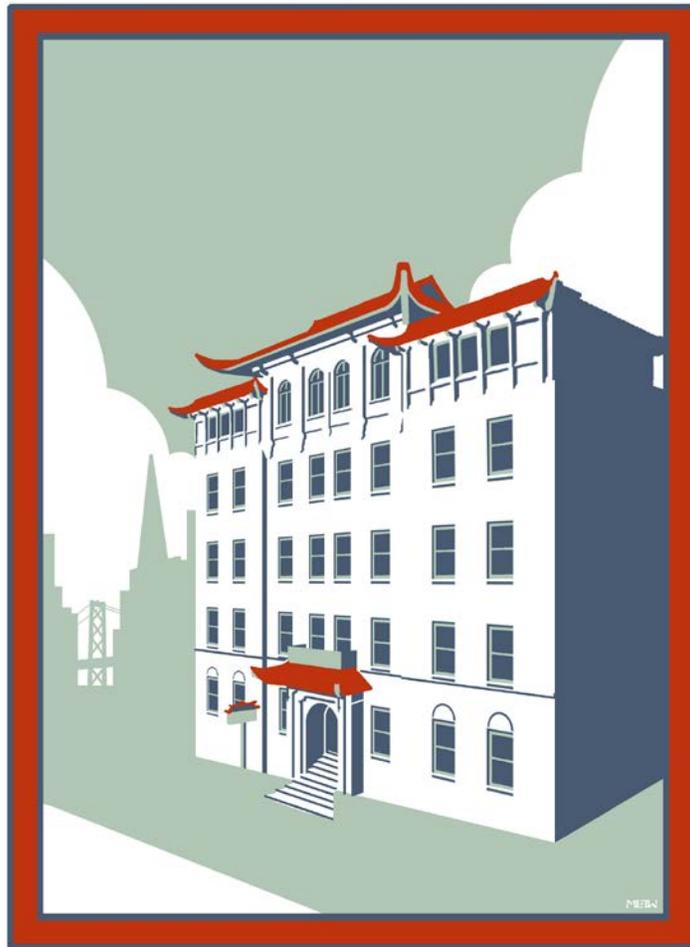




# Chinese Hospital



**“Caring for the Community for over 100 Years”**

**COMMUNITY BENEFIT PLAN UPDATE  
MAY 2012**



**CHINESE HOSPITAL**  
 845 JACKSON STREET  
 SAN FRANCISCO, CALIFORNIA 94133

**“Caring for the Community for over 100 Years.”**

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## **I. CHINESE HOSPITAL OVERVIEW**

### **General Overview**

Chinese Hospital is a unique healthcare provider within the City and County of San Francisco, having a long and rich history of providing access to culturally competent health care services to the Chinese Community. In 1900, the Tung Wah Dispensary opened in San Francisco's Chinatown, and by the early 1920s outgrown its space as other San Francisco providers continued to deny health care access for the local Chinese community.

With visionary acumen, fifteen community organizations established a non-profit public benefit corporation in 1923 - the Chinese Hospital Association. The fifteen founding members of the Board of Trustees raised funds for construction of a new facility at 835 Jackson Street, and in October 1925 celebrated the grand opening of the first Chinese Hospital.

In the mid-1970s Chinese Hospital required a brand new facility. Once again the Board of Trustees conducted extensive fund raising and received Hill Burton funding for construction of the current hospital facility that opened in September 1979 at 845 Jackson Street, next door to the original Chinese Hospital, and maintaining a licensed bed capacity of 54 beds.

### **An Integrated Delivery System**

In the mid-1980s, managed care programs surfaced in the San Francisco Bay Area. Through a collaborative program with Blue Shield of California, Chinese Hospital and its physician partner organization (Chinese Community Health Care Association) created Chinese Community Health Plan (CCHP). In 1987, Blue Shield transferred the health plan to the ownership of Chinese Hospital, which received its own Knox-Keene license from the State of California Department of Corporations. Chinese Community Health Plan provides low-cost commercial insurance products for individual and employer groups, most of which represent small Asian businesses. Our fully integrated healthcare delivery system also serves managed care Medicare and Medi-Cal enrollees in the community. In 2009, CCHP expanded its coverage to Northern San Mateo County.

Chinese Hospital and its physician partner, Chinese Community Health Care Association (CCHCA), serve Medicare, Medi-Cal and commercial enrollees under capitated arrangements with several managed care plans. These managed care plans include Blue Cross, Blue Shield, Aetna, San Francisco health Plan, Healthy San Francisco and CCHP. The Chinese Community Health Care Association (CCHCA) is a non profit tax-exempt physicians' independent practice association (IPA), organized in 1982 with the mission of providing culturally competent and culturally appropriate health care for the Chinese Community of San Francisco.

In 1989, the three associations – Chinese Hospital, the Chinese Community Health Care Association (CCHCA), and Chinese Community Health Plan (CCHP) – established the Chinese Community Health Resource Center (CCHRC), a non-profit community

Center with the mission to build a healthy community through culturally and linguistically competent preventive health, disease management, and research programs. CCHRC has maintained a health resource library from its inception and in 2009 had 4,149 users. In May 2004, CCHRC launched a bilingual website as an additional educational resource and by 2008 documented 1,034,876 page-hits. In 2009, 630,038 hits were recorded. In March 2009, CCHRC established the Teens in Charge website and noted 4,351 visits. On October 4, 2008, CCHRC organized the first Vision Day, which attracted over 1200 participants. In 2009, CCHRC collaborated with local community organizations and developed the Nation's first multi-Asian language children story book aimed to raise awareness of child sexual abuse; bilingual DVD and booklet on hospice care; and conducted a qualitative study among 74 Asian youth on their health concerns through expression of art. Ever-cognizant of its role, Chinese Community Health Resource Center (CCHRC) continues to provide and sponsor linguistically and culturally sensitive community education, wellness programs and counseling services, aiming to promote wellness and a healthier lifestyle for the Chinese community. In 2011, a total of 5,568 individuals participated in CCHRC events and co-sponsored community programs.

To increase healthcare access for the expanding Chinese population in the Western part of San Francisco, Chinese Hospital and Chinese Community Health Care Association created the Sunset Health Services Community Clinic in 1997. The community clinic, staffed by physicians specialized in General Medicine, Internal Medicine, Women's Health, Cardiology, Podiatry, Gastroenterology and Oncology, provides a wide range of culturally competent health care services such as primary care with subspecialties: preventive care services, women's health services, health education, and laboratory services. The clinic is also staffed with nurse practitioners, acupuncturists and other clinical personnel who speak Mandarin, Cantonese, Tagalog and English. Over 9,000 patients were seen in 2010. In the fall of 2005, construction began on a second community clinic in the South Eastern (Visitation Valley) part of San Francisco. Chinese Hospital will continue to bring culturally competent healthcare to the Chinese in southern part of San Francisco and northern San Mateo County, as demonstrated by our two clinics in the area.

Chinese Hospital will continue to support the community physicians and be a valued resource in the City for the Asian population. Chinese Hospital opened its Support Health Services clinic in Chinatown, in 2008. Staffed by a nurse practitioner (NP), the clinic helps manage patients, in our community, with chronic disease at no cost, with aim to promote effective chronic disease self-management. The clinic also offers management in diabetes, hypertension, women's health, and anticoagulation therapy. The Support Health Services, along with the satellite clinics also provide a comprehensive immunization program to meet the need of the community, such as childhood immunizations, Hepatitis B, Tdap & DTaP and Influenza & Pneumococcal vaccination.

Responding to San Francisco City and County's Healthy San Francisco Access Program, Chinese Hospital and its physician partners, Chinese Community Health Care

Association, are the first private sectors to offer a medical home to individuals with an income less than 300% of the federal poverty level in September 2008. At the end of 2011 the program had enrolled 1080 individuals.

The leadership for charity care at Chinese Hospital starts with our Chief Executive Officer, Brenda Yee, as she personally sits on several non-profit boards and is an active member of the Chinese community Cardiac Council, American Hospital Association (she serves a voice to provide care and education for ethnic groups and their health disparities), the San Francisco Health Authority Board, and NICOS Chinese Health Coalition. Many hospital staff members are also active on health coalition boards: such as, AANCART (Asian American Network for Cancer Awareness, Research and Training), Asian Alliance against Domestic Violence, SF Hep B Free, Western Regional American Diabetic Association advisory board, Project Hope Advisory Board, to name a few.

The Community Benefit report for 2011 will summarize Chinese Hospital's progress in meeting 2011 objectives and the plan for community health outreach projects for 2012:

## II. CHINESE HOSPITAL'S SUMMARY IN MEETING 2011 OBJECTIVES

The following table summarizes Chinese Hospital's 2011 objectives.

<b>GOAL 1: ENHANCE ACCESS TO CULTURALLY COMPETENT SERVICES AND ADVOCACY FOR THE PROVISION OF SERVICES FOR VULNERABLE CHINESE POPULATIONS.</b>	
<b>Objective 1: Chinese Hospital will provide culturally competent classes and individual patient counseling through the Chinese Community Health Resource Center (CCHRC), Sunset, Excelsior, Daly City, and Support Health Services (SHS/EHS/DCHS/Support Health).</b>	
<b>Activities</b>	<b>Progress in Meeting Activities</b>
1-1 Provide educational sessions on health-related topics throughout 2011.	<ul style="list-style-type: none"> <li>• CCHRC, SHS, EHS, DCHS and Support Health have provided 400 educational sessions on 34 health related topics throughout the 2011-year with over 2,922 participants.</li> </ul>
1-2 Provide individual counseling sessions related to chronic diseases during 2011.	<ul style="list-style-type: none"> <li>• CCHRC SHS, EHS, DCHS and Support Health has provided more than 500 individual counseling sessions on various chronic diseases</li> </ul>
1-3 Provide individual nutritional counseling sessions in 2011	<ul style="list-style-type: none"> <li>• 226 individual nutritional counseling sessions were held</li> </ul>
<b>Objective 2: Chinese Hospital will provide culturally relevant health educational materials for four health fairs.</b>	
<b>Activities</b>	<b>Progress in Meeting Activities</b>
2.1 Coordinate efforts to participate in the Chinatown Street Fair	2.1 Chinese Hospital participated in: <ol style="list-style-type: none"> <li>a. Chinese New Year Community Street Fair on February 5 and 6 2011</li> <li>b. Chinese New Year Flower Market Fair on February 19 and 20, 2011.</li> </ol>
2.2 Coordinate efforts to participate in other community sponsored health fairs	2.2 Participated in other community sponsored health fairs: <ol style="list-style-type: none"> <li>a. Feb '11 – Chinatown Health Fair, screened for metabolic syndrome, free Hepatitis B screening, education and counseling provided to 100 participants</li> <li>b. Oct '11 – Palo Alto, Calif., participated in the APAMSA National</li> </ol>

	<p>Conference (Asian Pacific American Medical Student Association) talked about Hepatitis B, largest health disparity in the Asian population importance of screening and education at a community level</p> <p>c. Ongoing: Chinese Hospital Hepatitis B Vaccination Program provide free screening for Hepatitis B, education, vaccination and referrals as needed. The program is a seamless program, provides completed service for individuals or groups who are looking for information on Hepatitis B. In 2011, 100 individuals were vaccinated.</p> <p>d. Provided 4 bilingual programs in the community with SF Hep B Free, community education programs and outreach events.</p> <p>e. Asian Heritage Street Fair May 2011 - Partner with CPMC , offered counseling and/or education and screening to 150 patients</p>
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<b><i>Objective 3: Continue to meet with the community leaders to develop solutions to Health and Human Issues identified through the needs assessment Activities</i></b>	
<b>Activities</b>	<b>Progress in Meeting Activities</b>
3.1 Continue participation on the Chinese Community Cancer Advisory Committee and Regional Board	<ul style="list-style-type: none"> <li>Chinese Community Health Resource Center (CCHRC) continues to provide cancer resource services to the community through the Chinese Community Cancer Advisory Committee and Chinese Community Cancer Information Center –100 visits/calls in 2010.</li> </ul>
3.2 Continue participation on the Chinese Community Cardiac Care Council	<ul style="list-style-type: none"> <li>Chinese Hospital Staff continues to participate on the Chinese Community Cardiac Council of the American Heart Association, which meets quarterly.</li> </ul>
3.3 Continue participation in the various Breast exam	<ul style="list-style-type: none"> <li>More than 200 participants in 2011.</li> </ul>

<p>programs sponsored by the California Department of Health Services and City and County of San Francisco.</p> <p>3.4 Continue participation in the citywide influenza prevention program sponsored by the California Department of Health Services and Chinatown Community Health Plan (CCHP)</p> <p>3.5 Collaboration with NICOS Board of Directors to develop a Chinese Community Health Agenda to improve access and promote preventative care</p> <p>3.6 Collaborate with Chinatown Public Health Center to provide annual abdominal ultrasound studies for patients identified chronically infected with Hepatitis B.</p>	<ul style="list-style-type: none"> <li>• Chinese Hospital and its community clinics, in collaboration with CCHP and Chinese Community Health Care Association (IPA) vaccinated over 1,550 clients for the flu.</li> <li>• Ongoing collaboration toward community wellness and prevention</li> <li>• 50 abdominal ultrasounds</li> </ul>
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<b><i>Objective 4: Continue efforts to provide alternative services to meet the cultural needs of the Chinese Community.</i></b>	
<b>Activities</b>	<b>Progress in Meeting Activities</b>
4.1 Continue to offer acupuncture services at the Sunset, Excelsior, and Daly City Health Clinics	<ul style="list-style-type: none"> <li>• 1,000 patients received acupuncture services</li> </ul>
4.2 Collaborate with Chinese Community Health Plan (CCHP) to implement an Oral Anticoagulation clinic	<ul style="list-style-type: none"> <li>• 35 patients on oral anticoagulants were monitored in 2011</li> </ul>
4.3 Improve access to healthcare for the uninsured Chinese population	<ul style="list-style-type: none"> <li>• CCHCA - Chinese Hospital is the first private provider to become a part of <i>Healthy San Francisco</i> Medical Home Network, and at the end of 2011 our enrollment was 1,080 participants</li> </ul>

**Objective 5: Continue efforts to provide educational opportunities to students of Chinese descent from the high school level to medical students in the healthcare field.**

Activities	Progress in Meeting Activities
5.1 Stepping Stones Program	<ul style="list-style-type: none"> <li>In 2011, 2,250 hours were logged by student volunteers</li> </ul>

**GOAL 2: CHINESE HOSPITAL WILL PARTICIPATE WITH OTHERS IN EFFORTS TO IMPROVE THE QUALITY OF LIFE FOR CHINATOWN RESIDENTS AND THE CHINESE POPULATION WITHIN SAN FRANCISCO.**

**Objective 1: Continue to provide leadership in the management of the Chinatown Disaster Preparedness Committee.**

Activities	Progress in Meeting Activities
1.1 Support efforts of the Chinatown Disaster Preparedness Committee to coordinate two community drills	<ul style="list-style-type: none"> <li>In collaboration with NICOS, continue to support the Chinatown Disaster Response Plan</li> <li>Revised and implemented the Chinatown Disaster Response Plan</li> <li>In-service to the community partners</li> <li>Assessment of Disaster Preparedness of several non-profit organizations: i.e. Self-Help for the Elderly, Wu Yee Children's Services, Northeast Medical Center and Chinese Community Development Center</li> <li>Organized the disaster response of some of the Single Room Organization's</li> </ul>

**Objective 2: Support NICOS Chinese Health Coalition to address problem gambling in Chinatown**

Activities	Progress in Meeting Activities
2.1 Support NICOS Chinese Health Coalition efforts to reduce problem gambling.	National Problem Gambling Awareness Week press conference held at Chinese Hospital

**GOAL 3: CHINESE HOSPITAL WILL WORK TO REDUCE DISEASE SPECIFIC MORBIDITY AND MORTALITY RATES FOR THE CHINESE POPULATION**

***Objective 1: Continue to address issue related to cardiovascular disease in the Chinese population.***

<b>Activities</b>	<b>Progress in Meeting Activities</b>
<p>1.1 Continue to provide educational sessions relating to Healthy Heart, Congestive Heart Failure, Cholesterol and Healthy Eating and Blood Pressure reduction through the Chinese Community Health Resource Center and in conjunction with the Chinese Community Cardiac Council.</p>	<p>Health Education Programs were provided throughout the year with a total of 2,922 participants in 2011.</p>
<p>1.2 Continue to participate with the American Heart Association in strategic planning related to cardiovascular disease in the Chinese Community</p>	<p>Brenda Yee, CEO is a member of the Chinese Community Cardiac Council and continues to participate in programs educating the Chinese community on preventing heart disease.</p>

***Objective 2: Continue to address issues related to cancer in the Chinese population.***

<b>Activities</b>	<b>Progress in Meeting Activities</b>
<p>2.1 Continue to provide educational sessions regarding cancer through the Community Health Resource Center.</p> <p>2.2 Continue to provide culturally relevant public service announcements regarding health prevention and detection</p>	<ul style="list-style-type: none"> <li>• Educational classes were provided related to cancer, which captured 185 participants. Implementation of the Cancer Information Center which had over 100 participants</li> <li>• 250 hours radio talks</li> </ul>

***Objective 3: Continue to address issues related to diabetes in the Chinese population.***

Activities	Progress in Meeting Activities
<p>3.1 Continue to provide educational sessions on Diabetes through the Community Health Resource Center, Excelsior Health Services, Daly City Health Services, and Sunset Health Services</p>	<ul style="list-style-type: none"> <li>• 400 participants were educated.</li> </ul>
<p>3.2 Continue to provide screening for Diabetics through the Community Health Resource Center, and Sunset and Excelsior Health Services</p>	<ul style="list-style-type: none"> <li>• Over 300 screenings were provided to individuals through the Community Health Resource Center, Sunset and Excelsior Health Services.</li> </ul>

***Objective 4: Continue to address issues related to tuberculosis in the Chinese population.***

Activities	Progress in Meeting Activities
<p>4.1 Continue to implement the City and County of San Francisco Public Health protocols regarding screening for TB and treatment of person with TB.</p>	<ul style="list-style-type: none"> <li>• Chinese Hospital continues to work with the city of San Francisco related Tuberculosis exposure. 1 positive TB cases were identified and referred to the Public Health Department from 106 screenings, 0.94 %.</li> </ul>
<p>4.2 Continue to distribute educational materials regarding TB through the Community Health Resource Center</p>	<ul style="list-style-type: none"> <li>• Through CCHRC's library, books, tapes and on-site reading material is available to the community regarding all health issues including TB. Over 50 patients accessed these resources.</li> </ul>

***Objective 5: Continue to address issues related to asthma in the Chinese population.***

Activities	Progress in Meeting Activities
<p>5.1 Continue to provide educational sessions related to Asthma through the Community Health Resource Center.</p>	<ul style="list-style-type: none"> <li>• Over 50 participants were educated.</li> </ul>

### III. CHINESE HOSPITAL'S 2012 COMMUNITY BENEFIT GOALS AND OBJECTIVES

#### INTRODUCTION

Chinese Hospital's assessment process involves surveys of program participants, community members including agencies and providers, Chinese Community Health Plan members and providers, Chinese Community Health Care Association members and providers, and Chinese Hospital patients and staff. Survey respondents are asked for program topics or issues that they would like to be addressed. A review of health trends and local community needs based on health statistics is also done. Topic suggestions are sent to the Chinese Community Health Resource Center Advisory Committee. CCHRC's committee prioritizes topics for implementation or non-implementation.

Following the completion of the needs assessment process, Chinese Hospital develops community benefit goals and objectives. The goals are intended to direct the Hospital's community benefit activities over the next year. The objectives listed below are for the year 2011.

Three community benefit goals have been adopted for Chinese Hospital:

#### ***GOAL 1: CHINESE HOSPITAL WILL WORK TO ENHANCE ACCESS TO CULTURALLY COMPETENT SERVICES AND ADVOCACY FOR THE PROVISION OF SERVICES FOR THE VULNERABLE CHINESE POPULATIONS.***

**Rationale for Selection:** This goal was selected based upon the mission of Chinese Hospital and the identified needs of the Chinese community within San Francisco. The community needs assessment process revealed a need for increased emphasis on health education regarding prevention services and how to access those services, particularly for recent immigrant and monolingual populations. The Chinese community is under-utilizing preventative health care services because of lack of access to services due to no insurance, cultural and linguistic barriers as well as a lack of knowledge regarding the need for preventative health care.

Chinese Hospital is also committed to increasing access to culturally competent health services for all Chinese people, with a particular emphasis on the vulnerable populations. It has worked to increase access to culturally competent health plans through the expansion of its Chinese Community Health Plan to the lower income population. The hospital has also worked to increase health insurance coverage for uninsured by participating in Healthy

San Francisco and San Francisco Health Plan. Chinese Hospital is committed to continue in maintaining these efforts over the next year.

## **Target Population and Needs to Be Addressed**

All Chinese residents of San Francisco with a particular emphasis on those persons who do are mono-lingual Chinese speaking, or have limited English proficiency.

## **Collaborative Partners**

Collaborative partners for these activities include NICOS Chinese Health Coalition, the Chinese Community Cancer Advisory Committee, the Alliance Against Asian Domestic Violence, the Chinese Community Cardiac Council, the State of California Department of Health Services, Network for a Healthy California-Chinese Project and other community based organizations.

## **2012 Measurable Objectives and Milestones**

Four objectives have been developed regarding enhancing access and increasing knowledge of preventative health services for the 2012-year.

- ***Objective 1: Continue to offer culturally relevant classes and individual patient counseling through the Community Health Resource Center, Sunset Health Services and Excelsior Health Services.***

Objective 1-1: Provide educational sessions on health related topics throughout the 2012 year.

Objective 1-2: Provide individual counseling sessions related to chronic diseases during the 2012 year.

Objective 1-3: Provide individual nutritional counseling sessions.

- ***Objective 2: Provide culturally relevant health educational materials for community health fairs.***

Objective 2-1: Coordinate efforts to participate in the Chinatown New Year Street Fair.

Objective 2-2: Coordinate efforts to participate in two other community-sponsored health fairs.

- ***Objective 3: Continue to Meet with Community Organizations to Develop Solutions to Health and Human Services Issues Identified Through Needs Assessment Activities.***

Objective 3-1: Continue provision of the Cancer Information Center.

Objective 3-2: Continue participation on the Alliance Against Asian Domestic Violence.

Objective 3-3: Continue participation on the Chinese Community Cardiac Care Council.

Objective 3-4: Continue participation in the breast exam programs sponsored by the California Department of Health Services.

Objective 3-5: Continue participation in the citywide influenza prevention program sponsored by the California Department of Health Services and Chinese Community Health Plan.

Objective 3-6: Collaboration with NICOS Board of Directors to implement recommendations from the Chinese Community Health Agenda to improve health care access and promote preventative care.

Objective 3-7: Collaborate with Department of Public Health and the SF Hep B Free campaign to offer education, screening and Hepatitis B and A vaccinations to patients at risk in the community. We will continue to cover those who are without insurance or are underinsured.

Objective 3-8: Collaborate with Chinatown Health Center to provide annual abdominal ultrasound studies for identified Hepatitis B carriers.

- ***Objective 4: Continue efforts to provide alternative services to meet the cultural needs of the Chinese Community.***

Objective 4-1: Continue to offer complementary medicine at the Sunset, Daly City and Excelsior Health Services.

Objective 4-2: Develop a new program for Chinese Hospital's manage care population on Holistic Health and Wellness.

- ***Objective 5: Continue to provide educational opportunities to students of Chinese descent from high school to medical school in the healthcare field.***

Objective 5-1: Increase awareness and participation of Chinese Hospital's Stepping Stones Program.

Objective 5-2: Participation in the National Youth Leadership Forum for Medicine.

Objective 5-3: Maintain provision of the Medical Students Summer Rotation Program

**GOAL 2: CHINESE HOSPITAL WILL PARTICIPATE WITH OTHERS IN EFFORTS TO IMPROVE THE QUALITY OF LIFE FOR CHINATOWN RESIDENTS AND THE CHINESE POPULATION WITHIN SAN FRANCISCO.**

**Rationale for Selection:** The Community Assessment process identified the Chinatown neighborhood as one of the eight most impoverished and overcrowded neighborhoods in San Francisco. The neighborhood experiences high rates of poverty amongst the Asian/Pacific Islander populations, its youth and its elderly. Other identified neighborhood issues include problem gambling, and domestic and elder abuse.

As a community leader in Chinatown and a major provider of health care services, Chinese Hospital also plays a primary role in disaster preparedness.

**Target Population and Need to Be Addressed:** Low-income residents in the Chinatown neighborhood and other neighborhood residents potentially at risk for a diminished quality of life.

**Collaborative Partners:** Chinese Hospital will continue to work with the NICOS Chinese Health Coalition, local Chinatown businesses and other community-based organizations to address issues in the Chinatown and other neighborhoods.

**2012 Measurable Objectives and Milestones**

- ***Objective 1: Continue to provide leadership in the management of the Chinatown Disaster Preparedness Committee.***

Objective 1-1: Continue to support efforts of the Chinatown Disaster Preparedness Committee by participating in one community disaster drill.

- ***Objective 2: Supports NICOS Chinese Health Coalition to address problem gambling in Chinatown.***

Objective 2-1: Support NICOS Health Coalition efforts to reduce problem gambling  
*Note: A statewide endeavor is underway to develop multicultural materials in four to-be determined languages.*

**GOAL 3: CHINESE HOSPITAL WILL WORK TO REDUCE DISEASE SPECIFIC MORBIDITY AND MORTALITY RATES FOR THE CHINESE POPULATION.**

**Rationale for Selection:**

The 2005 NICOS Chinese Health Study revealed under-utilization of preventative health care services by the Chinese community. From the Building a Healthier San Francisco

website [www.healthmattersinsf.org](http://www.healthmattersinsf.org), ischemic heart disease is the leading cause of life lost in the Chinese. The needs assessment process also identified cerebrovascular disease as the second leading cause of death for persons of Asian/Pacific Island descent within San Francisco. For both of these diseases, education can reduce the number of risk factors, lengthen life span and reduce related health care costs. Chinese Hospital's mission and vision statement direct the Hospital to actively participate in providing culturally competent and relevant educational programs and materials to the Chinese community. New in the assessment was the increase in liver cancer in the Chinese in San Francisco. Liver cancer is the tenth leading cause of death among the Asian/Pacific Islanders but was not among the top ten list for any other ethnic group. Tuberculosis remains a health care concern within the Chinese population. Asthma and diabetes are two chronic conditions requiring education and support services.

### **Target Population and Need to Be Addressed**

The target populations are Chinese in San Francisco potentially at risk for the major causes of morbidity and mortality within the Chinese community: heart disease, cancer, diabetes, tuberculosis, and asthma.

### **2012 Measurable Objectives and Milestones**

- ***Objective 1: Continue to address issues related to cardiovascular disease in the Chinese population.***

Objective 1-1: Continue to provide educational sessions relating on Healthy Heart, Congestive Heart Failure, Cholesterol and Healthy Eating and Blood Pressure Reduction through the Community Health Resource Center and in conjunction with the Chinese Community Cardiac Council.

Objective 1-2: Continue to participate with the American Heart Association in strategic planning related to cardiovascular disease in the Chinese Community.

- ***Objective 2: Continue to address issues related to cancer in the Chinese population.***

Objective 2-1: Continue to provide educational sessions regarding cancer through the Community Health Resource Center and Chinese Hospital Community Clinics

Objective 2-2: Continue to provide culturally relevant public service/radio announcements on health issues.

- ***Objective 3: Continue to address issues related to diabetes in the Chinese population.***

Objective 3-1: Continue to provide educational and screening sessions on diabetes through the Community Health Resource Center, Chinese Hospital's Support Health Services, Daly City, Sunset and Excelsior Health Services.

- **Objective 4: Continue to address issues related to tuberculosis in the Chinese population.**

Objective 4-1: Continue to implement the City and County of San Francisco Public Health protocols regarding screening for TB and treatment of persons with TB.

Objective 4-2: Continue to distribute education materials regarding TB through the Community Health Resource Center and Chinese Hospital Community Clinics.

- **Objective 5: Continue to address issues related to asthma in the Chinese population.**

Objective 5-1: Continue to provide educational sessions related to asthma through the Community Health Resource Center and Chinese Hospital Community Clinics.

#### **IV. 2011 INVENTORY OF CHINESE HOSPITAL'S COMMUNITY BENEFIT SERVICES AND ACTIVITIES**

Chinese Hospital's community benefit services include a broad array of services aimed at meeting the needs of the poor, vulnerable populations and the broader community. The following is a summary of current community benefit activities, organizations collaborating with Chinese Hospital in the provision of these programs, number of persons served and estimated unsponsored community benefit expenses associated with these activities during 2011.

##### **A. Medical Care Services Provided**

**A-1. Unpaid Costs of Medi-Cal Program:** Chinese Hospital provided care to 176 Medi-Cal inpatients and 3,975 Medi-Cal outpatients in 2011. An estimated \$3,440,580 in total expenses generated by Medi-Cal patients exceeded the \$1,469,377 in payments received by the Medi-Cal Program, resulting in an unsponsored community expense of \$1,971,203. These program costs exclude the costs of Medi-Cal patients using treatment center services which are included in item A-3 below.

**A-2. Traditional Charity Care:** Chinese Hospital provided care to 671 persons unable to pay for their care. The estimated cost to treat these patients was \$446,059.

**A-3. Treatment Center Services:** Chinese Hospital provided emergency room care to 6,180 persons in 2011 in its 24-hour Treatment Center. The total estimated costs of providing emergency room services were \$2,785,637. The hospital received payments of \$593,418 for emergency room care, resulting in an unsponsored community benefit expense of \$2,192,219.

## **B. Other Benefits for Vulnerable Populations**

Chinese Hospital has several community benefit activities targeted at vulnerable patient populations.

**B-1. Blood Pressure Screening Clinic:** During 2011, Chinese Hospital offered blood pressure screenings to area residents at the Sunset Health Clinic. This program served 77 persons and had unsponsored expenses of \$663.

**B-2. General Health, Cholesterol, Diabetes, and Hepatitis B Screening Clinics:** During 2011, Chinese Hospital offered general health screenings to area residents free of charge. These programs served 285 persons and had unsponsored expenses of \$3,718.

**B-3. Breast Exams:** Chinese Hospital offered breast exams to area residents at a discounted program rate, or free of charge. These programs served 15 persons and had unsponsored community benefits expenses of \$1,326.

## **C. Other Benefits for the Broader Community**

Chinese Hospital makes significant commitments in providing health education, prevention and support services for the broader Chinese community.

**C-1. Reduced Cost Immunization/Flu Vaccine Programs:** Chinese Hospital offered the general public reduced cost immunizations and no-cost flu vaccines. These programs served over 108,024 people and generated \$204,069 in unsponsored community benefit expenses.

**C-2. Chinese Community Health Resource Center:** Chinese Hospital, along with the Chinese Community Health Care Association, co-sponsors the Chinese Community Health Resource Center, a community-based organization providing bilingual health education services to the Chinese community. Programs of the Chinese Community Health Resource Center include health education classes (e.g., Arthritis, Allergies, Asthma, Blood Pressure, Cancer Awareness, Cholesterol and Your Heart, Colorectal Cancer, Diabetes, Health Failure, Healthy Eating, Injury Prevention, Insomnia, Medication Management, Memory Improvement, Menopause, Osteoporosis, Pain Management, Prostate Health, Stress Management, Stroke Prevention, Prenatal Care, Infant CPR, Infant Care, Infant Nutrition, Infant Massage, Delivery Process, Birth Instructions, Computer Class), chronic disease education management, health screenings, annual health day and fairs, on-site classes, cancer patient services, individual nutrition counseling, smoking cessation counseling, non-clinical social services, video-viewing program, The Wellness Library, and bilingual health education materials. The Center also makes community presentations and referrals to other agencies.

In 2011, 2,922 persons attended health education classes, 925 persons attended community presentations, 640 persons attended co-sponsored community events,

5,568 persons utilized the library, 226 persons received nutritional counseling, and 105 persons utilized the Cancer Information Center services. Support from Chinese Hospital includes in-kind support for telephone expenses and office rent, with an estimated unsponsored community benefit expense of \$110,783. In addition, Chinese Hospital donated \$50,000 for operating expenses to the Chinese Community Health Resource Center.

**C-3. Training on Medication Use:** Chinese Hospital's nurse educators provided free medication use and other clinical training both to in-house patients prior to discharge and outpatients. This program served 1,142 persons in 2011 and generated unsponsored community benefit expenses of \$71,720.

**C-4. Anticoagulation Services:** Chinese Hospital's pharmacy manager provided free anticoagulation services to seniors and community members. The number of persons served was 20 and the unsponsored community benefit expense associated with these services was \$4,955.

**D. Health Research, Education and Training Programs**

**D-1. Pharmacy Internship:** Chinese Hospital hosts a Pharmacy Internship Program for 6 Pharmacy students from the University of the Pacific. This educational program lasts six weeks and is supervised by Chinese Hospital's Pharmacy staff. Total unsponsored community benefit expense of this program is \$6,193.

**E. Other Quantifiable and Non-Quantifiable Benefits**

Chinese Hospital's commitments to the community extend beyond the direct services it provides to the community.

**E-1. Health Fair/Street Fair:** Chinese Hospital participated in various Health Fairs/Street Fairs through the volunteer efforts of hospital staff members. At the fairs, health education materials were distributed to community members and free blood pressure tests were given. Over 642 persons attended these Fairs, and the unsponsored community benefit associated with this effort was \$389.

**E-2. Hospital Day:** Chinese Hospital participated in Hospital Day through volunteer efforts of hospital staff members. Health related educational activities were provided at this event, and the health screenings offered included Blood Glucose, Blood Pressure, Body Mass Index, Cholesterol, Osteoporosis, and Fecal Occult Blood Test. 1 person attended this event, and the associated unsponsored community benefit was \$186.

**E-3. NICOS- Chinatown Disaster Preparedness Committee:** Chinese Hospital staff serves on the NICOS Chinatown Disaster Preparedness Committee, which organizes and trains community residents as leaders in times of need. NICOS is a group of over 25 community member organizations, including health care providers and agencies, educational institutions, housing and community development

organizations, concerned individuals, and many providers of services to children, youth, and families. NICOS' mission is to enhance the health and well-being of San Francisco's Chinese community. Chinese Hospital provides meeting space for the NICOS General and Executive Committees on an on-going basis free of charge. The NICOS Communication Center for radio equipment is also located within Chinese Hospital. The cost of this community benefit was \$168 in 2011.

- E-4. Federation of Chinese:** Chinese Hospital Medical Staff provide services to the Federation of Chinese, which researches diseases specific to the Chinese population. The administrative support that Chinese Hospital staff provides to the Federation of Chinese includes typing meeting minutes, agendas, and other correspondence, mailing materials to Federation members, holding lunch meetings at the Hospital, and attending off-site Board of Directors' meetings. Rent, utilities, phone, housekeeping, maintenance, postage and paper supplies are also provided. The cost of this community benefit was \$7,920 in 2011.
- E-5. Cancer Information Center:** Chinese Hospital Medical Staff provide services to the Cancer Information Center. The administrative support from Chinese Hospital includes in-kind support for personnel, rent, utilities, phone, housekeeping, maintenance, postage and paper supplies, with an estimated unsponsored community benefit expense of \$12,338.



# Chinese Hospital

“Caring for the Community for over 100 Years.”

**Summary of Community Benefit Expenses**  
**Chinese Hospital, 2011**

	<u>Total Community Benefit Expense at Cost</u>		<u>Direct Offsetting Revenue</u>	<u>Un-sponsored Community Benefit Expense at Cost</u>	
	<u>Amount</u>	<u>Percent of Total Expenses</u>		<u>Amount</u>	<u>Percent of Total Expenses</u>
<b>Benefits for the Poor and Vulnerable Populations:</b>					
Traditional Charity Care	\$446,059	.50%	0	\$446,059	0.49%
Unpaid Costs of Public Programs:					
Medi-Cal	\$3,440,580	3.80%	\$1,469,377	\$1,971,203	2.17%
Nonbilled Community Benefit Services	\$6,067	0.01%	\$360	\$5,707	0.01%
<b>Benefits for Broader Community:</b>					
Nonbilled Community Benefit Services	\$838,011	0.90%	\$420,895	\$417,116	0.46%
Negative Margin Services	\$2,785,637	3.10%	\$593,418	\$2,192,219	2.41%
<b>Health Education, Research and Training</b>	\$65,749	0.07%	0	\$65,749	0.07%
<b>Other Community Benefits</b>	\$108,119	0.12%	0	\$108,119	0.12%
<b>Total Quantifiable Community Benefits</b>	<b>\$7,690,222</b>	<b>8.50%</b>	<b>\$2,484,050</b>	<b>\$5,206,172</b>	<b>5.73%</b>

