free flu shots to students, adults, and seniors at local city locations. This past year, HCI provided free pertussis (whooping cough) vaccines for children, in response to the recent outbreak in the region.

Collaborative partners include - AppleCare Medical Group; Omnicare Medical Group; St. Francis IPA; St. Francis Career College; Immunize LA: Huntington Park Senior Center and Southeast Community Development Corp.; local Chambers of Commerce; American Red Cross; American Heart Association; American Cancer Society; SPA 6; SPA 7; American Diabetes Association; WIC; Central Water Basin; City of Lynwood Parks and Recreation, City of Huntington Park, Charles Drew Head Start Program; LA Care; 5-A-Day; California Department of Public Health; City of Bell Parks and Recreation; Mexican Consultant; Vision Plus; Vela Farmers Market; CDC Schools; Immunization Coalition of Los Angeles; City of Paramount; area schools and churches; local law enforcement agencies; parks and recreation services; other community-based organizations; and various local clinics and physicians.

FY 2012 Program Accomplishments

- **16,497** adults & children were provided with free health screenings, immunizations, and health education
- **3,880** students received **9,330** immunizations through HCI/SFMC Clinics
- **440** people were provided with the flu vaccine; **105** received Tdap vaccine
- **534** people participated in English and Spanish parenting classes
- **316** people received childbirth class education
- **3,006** students received health screenings at Daughters of Charity schools
- **2,646** children and **545** parents were provided with health education at 50 presentations at Daughters of Charity (DOC) elementary schools
- **704** Vision screenings and **547** Audio screenings completed at DOC schools
- **297** students/**16** parents participated in **12** education sessions at DOC schools
- **934** students received **1,369** immunizations at Lynwood, Downey, and Montebello Unified schools
- **784** students and **938** adults attended 69 health education sessions offered at Lynwood and South Gate schools and community locations



Dental checks are among the health screenings provided by Healthy Community Initiatives.

St. Francis Medical Center's Mobile Unit brings health screenings and education directly to schools, churches, businesses, and central locations throughout the community.



Community health education encompasses nutrition, asthma management, growth and development, diabetes prevention, among other key health topics.



SFMC recognizes that legal issues can be barriers to an individual's and family's health and wellness.

In fiscal year 2012, 5,651 individuals were provided with Patient Transportation Services.



SFMC's SeniorCircle program offers seniors opportunities for health education and social interaction.

Legal Support Services

Legal Support Services are provided in partnership with the non-profit organization Bet Tzedek at no cost to Health Benefits Resource Services clients who need assistance and/or advice regarding issues such as Landlord/Tenant Law, Kinship Care, and Power of Attorney for Health Care. The partnership was established in 2009 to address legal issues faced by residents that impacted health and wellness, including housing, guardianship, and decision-making for health care.

Collaborative partners include - Bet Tzedek Legal Services.

FY 2012 Program Accomplishments

- **270** individuals were provided with legal support services

Patient Transportation Services

Patient Transportation is provided to individuals without any means of transportation for outpatient care and treatment. This includes appointments for radiation therapy, physical therapy, and outpatient behavioral health services. Transportation is also arranged for individuals receiving inpatient behavioral health services at the medical center.

Collaborative partners include - Futura Taxi.

FY 2012 Program Accomplishments

- **5,651** individuals were provided with transportation services for outpatient care and treatment

Senior Dinners/SeniorCircle Wellness & Education

Senior Dinners/Senior Circle Wellness and Educational Program offers bi-monthly dinners on SFMC's main campus for local senior citizens 55 years and older. Seniors benefit from opportunities for regular socialization and health education. Wellness programs address health concerns specific to seniors, with this past year covering Healthy Heart and Lifestyle Choices, Diabetes, Senior Preventive Care, Medications, and general health, were conducted. Flu immunization clinics were also held.

Collaborative partners include - AppleCare and Omnicare Medical Groups; SFMC Healthy Community Initiatives and Mobile Unit.

FY 2012 Program Accomplishments

- **491** seniors participated in **6** Senior Dinner events
- **534** seniors received health education at **11** Wellness programs, including **300** seniors who received seasonal and H1N1 flu immunizations at **2** flu clinics

South Los Angeles Access to Care

South Los Angeles Access to Care covers the cost of preventive and primary care to Compton residents who lack regular access to health services. This includes physicals, prescriptions, laboratory and radiology procedures, and referrals to the Health Benefits Resource Center.

Collaborative partners include - LA County Department of Health Services; SFMC Compton Family Health Clinic; DeNovo Clinic; Whitefield Laboratories; Intra Drugs.

FY 2012 Program Accomplishments

- **1,707** people received essential primary care services at no cost

Spiritual Care Support Groups

Support Groups are offered by our Spiritual Care Services team, including Mothers of Aids Patients (MAP), Gabriel Support Group (Sudden Infant Death Syndrome), and Bereavement Support Group, in addition to post-traumatic spiritual counseling. SFMC treats the whole person—body, mind, and spirit. Support groups facilitate emotional healing for patients and family members who are facing illness, working through recovery, or adapting to life changes following sickness, death, or traumatic experience. Financial assistance is also provided to community members in need of food, meals, transportation, fuel, and parking.

Collaborative partners include - Futura Taxi.

FY 2012 Program Accomplishments

- **2,385** people were assisted through Support Groups, Trauma Counseling, and financial assistance for basic needs
- **309** people participated in Support Groups
- **1,302** hours of Trauma Counseling services were provided to **963** patients



South Los Angeles Access to Care provides preventive and primary care to residents in Compton.

St. Francis Medical Center cares for the whole person — body, mind, and spirit.



Spiritual Care offers Holy Communion to patients, anointing of the sick, baptisms, infant blessings, and marriage convalidations.

Trauma and Injury Prevention Program

The Trauma & Injury Prevention Program works with schools, hospitals, and other public and private organizations to help prevent traumatic injury. The program addresses safety, suicide, bullying, domestic and gang violence. With firsthand knowledge of the devastating effects of violence and injury on patients and family members, SFMC's Trauma Team of physicians, nurses, and staff serve as presenters at violence prevention conferences, organize safety and injury prevention programs for students and youth, and work with elected officials and community groups to coalesce prevention efforts.



Members of the Trauma team demonstrate the importance of wearing a safety helmet and other protective gear when riding a bike or skateboarding.

Collaborative partners include - Violence Prevention Coalition; HAVEN (Hospitals Against Violence-Empowering Neighborhoods); Safe Kids; Peace Over Violence; LAVITA (LA Violence Intervention Training Academy); A Better LA; Cerritos College; YDKML Productions; Lynwood Unified School District; Afflerbaugh Juvenile Detention Camp; Hospital Assn. of Southern California; Tribeca Film; California Gang Investigators Assn.; Unusual Suspects; 116th Street Elementary School, among other organizations focused on violence and injury prevention.

FY 2012 Program Accomplishments

- More than **600** participants at HAVEN Gang Conference
- **178** sports helmets distributed to students
- Instrumental in the adoption of a strict Teen Dating Violence Policy by LA Unified School District
- Served as key presenters at more than **12** major Injury and Violence Prevention conferences in LA and Orange Counties.

The Vincentian Fund supports patients' needs outside of the clinical setting.

Vincentian Fund—Patient and Family Assistance

In keeping with SFMC's commitment to meeting our patients health care needs -- *body, mind, and spirit* -- many individuals are assisted each year with resources outside of the clinical setting. Food, clothing, emergency housing, transportation, medications, and medical equipment are often provided to patients and families in need. Funding is provided through philanthropic support.

Collaborative partners include - FAME Assistance Corp. Immediate Needs Transportation Program; SFMC associates and physicians; private donors and organizations.

FY 2012 Program Accomplishments

- **1,633** total people were assisted through the Vincentian Fund
- **166** people received food vouchers and meal tickets
- **291** people received assistance with paying for prescriptions
- **782** people were provided with transportation or bus tokens
- **83** people received items of clothing
- **8** families were provided with burial assistance for loved ones
- **1** person received assistance with utility payment
- **3** people received emergency housing
- **131** people were provided with critical medical equipment
- **8** people received other assistance to support basic living needs



Health Benefits specialists can assess patients' health insurance and social service support needs at the bedside.

Vida Sana/Healthy Life Wellness Program

Vida Sana/Healthy Life Wellness Program aims at building a healthier community through a 6-month, coordinated program which provides heart health, diabetes, and obesity awareness, prevention, and education; diet and nutrition classes; stress reduction; and physical fitness activities to establish healthy lifestyle habits. By working through Southeast Los Angeles area churches, Vida Sana/Healthy Life reaches out to Latino and African-American communities, where heart disease and stroke are the number one and number three causes of death in these populations, respectively. This past year, the program focused on the participation of families, including children and teens. Family support strengthens commitment to healthy lifestyle changes, and the earlier healthy habits are formed in children, the more likely they will continue.

Collaborative partners include - St. Michael's Church, Los Angeles; Tower of Faith, Compton; Our Lady of Victory Church, Compton; Sacred Heart, Compton; St. Albert the Great, Compton; St. Gertrude's Church, Bell Gardens; St. Lawrence of Brindisi Church, Los Angeles; and St. Aloysius Gonzaga Church, Los Angeles.

FY 2012 Program Accomplishments

- **3,198** family members made the commitment to the Vida Sana program
- **1,405** people received **9,929** health screenings at Vida Sana health fairs
- **2,742** adults and **577** children received **20,760** health screenings at Vida Sana screening events
- **4,069** diabetes screenings performed; **597** people referred to diabetes intervention & prevention program, which provides diabetes management and education
- **9,371** people attended **867** aerobic classes; **271** participated in **37** yoga classes; **1,132** engaged in **38** strength training classes; **1,274** people attended **581** Healthy Eating and Type 2 Diabetes class sessions

Vincentian Service Corps (VSC)

A program initiated in FY 2004 was the Vincentian Service Corps volunteer program. This program places recent college graduates into organizations throughout the nation that provide services to the poor and underserved. SFMC piloted the program with two volunteers in the first year. Volunteers' training and interests are matched with needs throughout the medical center, and they are then assigned to clinical, community services, and ancillary services departments.

Collaborative partners include - Vincentian Services Corps West.

FY 2012 Program Accomplishments

- **1** VSC volunteer served as an RN in the Medical/Surgical unit



Vida Sana holds an annual 5K/10K walk/run to raise awareness for diabetes and obesity prevention.

"I cannot even begin to describe the wealth of knowledge I have gained. This was unexpectedly the experience of a lifetime."

*Holly
Former VSC volunteer*



Many of our Vincentian Service Corps volunteers have gone on to become doctors, nurses, and educators who continue to advance social responsibility in their communities.



SFCC was the miracle Juanita was praying for.

Juanita was 34. Her life changed. She had to work to support her four children. She saw a poster advertising St. Francis Career College. Perhaps this was the miracle she was praying for! She immediately applied to SFCC's licensed vocational nursing program. At her interview, she told the dean, "Teach me and I will learn."

Going back to school was not an easy transition for Juanita. Balancing school with the needs of her children was a challenge. But she forged ahead. She successfully attained her LVN license and was admitted into the LVN-RN Bridge program eight months later.

Soon after, she earned her RN license, began work at a local hospital, and entered a BSN Program. Juanita credits her amazing teachers, the generous support of the SFCC's counselors, the excellent skills lab resources and the unwavering encouragement of the SFCC staff.

Health Professions Education - For Persons Living in Poverty

St. Francis Career College

Operated by St. Francis Medical Center (SFMC), St. Francis Career College (SFCC) began as a single Vocational Nursing Class of 14 in 1988 and has grown to become a nationally accredited educational institution today. The College has two campuses: Lynwood Main Campus and San Jose Branch*, which opened in September 2003. The Career Training Division is dedicated to preparing promising students to succeed in health care professions by providing value-based education in an empowering and nurturing environment. SFCC also coordinates a number of Career Advancement Programs which give SFCC students, alumni, SFMC associates, and other prospective students the opportunity to pursue a Registered Nurse Associates Degree in collaboration with East Los Angeles College.

The **Career Training Division** offers Nurse Assistant and Vocational Nurse training. Many of the students face significant social, economic, academic and psychological challenges in achieving their professional goals. A large number come from unstable home lives including, life-long dependence on public assistance, gang involvement, or poor academic records. The majority of SFCC students are minorities, bilingual and/or single parents who become first generation college graduates. Virtually all SFCC students depend on some form of financial aid to fund their education including scholarships, grants, loans and work-study assignments.

SFCC's challenging academic environment is complemented by **Comprehensive Support Services** that are in place to ensure that students succeed in their goal of becoming highly-skilled, sought-after health care professionals. These support services include remediation to improve academic performance; social-psychological counseling and support; financial assistance for housing, food, transportation and childcare; as well as referral to needed social services.

Career Advancement Programs offer SFCC students and other interested students the opportunity to pursue a Registered Nurse Associates Degree through the LVN-RN Program, Generic RN Program and High School to RN Program.

Collaborative partners include - El Camino Community College; Lynwood Unified School District; Daughters of Charity Foundation; South Bay WIB; SELACO WIB; East Los Angeles College; California State Department of Rehabilitation; HUB-Cities WIB; LA Ofc. of Education; Western Governors University; & 65 employer partners.

FY 2012 Program Accomplishments

- **326** students enrolled in Career Training and Career Advancement programs
- **78%** retention rate of students enrolled in Career Training programs
- **100%** passing rate in written, and **100%** in skills on state certification exam for Certified Nurse Assistant Program (Lynwood Campus)
- **73%** combined passing rate on state National Licensure Exam
- **80%** workforce placement rate for Career Training Program graduates (Lynwood Campus); **48%** (San Jose Campus)

*Due to a decrease in funding and resources, the San Jose Campus was closed in June 2012.

Health Professions Education - For the Broader Community

Central Service Technician Training

The 18-week Central Service Technician Training Course prepares individuals to become certified central service technicians. A number of students are SFMC associates working toward advancing their careers. The program is offered privately and is taught by the manager of the SFMC Materials Management department. Students receive weekly classroom instruction and course work on standard precautions, safety, disinfection, and sterilization procedures of supplies and equipment that support surgery, obstetrics, emergency services, and other patient care areas. SFMC provides the facility, and offers opportunities for on-the-job volunteer service hours, as required for course completion and certification.



SFMC offers on-the-job volunteer service hours for Central Service Technician students.

FY 2012 Program Accomplishments

- **106** students participated in the Central Service Technician Course

Cope Clinical Care Extender Internship

Initiated in 2010, the COPE Clinical Care Extender Internship Program provides training to young, bright and motivated student health professionals from area colleges, universities, and trade schools. The program builds and sustains a competent workforce that is committed to the care of the community and reflects the community's culture and demographics. The students gain valuable work experience as they support SFMC's patient care, ancillary, and support services. In 2011, collaborative partnerships were expanded to educational institutions nationwide.

Collaborative partners include - COPE Health Solutions; USC; UC Berkeley; UCLA; UC Irvine; UC Riverside; Cal State LA; Cal State Dominguez Hills; Cal State Long Beach; Mt. Saint Mary's; Drew University; Cerritos College; Long Beach Community College; Compton College; LA Trade Tech; New York University; Amherst; Cornell; and Columbia.

FY 2012 Program Accomplishments

- **336** health care interns supported clinical care and ancillary and support services

The COPE Clinical Care Extender Internship program gives students valuable work experience as they support the Mission and care of SFMC.



Jacqueline is a nursing student who supports SFMC's ICU through the COPE program.

Critical Care Symposium

The Critical Care Symposium is offered annually to the community's health care providers and addresses specific topics affecting health care delivery in the critical care environment. This year's symposium addressed current trends in sepsis treatment, disaster planning and response in the ICU, stem cell research from an ethics and policy perspective, managing trauma response, vascular access concerns, and recent findings in the treatment of pulmonary embolism.

The symposium provides doctors, nurses, and ancillary and support staff the opportunity to network with colleagues from other hospitals and organizations, and to share ideas and best practices that support and improve care for the critically-ill patient.

Collaborative partners include - Abviser Medical LLC; Armstrong Medical Industries, Inc.; Carefusion; Corpak Medsystems; Glaxosmithkline; Healthpoint; Hospira; ICU Medical, Inc.; KCI; KCI Vac Division; Medline; Neuroptics, Inc.; OneLegacy; Sage Products, Inc.; Stryker; Uniform Advantage; and VidaCare.

FY 2012 Program Accomplishments

- **384** total participants from area health care organizations, including 296 non-

High Risk/Infant Mother Conference

The High Risk Infant/Mother Conference educates physicians, nurses and other clinicians on current issues related to the collaborative care of moms and infants. In addition, it introduces new practices and advances developmental care for newborns. This year's conference addressed neonatal intensive care blood transfusions, assessment of fetal well-being in labor, management of respiratory distress syndrome, infant feeding, and Latino cultural values and faith practices. Fifteen to twenty percent of pregnant mothers who deliver at SFMC are considered high risk. This was the 12th annual conference coordinated by the SFMC Family Life Center team.

Collaborative partners include - Abbott; MedImmune; GE; Delta Drugs; Ony; Children's Medical Ventures; Mini Pharmacy; and Reina's Uniforms.

FY 2012 Program Accomplishments

- **94** total participants from area health care organizations, including 40 non-SFMC associates



The Critical Care Symposium features experts in the field of caring for the critically ill patient.

Symposiums and Conferences give health care providers the opportunity to share stories and best practices that promote positive patient outcomes and enhance the patient experience.



SFMC has a dedicated team of doctors, nurses, and ancillary and support staff caring for its tiniest patients in the NICU.



Paramedic Training and Education

Paramedic Training and Education is provided to SFMC mobile intensive care nurses (MICN) as part of the Emergency Department's pre-hospital care coordination. This training is open to MICNs, paramedics, and Emergency Medical Technicians (EMT) throughout the community to ensure the delivery of the highest standards of quality care by health care professionals. Training and education includes Emergency Medical Services updates, field care audits, paramedic base station updates, and CPR review. The program enables health care first responders the opportunity to complete required education hours for license renewal.

Collaborative partners include - LA County Fire Dept.; LA City Fire Dept.; Bowers Ambulance; Downey Fire Dept.; Montebello Fire Dept; American Medical Response; Priority One Medical Transport; and Schaefer Ambulance Service.

FY 2012 Program Accomplishments

- **375** total non-SFMC participants from area fire stations and ambulance companies received training and education



CPR training was offered to emergency first responders and the community.

Subsidized Health Care Services

Community Clinics

SFMC has developed a unique system of Community Clinics, with locations in Lynwood, Compton, Downey, and Huntington Park. The mission of these clinics is to bring primary health care services to children and families who have limited access to our main campus and essential health care services. SFMC's Community Clinics provide general medicine, obstetrics and pediatric health care services to children and families in our service area. They also offer Child Health Disability Program (CHDP) Examinations and Immunizations (i.e., TB, Hepatitis B, polio, diphtheria, and hepatitis) for newborns and children up to 18 years old. In addition, the Comprehensive Perinatal Services Program (CPSP) is offered to pregnant women. This program assesses a mother's financial, medical and psychosocial needs; provides comprehensive education; and makes referrals to social services, counselors, and nutritionists, as well as to medical and mental health professionals to ensure a healthy start for mom and baby.

FY 2012 Program Accomplishments

- The Community Clinics received **42,952** patient visits
- Approximately **13,076** clinic patients, including **859** obstetric patients, **7,636** pediatric patients, and **4,581** family practice patients

Note: Clinic patients may also be represented in Charity Care, Medi-Cal, and/or Medicare numbers served; therefore, to avoid duplicate counting, the number of clinic patients presented above is not added to the overall total number of people served in FY12.

Community Clinics provide primary care access to residents in Lynwood, Downey, Compton, and Huntington Park.



SFMC's Community Clinics offer vital preventive and primary care services closer to home for residents.

Trauma, Safety Net, and OB Services

Trauma, Safety Net, and OB Services are among our subsidized health care services. The continued operation of these programs is essential to help ensure that critical health care is available around the clock to the community. This is especially crucial as Trauma and Emergency Services have closed at many surrounding hospitals within the last decade.



Emergency Department patients with less serious health concerns can be treated in Fast Track., which offers reduced wait times.

FY 2012 Program Accomplishments

- **70,138** patients were treated in the Emergency Department
- **20,802** of the Emergency patients were children
- **1,706** Trauma patients were treated
- **16,782** Paramedic Runs were coordinated with 33 paramedic squads
- **5,186** babies were born in the Family Life Center
- **468** of the babies born received care and treatment in the Neonatal Intensive Care Unit

Note: Patients detailed above may also be represented in Charity Care, Medi-Cal, and/or Medicare numbers served; therefore, to avoid duplicate counting, the number of patients presented above is not added to the overall total number of people served in FY12.

“He regards as done to Himself what is done to them. What did he do while on earth but serve the poor?”

St. Vincent de Paul

Financial and In-Kind Contributions

Brown Bag Lunch Drive

The Brown Bag Lunch Drive provides bagged lunches to homeless individuals in downtown Los Angeles. Bags are assembled by SFMC associates and include a tuna and peanut butter and jelly sandwich, chips, nuts, cookies, water, and fresh fruit. Our goal was to complete 500 lunches. Through the generous donations of associates, 696 lunches were assembled and delivered to Our Lady of Angels Church, the Cardinal Manning Center, and St. Francis Center of Assistance for the Homeless.

FY 2012 Program Accomplishments

- **696** lunches were donated, assembled, and distributed to organizations serving the homeless community in the Los Angeles area



The Brown Bag Lunch Drive received the support of every department within the hospital.



Thanksgiving Food Baskets

Thanksgiving Food Baskets including a store gift card for a fresh turkey and food items for a traditional Thanksgiving dinner are distributed to families in our community who would not otherwise have the financial resources to have a holiday meal. SFMC works with local schools and our own staff to identify families in need. Families were from Lynwood Elementary Schools - Abbott, Helen Keller, Lincoln, Lindbergh, Lugo, Mark Twain, Roosevelt, Thurgood Marshall, Roosevelt, Rosa Parks, St. Emydius, Washington, and Will Rogers Schools; SFMC Community Service Programs; St. Francis Career College; Naseau Reading Program; Casa de Esperanza transitional housing; and community members referred by SFMC Health Benefits Resource Center, Patient Financial Services, and Spiritual Care Services.

Collaborative partners include - SFMC Christian Awareness Committee; St. Francis Career College.

FY 2012 Program Accomplishments

- **120** families received baskets, with approximately **640** family members fed
- **100%** of SFMC departments donated food items
- **20** St. Francis Career College students volunteered their time to assemble lunches

Christmas Toy Drive

The Christmas Toy Drive collects new toys and clothing for children of families with limited resources. The drive is coordinated by the SFMC Foundation. Donations are received from businesses, organizations, community members, and SFMC physicians and associates. Last year, approximately 2,100 toys, gift cards, and items of clothing were collected and presented as Christmas gifts to patients and family members in the SFMC Community Clinics, Pediatrics, Emergency/Trauma Center, Behavioral Health Unit, Naseau Reading Program, Footprints program, and Casa de Esperanza transitional housing; families of students attending Mother of Sorrows School in Los Angeles, Lugo Elementary School in Lynwood, and St. Francis Career College; and to families and community members in need residing in Lynwood, Compton, Watts, and South Central LA, as identified by Spiritual Care Services, SFMC Foundation, and Healthy Community Initiatives.

Collaborative partners include - Avalon Laboratories; Del Angel Funeraria; Nick Alexander Imports; SFMC Labor and Delivery Department; SFMC Board of Directors and Board of Trustees; Beacon Pointe Advisors; and SFMC associates, physicians, and other private donors.

FY 2012 Program Accomplishments

- Received more than **2,100** new toys, gift cards, and items of clothing for children and teens in the community
- Distributed toys and gifts to more than **2,000** children and **400** families



SFMC's Vincentian Value of Inventiveness to Infinity is expressed through the creative Thanksgiving baskets designed by the hospital's staff.

The holidays are a special time when SFMC's health care team can share the blessings of the season with the community.



The Foundation staff enjoy working amidst the wall-to-wall toys collected for the annual Christmas Toy Drive.

Cash Donations

Cash Donations were made to other non-profit organizations to help support their programs that benefit the community and improve health and wellness, including St. Jude Food Bank, Marian Outreach Center, UCLA Foundation, Miller-Lawrence Medical & Dental Society, Lynwood High School Athletics Program, National Health Foundation, and St. Vincent's Family Strengthening and Affordable Housing.

FY 2012 Program Accomplishments

- \$25,000 in cash contributions were donated to organizations that improve community health and wellness



Sister Thelma and her very special reading buddy at the Naseau Reading Program.

“At first I was scared... but [after] a few days, I made friends and I had fun... I like to do my phonics and reading and assignments because it's good for me.”

*Derek
11 year-old Naseau
Reading student*

Community Building Activities For Persons Living in Poverty

Naseau Reading Program

The Naseau Reading Program is a remedial reading program designed for elementary school students whose reading, spelling and comprehension skills are two or more levels below their current grade level. The after-school program provides one-on-one instruction to participants and has grown from accommodating 20 students per year to 36 in FY 2012. Instructors from surrounding private and public schools refer students to the program. The program's high level of individualized attention enables children to dramatically improve their English language and reading skills, thus eliminating a significant obstacle to their development into self-sufficient, productive adults.

Collaborative partners include - Marshall Elementary School; Roosevelt Elementary; Cesar Chavez Elementary; St. Emydius School; Will Rogers Elementary; Wilson Elementary; Tweedy Elementary; and Washington Elementary.

FY 2012 Program Accomplishments

- 36 students enrolled in the reading program



The Naseau Reading Program helps to eliminate barriers to students' educational and personal development.



Volunteer Services Program

The Volunteer Services Program delivers orientation, training and supervision for volunteers to support SFMC's day-to-day operations. The program introduces student volunteers to future health care careers and provides job skills training as they bring administrative and customer service support to the hospital. Adult and senior volunteers contribute their talent and experience while the interpersonal interaction supports their mental, emotional, and spiritual well-being. With a focus on imparting and improving customer service and support service skills, the program enhances service delivery to patients, patients' families, visitors, and SFMC associates.

Collaborative partners include - Retired Seniors Volunteer Program (RSVP); Senior Community Service Employment Program (Ser Jobs for Progress).

FY 2012 Program Accomplishments

- 416 volunteers supported more than 60 departments
- More than 43,597 volunteer hours were served

Job Shadowing

In an effort to introduce young men and women to health care careers, SFMC offers students from the Elizabeth Street Learning Center in Cudahy the opportunity to follow a physician, nurse, or other health care professionals once a week for three weeks. Students receive a first-hand look at the day-to-day duties in clinical and non-clinical health care areas, including nursing units, laboratory, diagnostic imaging, finance, dietary services, and outreach programs.

Collaborative partners include - Elizabeth Street Learning Center.

FY 2012 Program Accomplishments

- 20 students shadowed 20 SFMC leadership, staff members, and physicians



Patient- and Family-Centered Care Advisor Alice Gunderson was named "Volunteer of the Year."

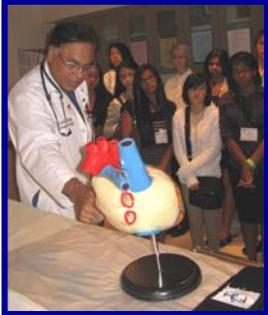
"Through hard work and by taking advantage of great opportunities such as those offered at SFMC, one can offset obstacles like having to move to a different country as a child or coming from a humble background."

Student Volunteer



Senior volunteers share experience and skills with student volunteers and with departments throughout the medical center.

Community Building Activities For the Broader Community



High school honor students from across the country toured SFMC as part of the National Youth Leadership Forum.

The National Youth Leadership Forum and 116th Street Elementary School tours began with contact from students and student organizations to members of the SFMC medical staff.



The entire 116th Street Elementary School 4th grade class made their second annual visit to SFMC this year.

National Youth Leadership Forum

Each year, SFMC gives high school honor students the chance to participate in an intense exploration of the medical field. Through the National Youth Leadership Forum on Medicine, students step into the shoes of physicians and staff as they tour the Emergency Department, Diagnostic Imaging, Laboratory, Cardiology, Surgical Services, Spiritual Care, NICU, Wound Care Center, Rehabilitation, Pharmacy, and other key units of the medical center. Due to the positive response, two tours were conducted in fiscal year 2012.

Collaborative partners include - National Youth Leadership Forum on Medicine.

FY 2012 Program Accomplishments

- 50 high school honor students toured with SFMC leadership, staff, and physicians in 10 hospital departments

School and Community Tours

Throughout the year, St. Francis Medical Center receives requests from various schools and community organizations for tours of the hospital. The Community Affairs Department responds to these requests and coordinates tours that educate students and community members on the function of various departments and the roles of the doctors, nurses, and staff members in each unit. The tours also introduce students to a variety of health care career options. Tour groups have included elementary school groups, high school health and safety classes, international medical students, girl and boy scout troops, and girls and boys clubs.

Collaborative partners include - Josai International University, Togane, Japan; California State University, Dominguez Hills, Scholarship for Education and Economic Development Program; 116th Street Elementary School, Compton.

FY 2012 Program Accomplishments

- 208 elementary, college, and nursing school students toured with SFMC leadership, staff, and physicians in 20 hospital departments and units



Community Board Participation

Community Board Participation encompasses SFMC representation on boards of community agencies and organizations. Through the ongoing participation of SFMC associates, the medical center collaborates to help build a healthier community. More than 320 hours were dedicated to serving on boards, chambers, and service agencies/organizations.

Collaborative partners include - Service Planning Area 7; Compton Task Force; the Chambers of Commerce of Huntington Park, South Gate, and Paramount; LA Immunization; Compton Collaborative; and Compton Alumni Board of Directors.

FY 2012 Program Accomplishments

- **322** hours were dedicated to serving on boards, chambers, and service agencies/organizations

Community Benefit Operations

Community Benefit Planning and Reporting

Community Benefit Planning and Reporting includes staff and staff time dedicated to planning and reporting the organization's community benefit programs. Community benefit program directors and community affairs staff use tracking software and community health needs assessments to support the monitoring and development of community benefit programs. More than 160 hours of planning and reporting were completed.

Collaborative partners include - More than 26 SFMC departments and directors who facilitate the hospital's community benefit programs.

FY 2012 Program Accomplishments

- Dedicated more than **160** hours to planning and reporting SFMC's community benefit programs

Foundation Support of Community Benefit Programs

The SFMC Foundation supports community benefit programs and services offered by SFMC through grant applications and other fund-raising special events/projects, and the securing of major gifts from corporations and individuals. Key foundation staff and activities are dedicated to securing funding for community benefit programs.

Collaborative partners include - Daughters of Charity Foundation; Carrie Estelle Doheny Foundation; California Community Foundation; RGK Foundation; City of Paramount; LA County Department of Health Services, and private donors.

FY 2012 Program Accomplishments

- **\$3.8 million** raised by the Foundation in support of community benefit programs



In addition to fund-raising to support community benefit programs, the SFMC Foundation coordinated events like the Prom Dress Project to give high school girls with limited resources the chance to attend their prom and graduation — in style!

Community Benefit programs have been a part of the Daughters of Charity Mission of meeting the needs of the community for more than three centuries.



SFMC's commitment to wellness includes the community and our very own SFMC family.

Community Benefit Report Summary — Fiscal Year 2012

	Persons Served	Total Comm Benefit \$	Direct Offsetting Revenue \$	Net Community Benefit \$
Benefits for Persons Living in Poverty				
Traditional Charity Care	19,208	16,704,035	- - -	16,704,035
Unpaid Costs of Public Programs (MediCaid)	72,626	158,843,558	(153,454,562)	5,388,996
Community Hlth Improvement Svcs	71,596	3,168,262	- - -	3,168,262
Health Professions Education	326	2,330,660	---	2,330,660
Subsidized Health Services	-	8,585,008	---	8,585,008
Financial and In-Kind Contributions	3,336	4,314	---	4,314
Community Building Activities	472	240,844	---	240,844
Benefits for Broader Community				
Health Professions Education	1,153	205,304	---	205,304
Financial & In-Kind Contributions	---	25,019	---	25,019
Community Building Activities	258	27,126	---	27,126
Community Benefit Operations	-	625,046	---	625,046
Total Benefits				
Total	168,975	190,759,176	(153,454,562)	37,304,614
Unpaid Costs of Medicare	37,744	81,612,612	(79,042,841)	2,569,771
Total with Medicare	206,719	272,371,788	(232,497,403)	39,874,385

Community Benefit Annual Update

St. Francis Medical Center's (SFMC) Community Benefit Plan is developed in conjunction with SFMC's strategic planning process that is based on the Community Needs Assessment, organizational capacity, and resource allocation. Reports on community benefit activities and outcomes are provided by managers and directors responsible for specific community benefit programs.

Quarterly reports are presented to the SFMC Board of Directors and Daughters of Charity Health System corporate offices. An annual update summarizing the fiscal year's community benefit programs is prepared and presented to the SFMC Board of Directors.

The annual update is made available to medical center leadership, the medical staff, key stakeholders, DCHS, and the community through the medical center's website at stfrancismedicalcenter.org. The annual update is presented to the California Office of Statewide Health Planning and Development, in accordance with SB697.

St. Francis Medical Center
3630 E. Imperial Highway
Lynwood, CA 90262

Gerald T. Kozai, Pharm.D.
President/CEO

Sister Joyce Weller, DC
Chairman of the Board

For a copy of this report, contact:
Linda Woo
Community Affairs
(310) 900-7319



Our community benefit programs and services are about the values we share...

"Give yourselves to God to serve these little children with great charity and gentleness, and accustom yourselves to seeing God in them, and serving them in God and for His love."

St. Vincent de Paul



...and the bright and healthy future we can build together.