

Community Benefit Plan Progress Report 2012

Based on the Community Benefit Plan 2011 – 2013

Responding to the 2011 Needs Assessment



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Novato Community Hospital Community Benefit Progress Report Prepared and Submitted by:

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Sutter Health:

Building Healthier Communities and Caring for Those in Need

Novato Community Hospital (NCH) 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 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 2012, our network of physician organizations, hospitals and other health care providers invested \$795 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's commitment to delivering charity care to patients continued to grow, reaching another all-time high of \$153 million in 2012 – or an average of nearly \$3 million per week.

Executive Summary

Novato Community Hospital aligned its 2012 community benefit programs with health care needs identified in the 2011 Community Health Needs Assessment.

Novato Community Hospital participates in Healthy Marin Partnership, a coalition founded in 1995 by Marin County hospitals and other community leaders to conduct the tri-annual needs assessment required by SB697. The coalition prioritizes health needs and a devises plan for meeting them.

NCH participates fully in this process and uses the data generated by the needs assessment to develop its community benefit approach.

As a result, NCH is focusing on the following community benefit priorities:

- Access to health care for the underinsured and uninsured in our community
- Upstream strategies to prevent illnesses that are the leading contributors to illness and death in Marin County – heart disease, stroke, and other chronic conditions such as diabetes:
 - Obesity
 - Tobacco use
 - Alcohol use/binge drinking
- Influence policies and practices that support changes at local, state, and federal levels to foster healthy communities – economic, housing, land use, retail, and health planning activities that support conditions conducive to good health.

2012 Community Benefit Value	Sutter West Bay Hospitals
Benefits for the Poor and Underserved	\$90,981,618
Benefits for the Broader Community	\$56,560,010
Total Quantifiable Community Benefit	\$147,541,628

The financial numbers above reflect the community benefit values for Sutter West Bay Hospitals (SWBH), the legal entity that includes Novato Community Hospital. Other Sutter Health affiliates that are a part of SWBH are California Pacific Medical Center (including St. Luke’s Hospital), Sutter Lakeside and Sutter Medical Center of Santa Rosa.

I. 2012 Progress Report on Community Benefit Plan

The following pages provide a progress report on the community benefit programs and activities conducted during the reporting year 2012 by Novato Community Hospital/Sutter West Bay Hospitals. NCH engaged in these activities in response to the 2011 Community Needs Assessment – a collaborative report that helps our partners, other health providers, public agencies and leaders identify and prioritize needs and areas of focus as they relate to the health of our communities.

The areas of focus for Novato Community Hospital are:

1. Access to care for the under-insured and uninsured citizens of Marin County
2. Support community initiatives addressing upstream causes of illness and death in Marin County

For more information about the **2011 Community Needs Assessment and plan**, including quantitative and qualitative data, please visit the Healthy Marin Partnership website at <http://healthymarinpartnership.org/MCNA/MCNA-2011/index.htm>

Focus #1: Access to Health Care for Under and Uninsured

Link to Community Needs Assessment	Marin County has the highest proportion of insured residents in California, 91 percent vs. 84 percent statewide. However, within specific Marin County census tracts the rate of uninsured is higher than the county or state average: four tracts in Novato with up to 20 percent uninsured, four in San Rafael as high as 27 percent, Mill Valley, Strawberry, and Tiburon with 32 percent uninsured.	
Program Description	Provide cash donations and in-kind services to federally qualified community health clinics and other public and non-profit organizations to increase access to health care among uninsured residents.	
Goals and Objectives	The 2012 goal of the Novato Community Hospital Community Benefit Program was to increase the capability of community-based to provide health care for the uninsured.	
Strategy	<ol style="list-style-type: none"> 1. Provide grants to clinics for direct patient care 2. Form partnership agreements with clinics to provide in-kind inpatient and outpatient diagnostic services for their patients 	
Baseline Information	Just 9 percent of Marin County residents overall are uninsured, however in census tracts identified as many as 32 percent of residents are uninsured.	
Affiliate's Contribution or Program Expense	6,856	Free influenza immunization day
	18,000	Homeward Bound of Marin medical respite beds for homeless
	11,343	Prescription drugs and rides to med appointments for uninsured patients discharged from the hospital
	27,947	Fees paid for uninsured student of Novato Unified School District to receive health care
	86,417	Operation Access for surgery services for uninsured*
	10,000	Rotocare clinic operations for uninsured
	151,569	Rotocare – in-kind laboratory services for uninsured patients*
	312,132	Total *agreements for services recorded as Charity Care
Results	191	Patients received influenza vaccines
	36	Individuals received respite medical beds
	146	Uninsured discharged patients received prescription drugs and rides to medical appointments
	92	Uninsured students receive health care such as eye exams, prescription eyeglasses, dental exams, dental treatment, and general health exams
	12	Uninsured patients received surgery procedures
	452	Uninsured patients had outpatient laboratory services through Rotocare referrals
	929	Uninsured patients served
Amendment to Community Benefit Plan	Current strategies are expected to be revised based on results of Community Health Needs Assessment completed 12/31/2012	

Focus #2: Support Community Initiatives Addressing Upstream Causes of Illness and Death in Marin County

Link to Community Needs Assessment	Upstream strategies to prevent illnesses that are the leading contributors to illness and death in Marin County – heart disease, stroke, and other chronic conditions
Program Description	<p>Since 2007, Healthy Marin Partnership has tracked a set of lifestyle issues that impact primary causes of death in Marin County:</p> <ul style="list-style-type: none"> • Over weight and obesity (diet and physical exercise) • Tobacco use • Alcohol use and binge drinking <p><i>*Downstream indicators are simultaneously tracked</i></p>
Goals and Objectives Strategy	<p>Focus on the people who need it:</p> <ul style="list-style-type: none"> • Economic development to increase livable wage among lowest 20% • Quality, affordable housing close to resources • Land use planning that incorporates health • Health research reform and organization practices • Healthy retail policies • Accessible opportunities for physical activity • Accessible transportation
Baseline Information	<ul style="list-style-type: none"> • 42% to 44% of Marin adults overweight or obese • 13% of Marin residents smoke (lowest in California) number is stable – • Up to 78% of Marin adults report consuming alcohol compared to 57% in the state of California • Up to 54% of 11th graders report consuming alcohol • 33% of 11th graders and nearly 20% of adults report binge drinking – 5 drinks per sitting for a male or 4 drinks per sitting female – the highest level in the state (higher income, higher risk)
Affiliate’s Contribution or Program Expense	<ul style="list-style-type: none"> • \$25,000 cash donation to Healthy Marin Partnership Programs • \$43,270/33% contribution to Community Health Needs Assessment (partnership with Marin General Hospital and Kaiser Permanente) • \$5,000 in-kind services to American Lung Association Better Breathers support group • \$8,488 in-kind food contribution to Marin County Food Bank
Results	<ul style="list-style-type: none"> • Healthy Eating, Healthy Living Coalition formed end of 2011with business, health care, agencies, non-profits and community groups – Community-wide planning implemented in 2012 • 39 local initiatives addressing the 3 upstream interventions tracked and supported by Healthy Marin Partnership
Amendment to Community Benefit Plan	Reprioritization of community health care needs anticipated with 2012 CHNA

II. 2012 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 Novato Community Hospital 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 2012

Sutter Health West Bay Hospitals

Benefits for the Poor and Underserved	Community Benefit
Traditional Charity Care	\$22,020,179
Unpaid Costs of Public Programs:	
Medi-Cal	\$54,601,275
Other Public Programs	\$5,062,980
Other Benefits for the Poor and Underserved	\$9,297,184
Total Quantifiable Benefits for the Poor and Underserved	\$90,981,618

Benefits for the Broader Community	Community Benefit
Non-Billed Services	\$1,384,860
Education and Research	\$54,445,236
Cash and In-Kind Donations	\$637,914
Other Community Benefits	\$92,000
Total Quantifiable Benefits for the Broader Community	\$56,560,010

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

- Novato Community Hospital
- California Pacific Medical Center (including St. Luke's Hospital)
- Sutter Lakeside Hospital
- Sutter Medical Center of Santa Rosa

For further detail regarding the community benefit values for Novato Community Hospital specifically, please contact Mary Strebim at (415) 209-1328 or strebim@sutterhealth.org.

III. 2012 List of Community Partners

At times, Novato Community Hospital 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.

Healthy Marin Partnership Leadership:

- *Novato Community Hospital*
- *Kaiser Permanente*
- *Marin Health Care District*
- *Marin County Office of Health and Human Services*
- *Marin Community Foundation*
- *Marin County Office of Education*
- *North Bay Leadership Council*
- *United Way of the Bay Area*
- *Hospital Council of Northern and Central California*
- *San Rafael Chamber of Commerce*

Direct Partnership with NCH Community Benefit Programs:

- *American Lung Association Better Breathers Program*
- *Blood Centers of the Pacific*
- *Homeward Bound of Marin*
- *LIFT/Levantate*
- *March of Dimes*
- *Marin Community Clinic*
- *Marin County Department of Emergency Services*
- *Marin County Hospital Preparedness Committee*
- *Marin County Health and Human Services Nutrition Wellness Program*
- *Marin Medical Reserve Corps*
- *Novato Unified School District*
- *Operation Access*
- *RotoCare Clinic*
- *Whistle Stop Wheels Healthy Express*