

Community Benefit Plan Progress Report 2012

Based on the Community Benefit Plan 2011 – 2013

Responding to the 2010 Needs Assessment



May 2013

Sutter Delta Medical Center Community Benefit Progress Report prepared and submitted by:

Deborah Pitts, BS, MPA
Regional Community Benefit Manager
Sutter Health East Bay Region
(510) 869-8230

Table of Contents

Sutter Health – Building Healthier Communities and Caring for Those in Need	Page 3
Executive Summary	Page 4
I. 2012 Progress Report on Community Benefit Plan	Pages 5 - 10
II. 2012 Community Benefit Values	Pages 11 - 12
III. 2012 List of Community Benefit Partners	Page 13

Sutter Health:

Building Healthier Communities and Caring for Those in Need

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

It's better for patients:

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

Our stockholders are our communities:

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

Providing charity care and special programs to

communities:

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

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

In 2012, our network of physician organizations, hospitals and other health care providers invested \$795 million in health care programs, services and benefits for the poor and underserved. This includes:

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

Sutter Health's commitment to delivering charity care to patients continued to grow, reaching another all-time high of \$153 million in 2012 – or an average of nearly \$3 million per week.

Executive Summary

In 2012, Sutter Delta Medical Center contributed more than \$3.9 million for community benefit, not including charity care or subsidy of Medi-Cal. The medical center provided specific programs and services in response to community need and designed to support community health improvement through three major activities: access to care through a community clinic, breast cancer and diagnosis, and coaching and classes related to chronic health challenges.

Sutter Delta on-site Community Clinic operates as a drop-in evening clinic for uninsured residents. In 2012, the Clinic had 4,721 visits. Members of our community were able to receive the right care in the right place rather than in the Emergency Department.

Our Save A Life Sister / Every Woman Counts provided breast cancer screening and diagnostic services, free-of-charge, to 158 East Contra Costa County women, who otherwise may not have had access to these services, due to financial challenges.

Coaching and Classes were offered at no charge to any resident of East Contra Costa County with diabetes, hypertension, or other heart condition, or in need of smoking cessation coaching and support. 114 residents participated in these classes.

At Sutter Delta we are proud of our community benefit contributions. We are committed to meeting community needs as we strive to fulfill our mission to enhance the health and well-being of people in the communities we serve through compassion and excellence.

I. 2012 Progress Report on Community Benefit Plan

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

The priority needs Sutter Delta Medical Center are:

1. Access to Care for Uninsured Residents of East Contra Costa County
2. Breast Cancer Screening Diagnosis, and Support
3. Chronic Health Challenge - Heart Conditions
4. Chronic Health Challenge - Diabetes
5. Chronic Health Challenge - Smoking

For more information about the **2010 Community Needs Assessment**, including quantitative and qualitative data, please visit www.hospitalcouncil.net to see the **Community Health Indicators for Contra Costa County**.

For more information on the **Community Benefit Plan 2011 – 2012** that this progress report pertains to, visit our website at sutterdelta.org.

Priority Need 1: Access to Care through Sutter Delta Community Clinic

Link to Community Needs Assessment	East County residents without health coverage either utilize emergency rooms for non-emergency care or wait until emergency care becomes necessary. In 2012, there were over 5,000 visits by uninsured persons to SDMC Emergency Department for non-emergency care.
Program Description	Sutter Delta Community Clinic provides drop-in urgent care for all uninsured East County residents six evenings a week.
Goals and Objectives	The Clinic will serve at least 4,000 individuals through at least 4,800 visits by East County residents with urgent care needs.
Strategy	By offering drop-in urgent care, the Clinic improves access to care and reduces utilization of the ED.
Baseline Information	Over the past few years the number of uninsured persons has grown and access has decreased. Those who do use the ED have difficulty getting timely appointments for follow-up care with La Clinica or the County.
Affiliate's Contribution or Program Expense	The value of this service was \$355,693.
Results	In 2012, the Clinic served 3,425 individuals and had a total of 4771 visits. Once connected to the Clinic, individuals did not return to SDMC's Emergency Department for non-emergency care.
Amendment to Community Benefit Plan	Sutter Delta is working collaboratively with other community health providers to sustain and enhance the clinic in order to continue to respond to community need in the most appropriate settings.

Priority Need 2: Breast Cancer Screening , Diagnosis and Support

Link to Community Needs Assessment	The death rate to breast cancer in East County is higher than the acceptable level defined by Healthy People 2020.
Program Description	Save A Life Sister provides breast cancer screening and diagnostic services for all adult residents of East Contra Costa County who due to low income and/or health coverage do not have access to these services. If cancer is found, a Nurse Navigator links the woman to treatment services. Education and support services are also offered.
Goals and Objectives	Provide breast cancer screening and diagnostic services to 200 individuals annually, through clinical breast exams and, as indicated, screening and diagnostic services.
Strategy	A continuum of care has been established in collaboration with other clinics and hospitals serving East County so that all individuals receive appropriate and timely care. In 2011, SDMC and its partners increased outreach to African American women who are at a higher risk for breast cancer and who have not been as likely to get screened. Our work continued through 2012.
Baseline Information	In East County the death rate to breast cancer, especially for African American women, is higher than is acceptable when compared with Healthy People 2020.
Affiliate’s Contribution or Program Expense	The total contribution by SDMC was over \$80,395.
Results	Save A Life Sister conducted community outreach regarding breast cancer and provided clinical breast exams, screening and diagnostic services and nurse navigation services for 158 women. These services were made available to any East Contra Costa County adult (male or female) resident who has no or limited health coverage.
Amendment to Community Benefit Plan	

Priority Need 3: Chronic Health Challenge - Heart Health

Link to Community Needs Assessment	The prevalence of hypertension, stroke and other heart conditions is higher in East County than in other communities and the death rate is higher than considered acceptable by Healthy People 2020.
Program Description	Healthy Hearts offers free individual coaching and group classes to any adult resident of East County. Family education is also offered.
Goals and Objectives	<p>The ultimate goal is for East County adults with hypertension and other heart conditions to experience optimal health.</p> <p>Objective: Patients who have been hospitalized or used the ED for a condition related to hypertension or other heart condition will avoid hospitalization and the ED after participating in the Healthy Hearts program. Overall rates of people with hypertension as a primary or secondary diagnosis using the ED will decline.</p>
Strategy	All appropriate patients are referred to coaching and classes and an electronic referral alerts community benefit staff who make contact with the patient. Brochures were distributed at health fairs, through churches and service organizations, and other community locations. Classes are offered continuously and drop-ins are welcome.
Baseline Information	At Sutter Delta in 2010, 71% (3,779) of admissions from the Emergency Department to the hospital required telemetry monitoring. A study of ED utilization from April through July 2009 found almost 200 patients with hypertension and/or congestive heart failure who had neither private nor government health coverage.
Affiliate's Contribution or Program Expense	SDMC contributed \$10,290 to support the Healthy Hearts program.
Results	In 2012, we served 21 individuals.
Amendment to Community Benefit Plan	In 2012, Sutter Health East Bay Region made a decision to regionalize community benefit and as appropriate standardize health education classes and outreach. 2013 will be a year of assessment and program development.

Priority Need 4: Chronic Health Challenges - Diabetes

Link to Community Needs Assessment	The death rate to diabetes in Antioch and Pittsburg are much higher than the rate for County overall. Diabetes is more prevalent among African Americans than other groups. In Brentwood, the aging population is at a higher risk of diabetes and related health problems.
Program Description	SDMC offers free individual coaching and group classes to any adult diabetic resident of East County. Family and friends are encouraged to attend.
Goals and Objectives	Adult diabetics who have been hospitalized or used the ED for a condition related to diabetes will avoid hospitalization and the ED after participating in the diabetes program. Overall rates of people with diabetes as a primary or secondary diagnosis using the ED will decline.
Strategy	All patients are referred to coaching and classes and an electronic referral alerts community benefit staff who make contact with the patient. Brochures were distributed at health fairs, through churches and service organizations, and other community locations. Classes are offered continuously and drop-ins are welcome.
Baseline Information	In 2007, a snapshot of all SDMC hospitalized patients showed that almost a quarter had diabetes. In 2010, it was one-third.
Affiliate's Contribution or Program Expense	SDMC contributed \$21,067 to support the Diabetes program.
Results	In 2012, 41 individuals participated in this program.
Amendment to Community Benefit Plan	In 2013, Sutter Delta will provide Certified Diabetes Education, designed and supported by the American Diabetes Association at the medical center in on-going classes,

Priority Need 5: Chronic Health Challenges: Smoking

Link to Community Needs Assessment	Not only does smoking contribute to heart disease, it has contributed to lung cancer being the third most commonly diagnosed cancer in the County with Antioch having one of the highest number and death rates of lung cancer in the County. The prevalence of current smoking in Contra Costa County was 10.7% among adults and 14.5% among people 15–17 years of age.
Program Description	A free smoking cessation class is offered for any adult resident of East County. SDMC makes a facilitator available for six weeks for any youth program.
Goals and Objectives	Outcome: Adults overcome tobacco addiction. Measure: The ED has a decrease in the number of patients who smoke. 1. At least 50 adults will complete at least four sessions of the Smoking Cessation Class.
Strategy	A free Smoking Cessation Class is offered at SDMC. It runs continuously and accepts drop-ins. Outreach to teen programs provides opportunities for facilitators to assist those youth.
Baseline Information	The prevalence of smoking in Contra Costa County was 10.7% among adults and 14.5% among people 15-17 years of age. In 2012, SDMC will identify the number of patients who smoke.
Affiliate’s Contribution or Program Expense	SDMC contributed \$15,903 to support Smoking Cessation classes.
Results	In 2012, 29 adults participated in the Smoking Cessation class.
Amendment to Community Benefit Plan	Smoking cessation classes will continue in 2013.

II. 2012 Community Benefit Values

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

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

Benefits to the Poor and Underserved

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

Benefits for the Broader Community

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

Community Benefit Summary 2012

Sutter Health East Bay Hospitals

<u>Benefits for the Poor and Underserved</u>	<u>Community Benefit</u>
Traditional Charity Care	\$21,857,339
Unpaid Costs of Public Programs:	
Medi-Cal	\$114,036,992
Other Public Programs	\$274,379
Other Benefits for the Poor and Underserved	\$6,293,795
Total Quantifiable Benefits for the Poor and Underserved	\$142,462,505

<u>Benefits for the Broader Community</u>	<u>Community Benefit</u>
Non-Billed Services	\$3,846,678
Education and Research	\$2,170,885
Cash and In-Kind Donations	\$3,128,619
Other Community Benefits	\$364,753
Total Quantifiable Benefits for the Broader Community	\$9,510,935

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

- *Sutter Delta Medical Center*
- *Alta Bates Summit Medical Center*

For further detail regarding the community benefit values for Alta Bates Medical Center specifically, please contact Deborah Pitts at (510) 869-8230 or pittsD@sutterhealth.org.

III. 2012 List of Community Partners

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

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

Los Medanos Community College Nursing Program
Center for Human Development
Cancer Support Community
Latina Breast Cancer Agency
Food Bank of Contra Costa County
Antioch High School
Deer Valley High School
La Clinica
American Red Cross