

Community Benefit Plan Progress Report, 2011

Based on the Community Benefit Plan 2010 – 2012

Responding to the 2010-2012 Needs Assessment



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Sutter Solano Medical Center Community Benefit Progress Report Prepared and Submitted by:

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Sutter Health:

Building Healthier Communities and Caring for Those in Need

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

It's better for patients:

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

Our stockholders are our communities:

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

Providing charity care and special programs to communities:

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

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

In 2011, our network of physician organizations, hospitals and other health care providers invested a record \$756 million in benefits to the poor and underserved and the broader community. 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

Providing community benefits demonstrates our commitment to enhance the well-being of residents in our region, and creates access to healthcare for individuals, children and families who struggle against barriers such as poverty, disability and isolation. Sutter’s Community Benefit programs help people get healthy and stay healthy.

We have launched many programs to enhance health-related awareness and access; and we have partnered with organizations working on the front lines in response to behavioral issues and medical conditions afflicting the residents in our region. Our Community Benefit programs are designed to help the people who need it most.

As a health care organization our hospitals are open 24 hours a day and serve anyone who walks through the door, but we know that’s not enough to promote active, healthy communities. As a partner in building a healthier community, we must also reach into the community to locate the areas of need and provide services and resources to address those needs.

The Sutter Health Sacramento Sierra Region (SHSSR) considers five principles described in “Advancing the State of the Art in Community Benefit: A User’s Guide to Excellence and Accountability,” developed by the Public Health Institute when developing community benefit programs:

- Disproportionate unmet health-related needs - We strive to build and support programs that serve the people who need it most.
- Primary prevention - We develop programs that focus on keeping families healthy.
- A seamless continuum of care - We work to ensure our programs and services are linked.
- Capacity building - We seek to build the capacity of existing community assets.
- Collaborative approach - We can’t do it alone, so whenever possible, we partner with existing community and government agencies.

2011 Community Benefit Value	Sutter Health Sacramento Sierra Region
Benefits for the Poor and Underserved	\$166,662,457
Benefits for the Broader Community	\$8,145,718
Total Quantifiable Community Benefit	\$174,808,175

The financial numbers above reflect the community benefit values for Sutter Health Sacramento Sierra Region (SHSSR), the legal entity that includes Sutter Solano Medical Center. Other Sutter Health affiliates that are a part of SHSSR are Sutter Medical Center, Sacramento, Sutter Davis Hospital, Sutter Roseville Medical Center, Sutter Auburn Faith Hospital and Sutter Amador Hospital.

I. 2011 Progress Report on Community Benefit Plan

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

The priority 2010 – 2012 priority needs for Sutter Solano Medical Center are:

1. Ensuring Access to Primary Care and Mental Health Services
2. Improving the Lives of Families and Children
3. Connecting with Our Senior Residents
4. Preparing Our Community for Healthy Futures

For more information about the **2010 – 2012 Community Needs Assessment**, including quantitative and qualitative data, please visit our website at www.HealthyLivingMap.com.

For more information on the **Community Benefit Plan 2010 – 2012** that this progress report pertains to, visit our website at www.CheckSutterFirst.org/community

Ensuring Access to Primary Care and Mental Health Services

Link to Community Needs Assessment	The Transitional Care Program (TCP) provides access to care for vulnerable and traditionally underserved residents.
Program Description	The TCP links homeless adults to vital community services while giving them a place to heal, medical follow up and case management. The most innovative aspect of this program is the unique collaboration between NorthBay Health Care, Kaiser Permanente, the Solano Coalition for Better Health and others.
Goals and Objectives	The goal of the TCP is significantly change the client’s utilization patterns and ultimately improves clients’ quality of life.
Strategy	The clients who are enrolled in the TCP are homeless adult individuals who otherwise would be discharged to the street or cared for in an inpatient setting only. The program is designed to offer clients up to six weeks during which they can focus on recovery and developing a plan for conditions, link them to vital community services, and provide them a place to heal. The TCP has produced impressive client outcomes by providing “wraparound” services including connection to a medical home, enrollment in eligible programs and support services for clients.
Baseline Information	The Solano TCP has now merged with the Frequent User Group and is called the Transitional Care Collaborative (TCC) to cover all the transitional care needs of uninsured and underinsured people in Solano. The group is comprised of the community partners, including Sutter Solano Medical Center, Kaiser Permanente, , La Clinica de la Raza, North Bay Healthcare, Solano Coalition for Better Health and the Solano County Health and Social Services, among others. This partnership is very unique in Solano and is beginning to tackle greater needs in Solano, including transportation for underserved populations. The “wrap-around” services provided and the unique collaboration with community-based service providers have resulted in this program being particularly cost-efficient while also improving the health outcomes of its participants.
Affiliate’s Contribution or Program Expense	\$30,000
Results	25 Clients per year benefit from the ICP program in Solano, for \$350,000 in savings.
Amendment to Community Benefit Plan	N/A

Priority Need: Ensuring Access to Primary Care and Mental Health Services

Link to Community Needs Assessment	Faith in Action: The Interfaith Volunteer Caregivers of Solano County provides non-acute, non-medical support services to receivers by matching them with trained volunteers and in the case of this partnership, provides medically-related, non-urgent transportation services to underserved populations and our orthopedic and cancer patients.
Program Description	Sutter Solano Medical Center and Faith in Action have partnered to provide transportation to and from medical appointments for Solano County’s underserved population. Those who utilize this service do not have the ability or resources to travel to important medical related appointments without the assistance of joint program of SSMC and Faith in Action.
Goals and Objectives	The program provides transportation to medically related transportation appointments, primarily to and from medical or social service programs, for the underserved residents of Solano who don’t have the ability or means to transport themselves to and from important medical care.
Strategy	Faith in Action has agreed to schedule and provide transportation to and from medical appointments for Solano County’s underserved, often isolated and vulnerable senior population.
Baseline Information	Faith in action transports several persons per vehicle and care recipients must be a senior who no longer drives and must be ambulatory.
Affiliate’s Contribution or Program Expense	\$20,000 per year.
Results	This is the first year that Sutter Medical Center Solano has partnered with Faith in Action on this effort. To date, we’ve provided hundreds of rides and are in the process of collecting more data.
Amendment to Community Benefit Plan	N/A

Priority Need: Preparing Our Community For Healthy Futures

Link to Community Needs Assessment	By supporting La Clinica de la Raza , Sutter Solano Medical Center is extending its commitment of care to those not already or traditionally served by Sutter’s network of providers.
Program Description	La Clinica North Vallejo Community Clinic is located adjacent to the Sutter Solano Medical Center. In this unique partnership, La Clinica serves as an emergency department diversion site, shortening wait times for nonemergency patients and freeing up valuable services to those truly in need of emergency department attention.
Goals and Objectives	Continue urgent and primary care for the community’s low-income, uninsured, and underinsured populations. La Clinica is a partner in our Transitional Care Collaborative in Solano and serves as the medical home for many of these clients partnership with La Clinica, a Federally Qualified Health Clinic, to provide appropriate care and link the uninsured and underinsured with an appropriate medical home.
Strategy	La Clinica operates as a hybrid, offering procedures that are beyond those usually found at primary care clinics. This clinic represents a great step forward in the provision of both urgent and primary care for the community’s low-income, uninsured and underinsured populations. La Clinica is a partner in Sutter Solano Medical Center’s Transitional Care Collaborative in Solano and serves as the medical home for many of these clients.
Baseline Information	SSMC’s partnership with La Clinica North Vallejo Community Clinic embodies the effectiveness of collaboration. SSMC provides support to La Clinica, which offers both urgent and primary care for Solano County’s low-income, uninsured, and underinsured populations.
Affiliate’s Contribution or Program Expense	\$130,000
Results	La Clinica’s health services help patients get the right care in the appropriate setting, reducing nonemergency visits to the Sutter Solano Medical Center emergency room – which means those truly in need of emergency department attention get it more quickly. In 2011, the full network of La Clínica health clinics provided care to over 74,000 patients, amounting to 361,261 patient visits.
Amendment to Community Benefit Plan	N/A

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

Benefits to the Poor and Underserved

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

Benefits for the Broader Community

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

Community Benefit Summary 2011

Sutter Health Sacramento Sierra Region

<u>Benefits for the Poor and Underserved</u>	<u>Community Benefit</u>
Traditional Charity Care	\$47,022,564
Unreimbursed costs of public programs	
Medi-Cal	\$84,718,403
Other public programs	29,008,433
Other Benefits for the Poor and Underserved	\$5,913,057
Total Quantifiable Benefits for the Poor and Underserved	\$166,662,457

<u>Benefits for the Broader Community</u>	<u>Community Benefit</u>
Non-Billed Services	\$1,889,324
Cash and In-Kind Donations	\$1,468,618
Education & Research	\$4,602,056
Other Community Benefits	\$185,720
Total Quantifiable Benefits for the Broader Community	\$8,145,718

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

- Sutter Solano Medical Center
- Sutter Amador Hospital
- Sutter Medical Center, Sacramento
- Sutter Davis Hospital
- Sutter Roseville Medical Center
- Sutter Auburn Faith Hospital

For further detail regarding the community benefit values for Sutter Solano Medical Center specifically, please contact Kelly Brenk at (916) 541-0519 or brenkkm@sutterhealth.org.

III. 2011 List of Community Partners

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

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

Fairfield/Suisun Community Action Council
Faith in Action
Kaiser Permanente
La Clinica de la Raza
Partnership Health Plan
Solano Coalition for Better Health
Solano County Health and Social Services
Sutter VNA & Hospice