

**SETON MEDICAL CENTER AND SETON COASTSIDE
 COMMUNITY BENEFIT REPORT: JULY 1, 2013 – JUNE 30, 2014**

PART 1 OF 2: FISCAL YEAR 13-14: FINANCIAL REPORT

SECTION I

**SETON MEDICAL CENTER AND SETON *COASTSIDE*
 COMMUNITY BENEFIT REPORT: JULY 1, 2013 – JUNE 30, 2014
 BY THE NUMBERS**

BENEFITS FOR PERSONS LIVING IN POVERTY

INCLUDES SERVICE FOR INDIVIDUALS WHO ARE AT 200 PERCENT OF THE FEDERAL POVERTY LEVEL WHO CANNOT AFFORD NEEDED HEALTH CARE SERVICES AND ARE UNINSURED OR UNDERINSURED AND/OR EXPERIENCE BARRIERS ACCESSING HEALTHCARE.

SERVICES	AMOUNT	% OF TOTAL EXPENSES
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1. Charity Care/Patient Assistance		
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Q1	\$ 618,579	.91
Q2	\$ 574,838	.82
Q3	\$ 544,796	.77
Q4	\$ 309,924	.45

TOTAL \$ 2,048,137

Charity care/financial assistance is free or discounted health and health-related services provided to persons who cannot afford to pay all or part of a bill, including persons who are uninsured and low-income patients, using an income-related schedule. The dollar amount provided for charity care is based on the actual cost of providing that service, not the amount that would have been charged for that service. Charity care does not include bad debt. Financial assistance does not include quick-pay discounts.

2. Unpaid Costs of Government and Other Programs*		
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Q1	\$ 5,716,769	8.38
Q2	\$ 6,182,038	8.86

Q3	\$ 5,623,341	7.98
Q4	\$ 6,986,886	10.11
TOTAL	\$ 24,509,034	

Medicaid, local and state government programs that reimburse health care providers for persons not eligible for Medicaid and other government programs provide health coverage for thousands of individuals in our community. However, they generally do not reimburse hospitals and doctors for the full costs of services. In many instances, payment is based on data from previous years that doesn't accurately reflect the rapidly changing nature of health services, such as new processes, new equipment, new technologies and rising costs for supplies. (**In accord with A Guide for Planning and Reporting Community Benefit (St. Louis: Catholic Health Association of the United States, 2008), unpaid costs of Medicare are not included in this amount.*)

3. Community Health Improvement Services

Q1	\$ 12,489	.02
Q2	\$ 6,773	.01
Q3	\$ 5,536	.01
Q4	\$ 6,773	.01
TOTAL	\$ 31,571	

Community benefit is programs or activities that provide treatment or promote health and healing as a response to identified community needs. These programs and services are not provided for marketing purposes. A community benefit must meet at least one of the following criteria: improve access to health care services; enhance health of the community; advance medical or health care knowledge; or relieve or reduce the burden of government or other community efforts. Included in this category are community health improvement services, health professions education, subsidized health services, research activities, financial and in-kind contributions, community-building and leadership activities and community-benefit operations activities.

4. Subsidized Health Services

Q1	\$ 60,990	.09
Q2	\$ 47,098	.07
Q3	\$ 167,886	.24
Q4	\$ 47,098	.07
TOTAL	\$ 323,072	

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5. Cash and in-kind contributions to community groups

Q1	\$ 185	.00
Q2	\$ 185	.00
Q3	\$ 0	.00
Q4	\$ 185	.00
TOTAL	\$ 555	

This category includes funds and in-kind services donated to community organizations or to the community at large for a community benefit purpose. In-kind services include hours contributed by staff to the community while on health care organization work time, the cost of meeting space provided to community groups and the donations of food, equipment and supplies.

TOTAL QUANTIFIABLE COMMUNITY BENEFITS FOR PERSONS LIVING IN POVERTY	Q1	\$ 6,409,012	9.40
	Q2	\$ 6,810,931	9.76
	Q3	\$ 6,341,559	9.00
	Q4	\$ 7,350,865	10.64
	JULY 1, 2013 – JUNE 30, 2014	\$26,912,367	

SECTION II

PROGRAMS FOR THE BROADER COMMUNITY

AIMED AT IMPROVING THE HEALTH AND WELFARE OF THE OVERALL COMMUNITY AND ARE ALWAYS ACCESSIBLE TO AND INVOLVED OUTREACH FOR LOW-INCOME AND OTHER VULNERABLE INDIVIDUALS.

SERVICES	AMOUNT	% OF TOTAL EXPENSES
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1. Community Health Improvement Services

Q1	\$ 4,372	.01
Q2	\$ 3,030	.00
Q3	\$ 6,236	.01
Q4	\$ 3,030	.00

TOTAL \$ 16,668

These activities are carried out to improve community health, extend beyond patient care activities and are subsidized by the hospital. Includes community health education; community-based clinical services, such as health services and screenings for underinsured and uninsured individuals; support groups; health care support services, such as enrollment assistance in public programs and transportation efforts; and self-help programs.

2. Healthcare Professions Education

Q1	\$ 2,146	.00
Q2	\$ 990	.00
Q3	\$ 0	.00
Q4	\$ 990	.00

TOTAL \$ 4,126

This category includes educational programs for physicians, interns and residents, medical students, nurses, pastoral care trainees and other health professionals when that education is necessary for a degree, certificate, or training that is required by state law, accrediting body or health profession society.

3. Cash and in-kind contributions to community groups

Q1	\$	75,097	.11
Q2	\$	0	.00
Q3	\$	0	.00
Q4	\$	0	.00
TOTAL	\$	75,097	

This category includes funds and in-kind services donated to community organizations or to the community at large for a community benefit purpose. In-kind services include hours contributed by staff to the community while on health care organization work time, the cost of meeting space provided to community groups and the donations of food, equipment and supplies.

4. Community Building Activities

Q1	\$	21,953	.03
Q2	\$	21,953	.03
Q3	\$	0	.00
Q4	\$	21,953	.03
TOTAL	\$	65,859	

This category of activities improves the community's health and safety by addressing the root causes of health problems, such as poverty, homelessness and environmental hazards. These activities strengthen the community's capacity to promote the health and well-being of its residents by offering the expertise and resources of the hospital. Costs for these activities include cash and in-kind donations and expenses for the development of a variety of community-building programs and partnerships.

TOTAL QUANTIFIABLE COMMUNITY BENEFITS FOR THE BROADER COMMUNITY	Q1	\$	103,568	.15
	Q2	\$	25,973	.04
	Q3	\$	6,236	.01
	Q4	\$	25,973	.04
	JULY 1, 2013 – JUNE 30, 2014		\$	161,750

	ACTUAL	BUDGETED
<u>SECTION I & SECTION II TOTALS</u>		
TOTAL QUANTIFIABLE BENEFITS	Q1: \$ 6,512,580	\$ 6,714,734
	Q2: \$ 6,836,904	\$ 6,714,734
	Q3: \$ 6,347,795	\$ 6,714,734
	Q4: \$ 7,376,838	\$ 6,714,734
TOTAL JULY 1, 2013- JUNE 30, 2014	\$ 27,074,117	\$ 26,859,056
<i>(WITH MEDICARE</i>	<i>\$ 44,940,609</i>	<i>\$ 45,934,630)</i>

**SETON MEDICAL CENTER AND SETON COASTSIDE
 COMMUNITY BENEFIT REPORT: JULY 1, 2013 – June 30, 2014**

Part 2 of 2: FISCAL YEAR 13-14: COLLABORATIONS AND ACHIEVEMENTS

<p>Priority Area #1 : Health Access - Increase access to health care and health information focused on prevention and promoting healthy communities.</p> <p>Action</p>	<p>Outcome</p>	<p>Measurement</p>
<p>1. Seton Medical Center provides space, access to diagnostic testing and referrals to specialists for RotaCare’s patients in the north San Mateo County area and Coastside.</p>	<p>RotaCare Bay Area’s mission is to provide free medical care to those with the greatest need and the least access to medical care is closely aligned to Seton Medical Center/Seton Coastside’s mission to serve the sick and poor.</p> <p>RotaCare Daly City provides one-time episodic care for patients, many who are seen for multiple issues at their appointment.</p> <p>Seton Medical Center and Seton Coastside</p>	<p><u>RotaCare Daly City:</u> 302 Patient visits</p> <p>539 Volunteer Encounters</p> <p>12 physicians and nurse practitioners in the community volunteer</p> <p>15 non clinical volunteers provide support</p> <p>The majority of patient live 100% below the Federal Poverty Level.</p>

	<p>provide access to supplies and diagnostic testing.</p> <p>RotaCare Coastside Clinic provides unlimited visits for patients who are uninsured, until they can get on an insurance plan. Our patients are seen for multiple issues at their appointments. Seton Medical Center/Seton Coastside provides supplies and diagnostic testing.</p>	<p>Nearly 55% identify with a primary language other than English (primarily Spanish or Tagalog).</p> <p>The majority of patients reside in Daly City.</p> <p>The majority of patients are non-Hispanic (API or Caucasian)</p> <p>The majority of patients are between the ages of 20-64 years if age</p> <p>Majority diagnosis:</p> <ul style="list-style-type: none"> • Circulatory system disease • Respiratory System Diseases • Symptoms, Signs and Ill-defined conditions • Musculoskeletal System & Connective Tissue Disease • Genitourinary System Diseases <p><u>RotaCare Coastside</u> 455 Patients, 640 patient encounters</p> <p>15 volunteer physicians, nurse practitioners and medical assistants</p> <p>52 non clinical volunteers</p> <p>5 Nearly 70% identify with a primary language other than English (primarily</p>
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		<p>Spanish or Portuguese).</p> <p>The majority of patients live on the Coastsides, but we do not turn anyone away, from any geographical region, as long as they are uninsured.</p> <p>The majority of patients are Hispanic.</p> <p>Majority diagnosis: Same as RotaCare Daly City's with the addition of Hypertension and Diabetes, UTI's and URI's, Flu.</p> <p>Additional services available: Nutrition Educator who does a class 1x/month; <i>Promotoras</i> who provide health and resources education 1x/month; San Mateo County CHA's (Community Health Advocates), who sign up patients for insurance every week during our clinic hours along with HBRC, who provides information on Covered CA Insurance to our patients 1 to 2x/month; <i>Sonrisas</i> Dental Center provides a free dental screening every month for our patients; our Clinical Coordinator works closely with the Public Health Nurse on specific cases; referrals to specialists including ophthalmology, podiatry, and OB/GYN; San Mateo County Health Clinic will assist in extreme cases.</p> <p>Seasonal Flu Shots, Tdap Shots and TB Testing for our patients are also provided.</p>
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<p>2. Seton Medical Center's <i>Health Benefits Resource Center</i> provided information and referral services on-site and in the community, including education and enrollment in <i>Covered California</i>.</p>	<p>HBRC built a stronger collaboration with San Mateo County, inviting staff to speak and participate at multiple events.</p> <p>HBRC attended a total of 286 events which included attending at Daly City RotaCare and health fairs and partnering with community-based organizations and schools.</p>	<p>HBRC Services</p> <ul style="list-style-type: none"> • 274 accounts reviewed by HBRC for Medi-Cal with a 90% approval rating • 468 accounts reviewed for CalFresh screenings with a 70% approval rating <p>HBRC conducted nearly 593 health eligibility screenings and submitted 355 new applications to the County. In addition, over 564 individuals were screened for CalFresh enrollment and 39 applications were submitted.</p> <p>Covered CA –</p> <ul style="list-style-type: none"> • Community outreach: 15,000 • Community education: 5,000
<p>3. We have increased collaboration with local community based organizations to provide a continuum of care and services.</p>	<p>New Life Center refers patients to community-based organizations for assistance.</p> <p>On Saturday October 12, we collaborated with San Mateo County Health System and held an on-site event to provide enrollment assistance for the Affordable Care Act. Over 120 people enrolled on that day.</p> <p>Seton associates continue to raise support for organizations like the American Cancer Society's <i>Relay for Life</i> and the American Heart Association's <i>Heart Walk</i>.</p>	<p>Seton Medical Center and Seton Coastside outreach activities continues as a resource for those who are uninsured and underinsured.</p>



	<p>We were involved on August 10, 2013 with a Free Health Forum held by State Assembly member Kevin Mullin.</p> <p>We contributed again this year by providing flu shots for Brisbane seniors on October 19, 2013..</p> <p>Seton associates are on task forces, boards and advisory councils for our community including:</p> <ul style="list-style-type: none"> • Daly City RotaCare • Clinic By The Bay • Healthy Community Collaborative <p>We provide space to the following support groups:</p> <ul style="list-style-type: none"> • Alanon • Alcoholics Anonymous (both campuses) • Autastics Support Group • Narcotics Anonymous(Seton Coastside) • Obsessive Compulsive Disorder Support Group • Overeaters Anonymous Support Group 	
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<p>Priority Area #2: Health Needs - The percentage of people who have obesity and diabetes is rising. The number of individuals who exhibit healthy behaviors continues to decline. The percentage of people who exhibit more than one risk factor for cardiovascular disease is increasing (high blood pressure, high cholesterol, diabetes, smoking, diet, lack of exercise, alcohol consumption and family history).</p> <p style="text-align: center;">Action</p>	<p style="text-align: center;">Outcome</p>	<p style="text-align: center;">Measurement</p>
<p>1. Provided low-cost cholesterol and diabetes screenings at Seton and at community events.</p> <p>Provided blood pressure screenings at health fairs and at educational presentations.</p> <p>Provided diabetes education, including managing diabetes through support groups, access to nutrition information, glucose monitoring, diabetes, meter instruction, and wound care education.</p> <p>Provided nutrition education including the benefits of low sugar content in food and</p>	<p>Collaborated with a number of community-based organizations and agencies in the county:</p> <ul style="list-style-type: none"> • SamTrans Health Fair • Holy Child & St. Martin Episcopal Church – Health & Wellness • FDR Parent Education Night • National Black History Month Celebration • Marjorie Tobias School PTA Meeting • Woodrow Wilson Elementary School: Resource Fair • Serramonte Shopping Center: Fun, Health and Safety Fair • Susan B. Anthony Literacy and Health Fair 	<p>Presentations and handouts to well over 1,000 attendees included:</p> <ul style="list-style-type: none"> • Healthy eating habits • Emergency Preparedness • Health Benefit Resource Center assists with enrollment in Medi-Cal, charity care for Daughters of Charity Health System, CalFresh, Covered California and other programs • Blood pressure monitoring • Diabetes Prevention and education



<p>beverages, reducing salt intake, healthy Filipino and African American cooking, and making healthy food choices.</p> <p>Promoted of wellness policies in schools and in the workplace through collaboration and education.</p>	<ul style="list-style-type: none"> • Walk about Talk Abouts: August 2013 – October 2013 for a total of 4 – blood pressure monitoring and presentations on a range of topics targeted for seniors. • Donated meeting room space year-round for Over Eaters Anonymous. 	
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<p>Priority Area #3: Cancer Prevention - The County is seeing declining benchmarks for early detection of cervical, colorectal and prostate cancer and other cancers.</p> <p>Action</p>	<p>Outcome</p>	<p>Measurement</p>
<p>1. Promoted the following: Healthy behaviors, early detection screenings to staff and community; identified low-cost screening opportunities through community collaborations, and offering meeting room space to cancer support groups.</p>	<p>Walk About Talk About events at Serramonte Shopping Center</p> <p>American Cancer Society's <i>Relay for Life</i> event as supporters of Team Seton and also discussing education and prevention at the event.</p> <p>Provided space at no charge to American Cancer Society's <i>Look Good, Feel Good</i> program.</p> <p>Provided space to the Prostate Cancer Support Group.</p>	<p>Promoted need for cancer screenings to over 300 attendees.</p>



<p>Priority Area #4: Healthy Births - Women from specific ethnic groups continue to receive inadequate prenatal care, which impacts unborn infants.</p> <p>Action</p>	<p>Outcome</p>	<p>Measurement</p>
<p>1. Elizabeth Ann Seton New Life Center provides quality all inclusive perinatal services for low- income pregnant women with access to language services and cultural sensitivity. Services include pre-natal care and delivery, birthing and nutrition education and appropriate referrals to each mother during the entire pregnancy and 60 days post-partum. Increase outreach to different ethnic groups with cultural sensitivity to the importance of pre-natal care and services offered</p>	<p>Seton Medical Center cared for over 300 patients at the New Life Center in FY2014</p> <p>Over 150 patients are from north county: Daly City, South San Francisco, San Bruno, Pacifica and Colma.</p> <p>Language, ethnic and cultural diversity needs are addressed at the New Life Center:</p> <p>The majority of patients (over 120) are English. Patients (over 70) also use Spanish as their primary language, Cantonese, Mandarin, or Arabic.</p> <p>Over 115 identify as Hispanic/Latino, Over 70 identify as Asian American and Middle Eastern.</p>	<p>Staff and physicians focused on improving the quality and delivery of services in FY 13-14:</p> <p>Introduction of Advancedmd software for scheduling. Outcome: Patients have easy access to scheduling and rescheduling appointments.</p> <p>Staff members have received Comprehensive Perinatal Service Program certification with the focus on improving patient satisfaction by providing quality of care</p> <p>Implementation of new modes of educational delivery for patients include access to online multilingual educational program (video and articles) through an online portal. The outcome is to provide a range of educational materials and classes for all patients in their language .</p> <p>Providing easy access for patients to confirm medical records across hospitals</p>



		and health systems. New Life Center is enrolled in in CAIR. (California immunization registry) providing information for staff to use in screening patients and offering vaccinations as needed.
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