

St. Francis Medical Center Building Healthier Communities

Community Benefit Report
Fiscal Year 2011



**ST. FRANCIS
MEDICAL CENTER**
our mission is life

 Member of Daughters of Charity Health System

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



For more than 350 years, the Daughters of Charity of St. Vincent de Paul have been dedicated to providing vital health care services to communities across the globe. As a member of the Daughters of Charity Health System in California, St. Francis Medical Center is proud to carry the Daughters' Mission forward in our Southeast Los Angeles community.

Through our health care services and community benefit outreach programs we promote wellness, prevention, collaboration, and access to care for every resident. We are committed to Quality and Patient and Family Centered Care that supports improved health care delivery, safety, and positive patient outcomes. We are resolved to empower individuals with the education and resources they need to make self-directed choices that further health, well-being and full human development; and we are dedicated to the advocacy of a health care delivery system that ensures individuals receive the treatment that is needed, in an environment of healing and hope.

It is through the Vision and Values we embrace with the Daughters of Charity, our health care team of physicians, nurses, and staff, our donors, community leaders, and You that we are building healthier communities and putting within every person's reach, health and wellness – body, mind, and spirit.

As we continue to respond to the changing health care needs of our community, our tradition transcends the future, and all of us at St. Francis Medical Center look forward to continuing our commitment with you.

Sincerely,

A handwritten signature in black ink that reads "Gerald T. Kozai". The signature is fluid and cursive.

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

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Our Mission and Values



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

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

OUR MISSION AND VALUES

In the spirit of our founders, St. Vincent de Paul, St. Louise de Marillac, and St. Elizabeth Ann Seton, the Daughters of Charity Health System is committed to serving the sick and the poor. With Jesus Christ as our model, we advance and strengthen the healing mission of the Catholic Church by providing comprehensive, excellent health care that is compassionate and attentive to the whole person: *body, mind and spirit*. We promote healthy families, responsible stewardship of the environment, and a just society through value-based relationships and community-based collaboration.

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

RESPECT

Recognizing our own value and the value of others.

COMPASSIONATE SERVICE

Providing excellent care with gentleness and kindness.

SIMPLICITY

Acting with integrity, clarity and honesty.

ADVOCACY FOR THE POOR

Supporting those who lack resources for a healthy life
and full human development.

INVENTIVENESS TO INFINITY

Being continuously resourceful and creative.

Our Hospital and Health Care Services

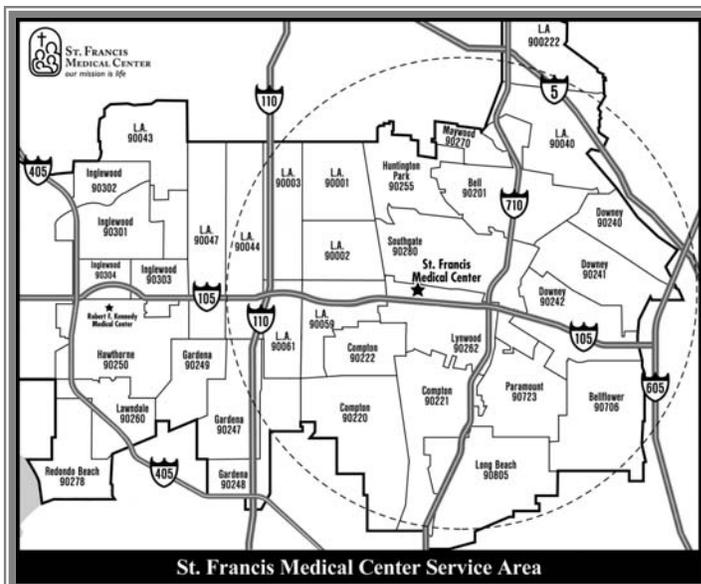


St. Francis Medical Center operates a 384-bed acute care hospital; 4 community-based health clinics; one of the largest and busiest private emergency trauma centers in Los Angeles County; and a comprehensive Heart & Vascular Center. SFMC logged 19,789 inpatient admissions and 201,090 outpatient visits. Babies born at SFMC's Family Life Center totaled 5,800 this year, 710 of whom were cared for in the state-of-the-art Neonatal Intensive Care Unit. In addition to its acute and outpatient health care services, SFMC operates a broad range of educational and community service programs.

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

Our Service Area

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



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

Assessing the Needs of Our Community



Community Needs Assessment – Summary Information

In an effort to identify the most critical health care needs in SFMC’s service area, a Community Needs Assessment is conducted every three years. The most recent assessment was completed in

2010. It is an integral part of the Medical Center’s Strategic Planning process, which is managed by the Medical Center’s Management Council. The results of the Needs Assessment are integrated into the Medical Center’s long-range planning activity, as well as program specific planning. During the annual update of the Medical Center’s strategic plan, data derived from the Community Needs Assessment is integrated with the external environment analysis and the organizational analysis.

Methodology

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



Secondary Demographic and Health-Related Data

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

- A comprehensive *Community Health Needs Assessment* (2007) of St. Francis Medical Center's Service Area. Indicators included personal income, poverty levels, education, employment, ethnicity, age, family size, violence, disease, pregnancy, immunization rates and insurance coverage.
- *L.A. HealthDataNow!* This database utilizes tools commonly used by the Department of Public Health (DPH) analysts and incorporates automated statistical analysis into the query system. The project was established by epidemiologists of DPH.
- *Los Angeles County Health Survey* (2007; 2005) contains statistics on key health indicators in L.A. County, including health-related quality of life, physical and mental health conditions, at-risk behaviors, physical activity and health insurance coverage.
- *The California Health Interview Survey (CHIS)*. *Ask CHIS!* is a free on-line database tool supported by the UCLA Center for Health Policy Research that contains data on health indicators at state, county, and SPA levels.
- *Mortality in Los Angeles County 2007: Leading causes of death and premature death with trends for 1998-2007*, published by the L.A. County Department of Public Health, Office of Health Assessment and Epidemiology, June 2010.
- *Key Indicators of Public Health (2009; 2007; 2005)*, published by the L.A. County Department of Health Services (LACDHS), provides comparative data on 40 top health and well-being indicators for children and adults. Data are based on the L.A. County Health Survey, a tri-annual telephone survey of a sample of L.A. County residents.
- *Health Indicators for Women in Los Angeles County Highlighting Disparities by Ethnicity and Poverty Level*. A Publication of the Los Angeles County Department of Public Health Office of Women's Health and Office of Health Assessment & Epidemiology, February 2010.
- *An Epidemiologic Profile of HIV and AIDS in Los Angeles County 2009*, HIV Epidemiology Program Division of Communicable Disease Control and Prevention Los Angeles County Department of Public Health (LACDPH).
- *U.S. Census Bureau American Community Survey (ACS)*. The ACS is an ongoing survey that provides data every year. The Census Bureau collects ACS data from a sample of the population in the United States and Puerto Rico--rather than from the whole population. All ACS data are survey estimates. ACS 1-, 3-, and 5-year estimates are period estimates, which means they represent the characteristics of the population and housing over a specific data collection period. Data are combined to produce 12 months, 36 months, or 60 months of data. These are called 1-year, 3-year, and 5-year data.
- *Bureau of Labor Statistics* (www.bls.gov/data) contains unemployment statistics.
- *L.A. County Seniors Count! Survey of the Older Adult Population*, Community and Senior Services, County of Los Angeles (2008).
- *Acute Communicable Disease Control Program Annual Morbidity Report And Special Studies Report 2008 Los Angeles County Department of Public Health*.
- *Death Profiles by Zip Code (2007; 2005; 2002-03)* by the California Department of Public Health provides information regarding deaths at the zip code level.
- *Current Population Reports Population Projections of the United States by Age, Sex, Race, and Hispanic Origin: 1995 to 2050 P25-1130 Issued February 1996*. This report provides a description and the theory behind the cohort component methodology utilized for the population projections in the Needs Assessment.

Focus Groups

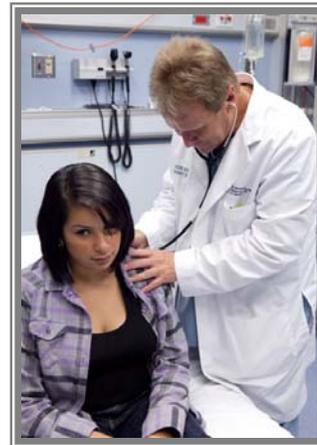


Focus groups were conducted to collect qualitative information on health care issues that could elaborate on and enhance information gleaned from secondary data sources. Five focus groups were conducted with key stakeholders in the SFMC service area. Participants were identified and recruited by SFMC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

- Beneficiaries – Individuals or family members of individuals who received care or services from SFMC. Separate groups were conducted for English-speaking (N=4) and Spanish-speaking beneficiaries (N=12), with a moderator fluent in Spanish conducting the latter.
- Seniors—Senior and elderly community members who participate in SFMC’s Senior Circle activities and programs (N= 8).
- Providers – Physicians, nurses, technicians and support personnel who provide health care and social services to the community on a daily basis at SFMC (N=9).
- Stakeholders – St. Francis Medical Center staff, SFMC board and SFMC Foundation board of trustee members, community, education, and church leaders, and representatives from local public agencies and private organizations (N=13).

The focus group discussions with these participants assessed:

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



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

Overall Results and Priority Needs



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

The communities served by SFMC are characterized by:

- Significant poverty
- High rates of obesity and diabetes
- High rate of chronic disease
- Prevalent crime and violence
- Educational deficiencies
- A lack of health insurance coverage

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

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

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

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

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

Responding to the Needs of Our Community



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

In fiscal year 2011, our focus was on improving access to health care by offering linkages to health benefits and social support services, creating educational pathways to health care careers, preventing violence and injury, and decreasing the prevalence of heart disease, diabetes, and obesity through expanded Community Wellness efforts.

Poverty

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

Obesity, Diabetes, and Chronic Disease

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



Crime and Violence

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

Educational Deficiencies

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

Lack of Health Insurance

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

Our Community Benefit Programs



The Community Benefit Initiatives presented in this update reflect:

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

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

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

- ***Nurturing Healthy Families & Children***
 - ***Fostering Self-Sufficiency***
- ***Enhancing Individual & Community Well-Being***

Community Health Improvement Services - For Persons Living in Poverty

Casa de Esperanza provides temporary housing and support services to homeless families and helps them transition to self-sufficiency. Collaborating with Catholic Charities of Long Beach, SFMC housed 45 parents and children last year.



Children's Counseling Center provides counseling services for children and family members that range from intervention and treatment for the victims of child abuse, violence, trauma, and depression, to comprehensive prevention education programs. The Center established a dedicated counselor to support local schools. Through the school program, 2,111 students and family members received counseling services and/or prevention education. Partners include Los Angeles County Department of Child and Family Services; Los Angeles Department of Mental Health; Lynwood and Los Angeles Unified School Districts; Our Lady of Talpa; Our Lady of Miraculous Medal; Mother of Sorrows; St. Vincent; and Service Planning Areas 6 & 7.

Diabetes Education and Disease Management responds directly to the rise in diabetes rates in our community. 8,151 received screenings, education, and disease management support.

Dental and Oral Care is available at no cost in collaboration with Faison and Faison Dental to individuals, especially those with special needs, who do not have insurance or other financial means to cover the cost of major dental procedures. 3 individuals received dental services.

Footprints ensures that children have shoes and clothing for school. It provides new footwear and uniforms for students, and new and used clothing, toiletries, and food items to families. The BMW Charity Ride and private donations partnered with us to provide 1,910 adults and children with food and clothing items.



Health Benefits Resource Center links individuals and families to health care services, social services and health care education. Health Benefit enrollment assistance, physician referral, and community education registration are provided. Collaboration with the LA County Department of Public Social Services enables us to support eligible clients through the enrollment process into the Medi-Cal and CalFresh programs. 40,265 people were assisted. Collaborative partners included Los Angeles Department of Social Services, Health Care Options; Healthy Families; Kaiser Child Health Plan; SFMC affiliated physicians; AppleCare and Omnicare Medical Groups; Los Angeles County Office of Education, Women, Infant, and Children (WIC); and public and private school districts.

Healthy Community Initiatives (HCI) brings health screenings, immunizations, and health education directly to area schools, churches, businesses and community organizations via its HCI nurse, educator, staff, and mobile unit. 12,134 children and adults received HCI services last year. Collaborative partners include AppleCare Medical Group, Omnicare Medical Group, St. Francis IPA, St. Francis Career College, Immunize L.A., Huntington Park Senior Center and Southeast Community Development Corp., local Chambers of Commerce, American Red Cross, American Heart Association, American Cancer Society, SPA 6, SPA 7, American Diabetes Association, WIC, Central Water Basin, City of Lynwood Parks and Recreation, Junior Blind, City of Huntington Park, Charles Drew Head Start Program, L.A. Care, 5-A-Day, Real Men Cook Assn., California Department of Public Health, City of Bell Parks and Recreation, Mexican Consultant, Vision Plus, Warehouse Shoe Store, Vela Farmers Market, ICDC Schools, City of Paramount, area schools and churches, local law enforcement agencies, parks and recreation services, other community-based organizations, and various local clinics and physicians.



Legal Support Services are provided in partnership with the non-profit organization Bet Tzedek at no cost to Health Benefits Resource Services clients who need assistance and/or advice regarding issues such as Landlord/Tenant Law, Kinship Care, and Power of Attorney for Health Care. 265 people received legal support services.

Patient Transportation is provided to individuals without any means of transportation for outpatient care and treatment. Service is also arranged for individuals receiving behavioral health services at the medical center. 4,571 patients received transportation through our partnership with Futura Taxi.



Senior Dinners/Senior Circle Wellness and Educational Program offers bi-monthly dinners on SFMC's main campus for local senior citizens 55 years and older. Seniors benefit from opportunities for regular socialization and health education. Wellness programs addressing specific health concerns, health screenings, and flu immunization clinics are also conducted

throughout the year, in collaboration with AppleCare and Omnicare Medical Groups. 879 seniors participated.

South Los Angeles Access to Care – SFMC Compton Clinic provides preventive and primary care to Compton residents who lack regular access to health care. This includes laboratory procedures and referrals to the Health Benefits Resource Center. 1,326 individuals received health care services.

Support Groups are offered by our Spiritual Care Services team, including Mothers of Aids Patients (MAP), Gabriel Support (Sudden Infant Death Syndrome), and Bereavement Support, in addition to post-traumatic spiritual counseling. Financial assistance is also available for food, gas, transportation, and parking. 2,309 received counseling, support, and financial assistance.



Trauma and Injury Prevention Program works with schools, hospitals, and other public and private organizations to help prevent traumatic injury. SFMC collaborates with the Violence Prevention Coalition, HAVEN (Hospitals Against Violence-Empowering Neighborhoods), Every 15 Minutes drunk-driving prevention, ICAN (Inter-Agency Council on Child Abuse and Neglect), Walk This Way safe street crossing, Los Angeles Violence Intervention Training Academy, Urban Peace Academy, and local safety fairs.

Vida Sana/Healthy Life Wellness Program aims at building a healthier community through a 6-month, coordinated program which provides heart health, diabetes, and obesity awareness, prevention, and education; diet and nutrition classes; stress reduction; and physical fitness activities to establish healthy lifestyle habits. By working through Southeast Los Angeles area churches, Vida Sana/Healthy Life reaches out to Latino and African-American communities, where heart disease and stroke are the number one and number three causes of death in these populations, respectively. 2,995 people made the Vida Sana commitment. Collaborative partners include St. Michael's Church, Los Angeles; Tower of Faith, Compton; Our Lady of Victory Church, Compton; Sacred Heart, Compton; St. Albert the Great, Compton; St. Gertrude's Church, Bell Gardens; St. Lawrence of Brindisi Church, Los Angeles; and St. Aloysius Gonzaga Church, Los Angeles.



Vincentian Fund supports patients' health care needs, *body mind and spirit*, by providing resources outside of the clinical setting. Food, clothing, emergency housing, transportation, medications, and medical equipment are made available to patients and families in need. Funding is provided through philanthropic support. 1,763 people received Vincentian Fund support.

Vincentian Service Corps (VSC) volunteers are recent college graduates who choose to serve for a year in organizations throughout the nation that provide services to the poor and underserved. Two VSC volunteers in fiscal year 2011 provided clinical support in SFMC's medical/surgical unit. Collaborative partner - Vincentian Service Corps West.

Health Professions Education – For Persons Living in Poverty



St. Francis Career College (SFCC) prepares students to succeed in health care professions by providing value-based education and career training. Comprehensive support services as well as skill development sessions help to ensure students' achievement and completion of the program. 325 students were enrolled in the vocational nurse and certified nurse assistant programs. 168 students were enrolled in the college's Career Advancement Programs, which enable SFCC alumni, students, and SFMC associates the opportunity to pursue a Registered Nurse Associates Degree.

Health Professions Education – For the Broader Community

Central Service Technician Training Course prepares individuals to become certified central service technicians. The program is offered privately and is taught by the manager of the SFMC Materials Management department. Students receive weekly classroom instruction and course work on standard precautions, safety, disinfection, and sterilization procedures of supplies and equipment that support surgery, obstetrics, emergency services, and other patient care areas. SFMC provides the facility, subsidizes students' parking fees, and offers opportunities for on-the-job volunteer service hours, as required for course completion. 112 students enrolled in the course.

COPE Clinical Care Extender Internship Program provides training to young, bright and motivated student health professionals from area colleges, universities, and trade schools. The program builds and sustains a competent workforce that is committed to the care of the community and reflects the community's culture and demographics. The students gain valuable work experience as they support SFMC's patient care services. 392 health care interns supported clinical care at SFMC. Collaborative partners included COPE Health Solutions, USC, UC Berkeley, UCLA, UC Irvine, UC Riverside, Cal State LA, Cal State Dominguez Hills, Cal State Long Beach, Mt. Saint Mary's, Drew University, Cerritos College, Long Beach Community College, Compton College, and LA Trade Tech.

Critical Care Symposium is offered annually to the community's health care providers and addresses specific topics affecting health care delivery in the critical care environment. This year's symposium focused on Acute Respiratory Distress Syndrome, Endograft Repair, Hyperglycemia, Carotid Artery Stenting, Pain Management, and Traumatic Brain Injury. 268 health care professionals from the community attended.

High Risk Infant/Mother Conference educates physicians, nurses and other clinicians on current issues related to the collaborative care of moms and infants. In addition, it introduces new practices and advances developmental care for newborns. Fifteen to twenty percent of pregnant mothers who deliver at SFMC are considered high risk. 65 health care professionals from the community participated in this 11th annual session.

Continuing Medical Education on "Improving Recognition of Alzheimer's and Other Dementia" introduced strategies that physicians and their clinical practices could implement to facilitate the recognition of Alzheimer's Disease and other dementias, and improve communication with and treatment of patients identified with these illnesses.



Paramedic Education is provided to SFMC mobile intensive care nurses (MICN) as part of the Emergency Department's pre-hospital care coordination. This training is open to MICNs, paramedics, and Emergency Medical Technicians (EMT) throughout the community to ensure the delivery of the highest standards of quality care by health care professionals. 69 MICNs, paramedics, and EMTs from local agencies participated in the education and training.

Subsidized Health Care Services



Community Clinics in Lynwood, Compton, Downey, and Huntington Park bring primary health care services to children and families who have limited access to our main campus and to essential health care. Family, obstetric, and pediatric services are available to adults and children in our service area. Child Health Disability Program (CHDP) Examinations and Immunizations for newborns and children up to 18 years old, and the Comprehensive Perinatal Services Program (CPSP) for pregnant women are offered. In fiscal year 2011, the clinics received 48,497 patient visits.

Trauma, Safety Net, and OB Services are among our subsidized health care services. The continued operation of these programs is essential to help ensure that critical health care is available around the clock to the community. This is especially crucial as Trauma and Emergency Services have closed at many surrounding hospitals within the last decade. Last year, 69,363 patients were treated in the Emergency Department, with 21,669 being children. 1,339 Trauma patients were treated. St. Francis Medical Center coordinated 14,891 paramedic runs with 34 paramedics squads from LA County Fire, Downey Fire, and Montebello Fire Departments; American Medical Response; Priority One Medical Transport; and Schaefer Ambulance Service. 5,800 babies were born in our Family Life Center, 710 of whom received care through our Neonatal Intensive Care Unit.

Financial and In-Kind Contributions

Brown Bag Lunch Drive provides bagged lunches to homeless individuals in downtown Los Angeles. Bags are assembled by SFMC associates and include a tuna and peanut butter and jelly sandwich, chips, nuts, cookies, water, and fresh fruit. Our goal was to complete 500 lunches. Through the generous donations of associates, 1,000 lunches were assembled and delivered to Our Lady of Angels Church, the Cardinal Manning Center, and St. Francis Center of Assistance for the Homeless.



Thanksgiving Food Baskets including a store gift card for a fresh turkey and food items for a traditional Thanksgiving dinner are distributed to families in our community who would not otherwise have the financial resources to have a holiday meal. SFMC works with local schools and our own staff to identify families in need. 115 families received baskets, and 575 family members were fed. Families were from Lynwood Elementary Schools - Abbott, Helen Keller, Lincoln, Lindbergh, Lugo, Mark Twain, Roosevelt, Thurgood Marshall, Washington, Will Rogers, and Wilson; and SFMC programs - Leavey Clinic, Oncology/Radiation Therapy, Health Benefits Resource Center, Casa de Esperanza, Nassau Reading Program, and St. Francis Career College.

Christmas Toy Drive collects new toys and clothing for children of families with limited resources. The drive is coordinated by the SFMC Foundation. Donations were received from the Key Container Company, Hosler Middle School National Junior Honor Society, Alexander Imports, RBB Architects, Beacon Pointe Advisors, Firebaugh High School National Honor Society, and from numerous SFMC units and individual donors. 2,000 toys were collected and benefitted 450 families from Creative Preschool of Long Beach, Washington Elementary and Lugo Elementary in Lynwood, local churches, and patients' families from our Pediatrics, Emergency, Maternal/Child Health, Health Benefits Resource Center, community clinics, Nassau Reading Program, Casa de Esperanza, Footprints, and St. Francis Career College.

Cash Donations were made to other non-profit organizations to help support their community benefit programs, including the National Health Foundation, Catholic Charities, St. Vincent Medical Center, Marian Outreach Center, St. Vincent Meals on Wheels, St. John Bosco High School, Juvenile Diabetes, and the Miller-Lawrence Medical and Dental Society.

Community Building Activities – For Persons Living in Poverty



NASEAU Reading Program is a remedial reading program designed for elementary school students whose reading, spelling and comprehension skills are two or more levels below their current grade level. Instructors from surrounding private and public schools refer students to the program. The program's high level of individualized attention enables children to dramatically improve their English language and reading skills, thus eliminating a significant obstacle to their development into self-sufficient, productive adults. 33 students enrolled. Collaborative partners include Marshall Elementary School, Roosevelt Elementary

School, Cesar Chavez Elementary, St. Emydius School, Will Rogers Elementary, Wilson Elementary, Tweedy Elementary, and Washington Elementary.

Volunteer Services Program introduces student volunteers to future health care careers and provides job skills training as they bring administrative and customer service support to the hospital. Adult and senior volunteers contribute their skills and experience while the interpersonal interaction supports their mental, emotional and spiritual well-being. Collaborative partners include Gardena One Stop (GAIN Program); Retired Seniors Volunteer Program (RSVP); Senior Community Service Employment Program (Ser Jobs for Progress). 379 volunteers provided more than 41,000 hours of service in 61 departments.

Job Shadowing offers students from the Elizabeth Street Learning Center in Cudahy the opportunity to follow a physician, nurse, or other health care professionals once a week for three weeks. Students receive a first-hand look at the day-to-day duties in clinical and non-clinical health care areas, including nursing units, laboratory, diagnostic imaging, finance, dietary services, and outreach programs. 23 students shadowed members of the SFMC health care team.

Community Building Activities – For the Broader Community

National Youth Leadership Forum gives high school honor students the chance to participate in an intense exploration of the medical field. Through the National Youth Leadership Forum on Medicine, students step into the shoes of physicians and staff for a day as they tour the Emergency Department, Diagnostic Imaging, Laboratory, Cardiology, Surgical Services, and other key units. 22 students were hosted.

Schools and Community Tours educate students and community members on the functions of various departments and the roles of doctors, nurses, and staff members in each unit, and introduce participants to health care careers. Tour groups range from elementary and high schools, international medical students, girls and boys youth clubs, goodwill ambassador groups, and service organizations. 160 students and community members participated, including Lifeline Education Charter School, 116th Street Elementary School in Los Angeles, and South Gate High School.



Community Board Participation encompasses SFMC representation on boards of community agencies and organizations. Through the ongoing participation of SFMC associates, the medical center collaborates to help build a healthier community. Boards and organizations include Service Planning Area 7, Compton Task Force, the Chambers of Commerce of Huntington Park, South Gate, and Paramount, LA Immunization, Salvation Army Southeast Board of Directors, Compton Collaborative, and Compton Alumni Board of Directors. More than 325 hours were dedicated to serving on boards, chambers, and service agencies/organizations.

Community Benefit Operations

Community Benefit Planning and Reporting includes staff and staff time dedicated to planning and reporting the organization's community benefit programs. Community benefit program directors and community affairs staff use tracking software and community needs assessments to support the monitoring and development of community benefit programs. More than 105 hours of planning and reporting were completed.

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



St. Francis Medical Center
Community Benefit Report Summary
Fiscal Year 2011

| | Persons Served | Total Comm Benefit \$ | Direct Offsetting Revenue \$ | Net Community Benefit \$ |
|-----------------------------------------------|-----------------------|------------------------------|-------------------------------------|---------------------------------|
| Benefits for Persons Living in Poverty | | | | |
| Traditional Charity Care | 15,486 | 15,406,204 | (1,903,597) | 13,502,607 |
| Unpaid Costs of Public Programs (MediCaid) | 50,633 | 147,702,909 | (142,666,201) | 5,036,708 |
| Community Health Improvement Svcs | 81,026 | 3,515,141 | --- | 3,515,141 |
| Health Professions Education | 596 | 2,534,345 | --- | 2,534,345 |
| Subsidized Health Services | - | 8,121,440 | --- | 8,121,440 |
| Financial and In-Kind Contributions | 3,575 | 4,953 | --- | 4,953 |
| Community Building Activities | 435 | 187,164 | --- | 187,164 |
| Benefits for Broader Community | | | | |
| Health Professions Education | 926 | 188,712 | --- | 188,712 |
| Financial & In-Kind Contributions | --- | 50,775 | --- | 50,775 |
| Community Building Activities | 182 | 22,904 | --- | 22,904 |
| Community Benefit Operations | - | 501,642 | --- | 501,642 |
| Total Benefits | | | | |
| Total | 152,859 | 178,236,189 | (144,569,798) | 33,559,909 |
| Unpaid Costs of Medicare | 29,863 | 76,530,645 | (72,472,202) | 4,058,443 |
| Total with Medicare | 182,722 | 254,766,834 | 217,042,000 | 37,724,834 |

Total Community Benefits including Medicare – Fiscal Year 2010

190,394

244,413,867

204,481,751

39,932,116



**ST. FRANCIS
MEDICAL CENTER**
our mission is life

Community Benefit Annual Update

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

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

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

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

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

Sister Joyce Weller, DC
Chairman of the Board

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