

## Community Benefit Report 2010-2011

*Responding to the 2008 and 2011 Needs Assessments*



**June 2012**

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Mills-Peninsula Health Services

Community Benefit Progress Report Prepared and Submitted by:

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## Sutter Health

### Building Healthier Communities and Caring for Those in Need

Mills-Peninsula Health Services 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.

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#### **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.

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**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 2011, our network of physician organizations, hospitals and other health care providers invested \$756 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 now provides \$2.7 million in charity care per week.**

## Executive Summary

Mills-Peninsula Health Services continues to be a committed partner with the communities we serve. One of the highlights of the last decade has been the development a new \$640 million hospital. In compliance with California Senate Bill 1953, the new facility, opened in May 2011, is constructed to withstand an 8-point earthquake and remain operational to serve the community.

Other highlights of 2010 and 2011 include:

- Cooperative program with San Mateo County and the Peninsula Health Care District to provide pregnancy and delivery care for Medi-Cal moms.
- Expansion of the African American Community Health Advisory Committee's efforts to provide screening and education to underserved populations
- Ongoing support for seniors through Mills-Peninsula's Senior Focus program that provides adult day health care, Alzheimer's Day Care Resource Center and education
- Grants program for community non-profits that provided over \$600,000 in 2010 and 2011 in funding for projects
- Ongoing support for Samaritan House, a key non-profit safety net agency that provides medical care, housing, food and job training for the underserved

2010 Community Benefit Value	Mills-Peninsula Health Services
<b>Benefits for the Poor and Underserved</b>	\$26,812,108
<b>Benefits for the Broader Community</b>	\$ 2,238,486
<b>Total Quantifiable Community Benefit</b>	\$29,050,594

2011 Community Benefit Value	Mills-Peninsula Health Services
<b>Benefits for the Poor and Underserved</b>	\$35,722,000
<b>Benefits for the Broader Community</b>	\$1,884,355
<b>Total Quantifiable Community Benefit</b>	\$37,606,355

*The financial information above reflects the community benefit values for Mills-Peninsula Health Services. This includes the total benefits for the poor and underserved and broader community for the following hospitals:*

- Mills-Peninsula Health Services (includes Menlo Park Surgical Hospital)
- Sutter Maternity & Surgery Center

*For further detail regarding the community benefit values for Mills-Peninsula Health Services specifically, please contact Margie O'Clair at (650) 934-6970 or OClairM@sutterhealth.org.*

## I. 2010 and 2011 Report on Community Benefit

The following pages will provide a report on the community benefit programs and activities conducted during 2010 and 2011 at Mills-Peninsula Health Services. These programs were created in response to the 2008 and 2011 Community Needs Assessments – collaborative reports that help our partners, other health providers, public agencies and leaders identify and prioritize needs/areas of focus as they relate to the health of our communities.

The priority needs/areas of focus for Mills-Peninsula Health Services are:

1. Provide support services for the growing San Mateo County senior population
2. Address unmet needs of African American, Asian, Hispanic and Pacific Islander communities with screening and education
3. Provide pregnancy and birthing care for Medi-Cal mothers
4. Partner with other community organizations to provide outpatient services for people without insurance
5. Support local non-profit organizations through a community grants program

For more information about the **2008 and 2011 Community Needs Assessment**, including quantitative and qualitative data, please visit:

<http://www.co.sanmateo.ca.us/Attachments/SMC/pdfs/Articles/Reports/2008FullReportCommunityAssessment.pdf>

Area of Focus 1: Support for older adults	
<b>Link to Community Needs Assessment</b>	Provide services that support independence and best possible health in the senior population of San Mateo County.
<b>Program Description</b>	Senior Focus provides adult day health care and Alzheimer's day care and respite for frail elderly. It is one of only two day health programs in San Mateo County and the only certified Alzheimer's day care resource center.
<b>Goals and Objectives</b>	Ensure stability of the programs in light of state budget constraints that reduced state funding, including working with the county and appropriate advocacy organizations to create and implement program revisions .
<b>Strategy</b>	Partner with county health services to ensure adequate services; work with statewide advocacy groups to influence development of sustainable programs.
<b>Baseline Information</b>	The proportion of adults aged 60 and older is expected to roughly double over the next four decades, and Hispanics and Asians are projected to increase their representation considerably in the older population. As the fastest-growing population segment, the health and social needs of older adults require increasing attention.
<b>Contribution or Program Expense</b>	2010: \$1,376,900 2011: \$1,226,037
<b>Results</b>	<p>Senior Focus continues to serve older adults and their families in San Mateo County, providing services across the spectrum from prevention to long term care. Thousands of people are served annually. Health education classes and screenings promote a healthy lifestyle and help seniors prevent or manage disease when it occurs. Volunteer programs help seniors maintain an active lifestyle and contribute to the non-profits in the community. The Adult Day Health and Alzheimer's programs provide multidisciplinary health care services in an outpatient setting, allowing frail or impaired seniors to remain living at home instead of in institutions. Caregiver services include classes, support groups, one to one counseling, referral to community resources and a caregiver library.</p> <p>The programs also provide learning opportunities to health care and social services to professionals in the community and those who are seeking careers in the field of aging.</p>

Area of Focus 2: Pregnancy care and birthing services for underserved	
<b>Link to Community Needs Assessment</b>	Partner with San Mateo County and Peninsula Health Care District to provide pregnancy and birthing care for underserved Mothers on Medi-Cal.
<b>Program Description</b>	Prior to the implementation of our program, moms with Medi-Cal coverage were unable to access community obstetricians and had to deliver with County-contracted doctors at Packard Children’s Hospital. With financial support from the Peninsula Health Care District to the Health Plan of San Mateo County, community physicians were contracted to participate. Mills-Peninsula funded a medical director position for the program and provided administrative support.
<b>Goals and Objectives</b>	Goal was to provide the option for community moms to deliver their babies at their local hospital rather than travel further south in the county.
<b>Strategy</b>	The strategy was to collaborate with the San Mateo County Health Department and the Peninsula Health Care District to provide sufficient funding to permit reimbursement to community physicians for their participation.
<b>Baseline Information</b>	While rates of early and adequate prenatal care show improvement, Black and Hispanic women have the highest proportions of births receiving less than adequate prenatal care, late or no prenatal care.
<b>Affiliate contribution or program expense</b>	See program description above

Area of Focus 3: Provide screening and education for underserved African-American, Asian, Hispanic and Pacific Islander populations	
<b>Link to Community Needs Assessment</b>	Address disproportionate incidence of major diseases (cancer, heart disease, diabetes, asthma and other chronic diseases) in African American, Asian, Hispanic and Pacific Islander populations through screening and education.
<b>Program Description</b>	The African American Community Health Advisory Committee (AACHAC) has since 1995 partnered primarily with community churches and grass-roots organizations to deliver health messages and address the higher incidence of cancer and heart disease in the African American community with education and screenings for early detection.
<b>Goals and Objectives</b>  <b>Strategy</b>	In 2010 and 2011, the Committee sought to increase its outreach to embrace the Asian, Hispanic and Pacific Islander communities. The Committee's successful experience in the African American community was based largely on the relationships committee leaders enjoyed with the community itself. That same approach has been applied to outreach in the Asian, Hispanic and Pacific Islander communities. In each demographic, leaders are being identified and invited to collaborate to ensure culturally competent outreach.
<b>Baseline Information</b>	The AACHAC has enjoyed extraordinary success in its work. More than 2,500 people have been screened for breast cancer, heart disease, diabetes and other health concerns, and another 10,000 have been reached through its educational programs, social media and individual contact. The Asian, Hispanic and Pacific Islander populations are among the fastest growing in San Mateo County and as evidenced in the last two community needs assessments, these populations are more likely to have limited access to screenings that can provide early detection and education for healthier lifestyles.
<b>Affiliate/Region's Contribution or Program Expense</b>	Mills-Peninsula supported the work of the AACHAC with monetary and in-kind contributions of \$98,000 in 2010 and \$125,000 in 2011.
<b>Results</b>	In 2010 and 2011, the committee increased its outreach to Asian, Hispanic Pacific Islander communities. Outreach efforts have resulted in Asian, Hispanic and Pacific Island community participation in screenings and educational programs sponsored by AACHAC. AACHAC has worked with key leaders from the Hispanic and Pacific Islander communities to design programs for diabetes and asthma.

<b>Area of Focus 4: Support safety net clinics in providing outpatient care</b>	
<b>Link to Community Needs Assessment</b>	Support outpatient care services for people who have no insurance.
<b>Program Description</b>	Provide ongoing financial and in-kind services for Samaritan House, a private nonprofit organization providing services to help meet the daily needs of more than 12,000 low-income people within San Mateo County. Services include a medical clinic which is staffed by volunteers.
<b>Goals and Objectives</b>	In 2010 and 2011, Mills-Peninsula continued its baseline support and stepped in to bridge with an extra \$100,000 grant each year to support increased medical care needs during the continuing recession.
<b>Strategy</b>	Continued support for safety net clinics such as Samaritan House help provide care at the appropriate level rather than leaving people in need with no alternative but to seek care at the more expensive emergency room level. Good primary and prenatal care also helps people maintain health and avoid disease and the need for acute care.
<b>Baseline Information</b>	As evidenced in each successive community needs assessment, San Mateo County is one of the most diverse in the state, and has virtually two populations – one with higher incomes and ample access to excellent care; and the other with low incomes and little or no access.
<b>Affiliate/Region's Contribution or Program Expense</b>	Mills-Peninsula provided \$1.3 million in 2010 and \$1.35 million in 2011 in financial support and in-kind services including medications and radiology services.
<b>Results</b>	The essential work of Samaritan House continues strong even through funding reductions from various government and grant sources. The program provides an essential layer of infrastructure in the health care system.

Area of Focus 5: Support local non-profit organizations with a grants program	
<b>Link to Community Needs Assessment</b>	Broad-based support for non-profits that bridge the gap in health care services for the underserved.
<b>Program Description</b>	The grants program is designed to support health-related projects proposed by community organizations. As the need has grown and applications increased, the program funds organizations for a maximum of three years, then requires a year "break."
<b>Goals and Objectives</b>	Support local non-profit organizations that provide services to a growing population of underserved.
<b>Strategy</b>	By funding these geographically and demographically diverse organizations with small grants, we achieve a greater reach into the community at the most needy touch points.
<b>Baseline Information</b>	In a continually challenged economy with multiple state and federal budget constraints, we depend more than ever on the important work of community-based non-profit organizations. Mills-Peninsula supports this work with a community grants program each year.
<b>Affiliate/Region's Contribution or Program Expense</b>	2010 grants program: \$230,000 2011 grants program: \$377,000
<b>Results</b>	For a complete list of grant recipients for each year, see appendix 1.

## II. 2010 and 2011 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 Mills-Peninsula Health Services 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

Benefits for the Poor and Underserved - 2010	Community Benefit
Traditional Charity Care	\$ 7,930,338
Unreimbursed costs of Public Programs	
Medi-Cal	\$16,221,812
Other Public Programs	\$428,055
Other Benefits for the Poor and Underserved	\$ 2,231,903
<b>Total Quantifiable Benefits for the Poor and Underserved</b>	<b>\$26,812,108</b>

Benefits for the Broader Community - 2010	Community Benefit
Non-Billed Services	\$1,086,533
Cash and In-Kind Donations	\$ 781,243
Education & Research	\$ 285,388
Other Community Benefits	\$ 85,322
<b>Total Quantifiable Benefits for the Broader Community</b>	<b>\$ 2,238,486</b>

Benefits for the Poor and Underserved - 2011	Community Benefit
Traditional Charity Care	\$10,624,853
Unreimbursed costs of Public Programs	
Medi-Cal	\$22,083,114
Other Public Programs	\$431,480
Other Benefits for the Poor and Underserved	\$ 2,612,553
<b>Total Quantifiable Benefits for the Poor and Underserved</b>	<b>\$35,722,000</b>

Benefits for the Broader Community - 2011	Community Benefit
Non-Billed Services	\$ 795,831
Cash and In-Kind Donations	\$ 755,510
Education & Research	\$ 332,448
Other Community Benefits	\$566
<b>Total Quantifiable Benefits for the Broader Community</b>	<b>\$ 1,884,355</b>

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## III. List of Community Partners

At times, Mills-Peninsula Health Services' 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.

- Samaritan House
- Community Gatepath
- HIP Housing
- NAMI (National Alliance on Mental Illness)
- CORA (Community Against Relationship Abuse)
- PARCA (services for people with developmental disabilities)
- Puente De La Costa Sur
- Shelter Network
- Youth and Family Services
- Family Service Agency
- Operation Access
- American Heart Association
- American Cancer Society
- Fatherhood Collaborative

## Appendix I

### Community Grants Program recipients for 2010 and 2011

#### 2010: \$230,000

Advocates for Accessible Recreation & San Carlos Parks and Recreation  
Advocates for Children  
Bay Area Legal Aid  
Breast Cancer Connections  
Burlingame Community for Education Foundation (BCE)  
Cabrillo Unified School District, Community Schools Initiative  
Child Care Coordinating Council  
The Children's Health Council (CHC)  
Community Gatepath  
Center for Independence of the Disabled (CID) Health Living Program  
Community Learning Center  
Community Overcoming Relationship Abuse (CORA)  
Coastside Children's Programs' (CCP) Healthy Habits Program  
Daly City Peninsula Partnership Collaborative  
Edgewood Center for Children and Families HealthyKin Program  
El Centro de Libertad Youth Intervention Program  
Fatherhood Collaborative of San Mateo County  
Mental Health Association (MHA) of San Mateo County  
Mid-Peninsula Boys & Girls Club (MPBGC)  
Mission Hospice of San Mateo County  
North Peninsula Neighborhood Services Center  
Ombudsman Services of San Mateo County  
Peninsula Clergy Network (PCN)  
Parca  
Peninsula Jewish Community Center (PJCC)  
Puente de la Costa Sur  
Pyramid Alternatives  
Redwood City Education Foundation  
San Mateo Dental Society Dental Health Foundation  
Rebuilding Together Peninsula (RTP)  
Shelter Network  
Women's Recovery Association  
YMCA Youth Services Bureaus  
Youth and Family Enrichment Services (YFES) Crisis Intervention and Suicide Prevention Center

## **2011: \$377,000**

Alzheimer's Association  
Bay Area Legal Aid  
Breast Cancer Connections  
CASA de San Mateo County  
Children's Health Council  
CID (Center for the Independence of the Disabled)  
Cleo Eulau Center  
Coastside Adult Day Health Center  
Community Gatepath  
Community Learning Center  
CORA (Community Overcoming Relationship Abuse)  
Edgewood Center for Children & Families  
El Centro La Libertad  
Family Caregiver Alliance  
Fatherhood Collaborative of San Mateo County  
Freedom House, TWBD, Inc.  
Friends for youth  
HIP Housing  
Home and Hope  
Legal Aid Society  
Mental Health Association of San Mateo County  
Mid Peninsula Boy and Girls Club  
Mission Hospice and Home Care  
NAMI of San Mateo County  
North Peninsula Neighborhood Services Center  
Notre Dame de Namur University  
Ombudsman Services of San Mateo County  
PARCA (Peninsula Association for Retarded Children and Adults)  
Peninsula Clergy Network  
Peninsula Community Services  
Peninsula Family Services  
Peninsula Jewish Community Center  
Puente de la Costa Sur  
Rape Trauma Services  
Rebuilding Together Peninsula  
San Mateo County Dental Society DHF  
Self Help for the Elderly  
Shelter Network  
Supporters of Doelger Senior Center, Inc  
Teen Talk Sexuality Education  
Vista Center for the Blind  
WRA (Women's Recovery Association)