



Seton Medical Center
Seton Coastsides

2013 Community Benefit Report



Member of Daughters of Charity Health System

2013 Community Benefit Plan

Seton Medical Center

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2008 Health & Quality of Life in San Mateo County

Executive Summary

2013 Community Benefit Plan Seton Medical Center ~ Seton *Coastside*

The Community Benefit Plan (CBP) is driven by the commitment to the Daughters of Charity's mission by the Seton Medical Center Executive Team and the Community Advisory Committee (CAC). The Daughters of Charity Health System mission is to serve the sick and the poor. We advance and strengthen the healing mission of the Catholic Church by providing comprehensive, excellent healthcare that is compassionate and attentive to the whole person; body, mind and spirit. We promote families, responsible stewardship of the environment, and a just society through value based relationships and community collaboration.

The Community Engagement Director participates on local health related collaboratives and coalitions to ensure partnerships and collaboration throughout the community. Partnerships include local schools and school districts, businesses, community service clubs, places of worship, foundations, and State, County and City elected officials and agencies.

The Community Assessment: Health & Quality of Life in San Mateo County is designed to serve as a tool for guiding policy and planning efforts, and to formulate strategies to improve the quality of life. CAC members review community needs assessment results and provide recommendations for prioritizing community needs and identifying strategies for the annual community benefit plan. CAC members are leaders in the community representing schools, places of worship, community services and businesses, who meet quarterly to discuss our community benefit plan and receive updates on the accomplishments of the CBP goals and objectives.

Seton Medical Center (SMC) and Seton *Coastside* (SMCC) stand as vital and vibrant expressions of the Daughters' mission, with medical staff, associates and volunteers providing high quality comprehensive healthcare services to patients, families and communities throughout the greater Bay Area. The two hospital campuses, which are located 14 miles apart, are acute care not-for-profit hospitals. Seton was previously ranked in the top five hospitals in the San Francisco Bay Area by U.S. News & World Report – and was recognized for excellence in gynecology, kidney disorders and orthopedics. Seton Medical Center has received the American Heart Association/American Stroke Association's Get With The Guidelines® Stroke Gold Plus Performance Achievement Award. The award recognizes Seton's commitment and success in implementing excellent care for stroke patients, according to evidence-based guidelines.

As the largest provider of inpatient services to Medi-Cal patients in San Mateo County, SMC/SMCC plays an important role in addressing the unmet healthcare needs of the low-income and underserved in the County. SMC/SMCC's 2012 fiscal year unpaid costs of Medi-Cal is \$ 25,333,826. Traditional charity care

in 2012 fiscal year is \$1,227,341. Many community members often are not aware of resources available to them. Recognizing this, the Daughters of Charity provided grant funding to establish a Health Benefits Resource Center at Seton Medical Center. The center is designed as a one-stop information and referral service that links families to government sponsored health benefits and social services and community programs.

Additionally, SMC/SMCC continues to support free urgent care to the uninsured at two *RotaCare* Clinics. Monday night *RotaCare* Clinic is located at Seton Medical Center in Daly City and Wednesday night *RotaCare* Clinic is located in Half Moon Bay. The Clinics provide medical care, certain medications, laboratory and diagnostics, x-rays, immunizations, referrals to Seton Ophthalmologist services, social needs referrals within the community, health education and health care referrals. The medical care is provided primarily by volunteer physicians, physician assistants, nurse practitioners, and nurses.

SMC also began interfacing with Clinic by the Bay, a volunteer powered clinic serving uninsured adults 18+ with a gross income of \$2,256 for a single adult or \$4,594 for a family of four. The clinic serves as a medical home for the uninsured with chronic illnesses in Daly City and certain zip codes in San Francisco.

The St. Elizabeth Ann Seton New Life Center provides all-inclusive prenatal services for low-income women and their families. Women receive quality prenatal care and delivery, education and appropriate referrals for the entire pregnancy and 60 days postpartum. The percentage of pregnant mothers that encounter gestational diabetes continues to rise. Diabetes education and instituted insulin management facilitated patient's management and self control.

Our outreach to the community includes ongoing health education about healthy habits. According to the community health indicators, fewer than one in ten San Mateo County adults exhibit multiple general healthy habits typically associated with the prevention of chronic disease. As a result, health indicators show an alarming percentage of overweight children and adults and an increase in chronic health conditions. Our physicians, nurses and medical staff routinely volunteer their time to make presentations on healthy living and talk individually with community members about blood pressure management, nutrition and healthy habits.

We reached even further into the community on Mondays, when KRON 4 television partners with Seton Medical Center to present "Medical Mondays." Each week, this interactive program featured Seton physicians who discussed different medical concerns ranging from back pain to heart disease to joint replacement.

The following sections of the Executive Summary includes the highlighted results of 2012 CBP, the key findings of the 2011 San Mateo County Community Assessment Health & Quality of Life and an outline of the 2013 CBP Objectives and Goals.

Seton Medical Center and Seton Coastside FY 2012 Community Benefit Plan Results Summary

Community collaboration enables SMC/SMCC to successfully reach the annual goals and objectives of the CBP. Community members, Seton Associates and community partners, routinely donate time and resources to support our community benefit projects and activities.

Access to health care and health resources

Supporting RotaCare at SMC and Coastside RotaCare Clinics: The clinics provide free urgent medical care for the uninsured, certain medications, laboratory and diagnostics, x-rays, immunizations, referrals to Seton Ophthalmologist services, social needs referrals within the community, health education and health care referrals. The medical care is provided primarily by volunteer physicians, physician assistants, nurse practitioners, and nurses. (1,408 patient visits.) Seton Medical Center provides over \$50,000 in funding and direct services to both clinics. Additional \$16,500 donated in support of the SMC clinic from Kaiser Permanente, Gellert Foundation, Permanente Physician Medical Group and Pacifica Rotary Club.

Interfacing with Clinic by the Bay: Referrals to a volunteer – powered clinic serving uninsured adults 18+. Gross income \$2,256 for a single adult, \$4,594 for a family of four. The clinic serves as a medical home for the uninsured with chronic illnesses. 879 enrolled, 49% of the patients live in Daly City. Primary languages: 41% English, 37% Spanish, 11% Cantonese.

Providing low cost laboratory screenings: The Seton Medical Center lab provided diabetes, lipid panel, and cholesterol screenings the 2nd Sunday of each month at a reduced rate of \$25. 155 people received low cost screenings.

Participating in health related community events

Nurserymen's Exchange Health & Safety Fair
Cooking For Health Cancer Prevention Fair
Serramonte Health Fair
1st Baptist Church Daly City
Relay For Life

Disaster Preparedness Day
Doelger Fall Festival
Brisbane Flu Clinic
S M Hep B Screening and Vaccination Event
Seniors on the Move
National Black History Month

Supporting Healthy Aging Response Team (HART): HART is an information and referral phone line for seniors and people who have a disability living in Daly City. Supported by highly trained volunteers, HART strengthens the safety net of community based care and contributes to crisis prevention through multi-lingual outreach and facilitated linkages to vital services. Average 30 calls per month. Top 5 requests: transportation, food, housing, legal services, & health care.

Broadcasting Medical Mondays, KRON Television: Seton physicians discuss different medical concerns on television and take questions from viewers who call in to the station. Dr. Phillip Krueger: Orthopedic Institute; Dr. Colman Ryan: Seton Cardiac Services; Dr. Michael Hee: Ophthalmology - latest

in technologies; Dr. Emily Hu: Birthing Questions/Seton Birthing Center; Dr. Tali Bashour: Stress and the heart.

Promoting healthy women: The Community Engagement Director is a Commissioner on the Commission on the Status of Women of San Mateo County. Activities included: Clothing Drive for CORA and Clothes Closet; Outreach to Women at the S.M. County Women's Jail; Women's Hall of Fame; Support of the Youth Summit; Promotion of 211 Resource and Referral Line; San Mateo County California Women Lead (CaWL); Support of CaWL events promoting civic engagement of women in San Mateo County.

Establishing Health Benefits Resource Center (HBRC): One-stop information and referral service that links families' government sponsored health benefits and social services and community programs. Opening July 2012.

Increase adults' activity levels and health education

Supporting WalkAbout/TalkAbout: Supervised aerobics and mall walking twice a week for older adults. A twice-weekly walking program, led by trained volunteers. Health education provided: blood pressure screenings, diabetes, varicose veins, cancer screenings, wound care, HART program, and breast cancer. The WalkAbout partners include Seton Medical Center, Serramonte Center, and Doelger Senior Services. 300 seniors enrolled in the WalkAbout: average attendance of 150 at each walk.

Activities that support children and adolescents and promote healthy life style habits

Providing volunteer opportunities at SMC/SMCC: 100+ high school students volunteer at Seton Medical Center during the school year and over the summer months.

Supporting Police Athletic League: Helping youth participate in sports. 2,500 gained access to organized sports, uniforms, and officials.

Supporting Chamber of Commerce High School Senior Scholarship Awards: Daly City/Colma Chamber of Commerce raises money throughout the year along with business sponsorships to generate funds for awarding \$1,000 college scholarship to graduating high school students in Daly City. 40 graduating high school students in Daly City schools received \$1,000 each for their college education.

Promoting Get Healthy San Mateo County: The mission of the Get Healthy San Mateo County Task Force is to work collaboratively with all stakeholders to develop strategies that will reduce and prevent obesity and other health risks of unhealthy eating and lack of physical activity among all children in San Mateo County. Seton Medical Center is represented at community meetings.

Participating in Streets Alive! Parks Alive!: County driven annual event focused on people being active on streets, parks and public spaces in their own communities to ensure a healthy future. Cities all around the world organize car-free open street events to promote health, reduce carbon emission, and build a sense of community. Seton Coastside staff coordinated a Streets Alive Event on the Coast at Quarry Park in El Granada. Fun interactive activities were provided along with blood pressure screenings and health

information. Partners in the event included County Supervisor Carole Groom and staff, San Mateo County Parks, Golden Gate National Recreation Area and Sheriff's Activities League.

Access to prenatal and postpartum care for low income/underserved women

The St. Elizabeth Ann Seton New Life Center at Seton Medical Center: Provides all-inclusive peri-natal services for low-income, pregnant women in our community. The New Life Center provides quality pre-natal care and delivery, education and appropriate referrals to each mother for the entire pregnancy and 60 days post-partum, and expedites enrollment of pregnant women into the Medi-Cal program. The Center offers physician services and health education, as well as nutritional, social and support services, all in one location. 360 deliveries FY2012; 580 clients FY2011; 65% of the clients complete the program. Clients with diabetes: 26%. Low birth rate: 2%.

2011 San Mateo County Community Assessment Health & Quality of Life: Key Findings

The 2011 Community Assessment: Health & Quality of Life in San Mateo County is designed to serve as a tool for guiding policy and planning efforts, and to formulate strategies to improve the quality of life.

- For participating hospitals, the information in this assessment will serve to assist in developing Community Benefit Plans pursuant to Legislative Bill 697.
 - This report is also designed to assist facilities in meeting the federal requirements under Health Care Reform, also known as the Patient Protection and Affordable Care Act (PPACA).
-
- San Mateo County is among the most culturally and ethnically diverse counties. Asian and Hispanic residents, along with seniors, are expected to continue to become increasingly greater proportions of the population. We are not adequately prepared for this enormous demographic shift.
 - The actual causes of premature death are rooted in behavior, and it is estimated that as many as 50% of premature deaths are due to health risk behaviors such as tobacco use, poor diet, a lack of exercise, alcohol use, etc. Despite this, the vast majority of our community does not exhibit the most basic healthy behaviors. Our children are not doing much better than adults in exhibiting healthy behaviors. This will severely impact their future health.
 - Adolescents engage in a variety of risky behaviors such as alcohol and drug use, tobacco use, violence, and sexual behavior. It is important to encourage in our children and adolescents those assets which will deter harmful behaviors and promote healthy development.
 - Key adolescent assets where additional effort should be placed are: 1) increasing the amount of sustained caring/supportive adult/youth relationships; 2) increasing meaningful participation of youth in community.
 - Substance use (alcohol, tobacco and other drugs) is one of the most serious threats to the health of our community. Youth substance use is a particular concern. Binge drinking among young adults, especially males aged 18 to 24, has increased significantly over the last several years.
 - Individual health behaviors are deeply influenced by public policy and place (i.e., neighborhood conditions) to a far greater degree than we recognize.
 - Quality health care services in the county are, for the most part, not a problem. Access and affordability are a significant problem. Lack of a comprehensive healthcare “system” is a failing, unsustainable model.
 - More than one out of four San Mateo County adults believe access to mental health, substance abuse, and dental services in the county are “fair” or “poor.”
 - The Internet is likely to replace physicians in the near future as the place where most people get most of their healthcare information.

- The proportion of births with adequate prenatal care has risen steadily among Black and Hispanic women, lessening the racial health disparities that have persisted in prenatal care. The rise in C-section rates is a disturbing trend.
- The proportion of adults aged 60 and older is expected to double over the next four decades, Hispanic and Asians are projected to increase their representation considerably in the older population.
- Falls are a key issue leading to hospitalization, loss on independence, and death among seniors. More resources should be directed toward this preventable condition.
- Looking at mortality rates, we are healthier now than any time in the past. However, there are storm clouds on the horizon and, unless things change, our children will lead shorter lives than ours.
- Cancers are a leading cause of death in San Mateo County. Area incidence and mortality rates vary dramatically by race/ethnicity.
- Few residents consume adequate amounts of fruits/vegetables; however, this appears to be slowly improving. Access to fresh fruits and vegetables is still an issue in some areas.
- Heart disease and stroke death rates continue to decline, while reported prevalence of high blood pressure and high blood cholesterol continues to rise.
- Since 1998, there have been significant increases in the prevalence of asthma, chronic lung disease, and diabetes among San Mateo County adults.

Seton Medical Center & Seton Coastside 2012 - 2013 Community Benefit Plan Objectives and Goals

Community Need #1: Healthcare and health resources for uninsured and underserved people. The number of uninsured is expected to continue to rise as more people become unemployed and lose benefits. Many of those losing their insurance have chronic care conditions.

Objectives:

- #1: To provide access to care and health resources for uninsured people in the geographical area served by Seton Medical Center/Seton *Coastside*.
- #2: To improve access to health information and services to target populations through provision of support groups, meeting and office space to community partners.
- #3: Outreach to underserved and target populations at increased risk for cardiovascular disease and diabetes, in order to provide health information and access to health resources.

Goals:

- ▣ Secure funding and recruit physicians/volunteers for *RotaCare* Clinics
- ▣ Seek opportunities to provide caregiver support
- ▣ Collaborate with community programs in support of seasonal vaccinations
- ▣ Increase awareness of Health Benefits Resource Center
- ▣ Provide health presentations in smaller venues
- ▣ Increase cancer screening awareness
- ▣ Provide low cost cholesterol screenings
- ▣ Provide selected medical supply donations to medical mission
- ▣ Collaborate with nearby clinics for the uninsured

Community Need #2: Increase adults' activity levels and health education to decrease cardiovascular risk factors. It is estimated 50% of premature deaths are due to health risk behavior such as tobacco use, poor diet, and lack of exercise. Heart disease and stroke death rates continue to decline, while reported prevalence of high blood pressure and high blood cholesterol continues to rise.

Objective #1: To increase activity levels of adults 50+ in order to decrease cardiovascular risk factors affected by lack of physical activity and to increase access to health education information and blood pressure monitoring.

Goals:

- ▣ Continue to support WalkAbout/TalkAbout
- ▣ Continue to support National Streets Alive Campaign
- ▣ Offer Pulmonary Exercise Maintenance
- ▣ Publish Better Breather's Newsletter

Community Need #3: Activities that support children and youth and promote healthy life style habits. Overall 25% of San Mateo County students in grades 5 - 9 are overweight. Only 39% of 5th, 7th and 9th grade students meet fitness standards.

Objective #1: To promote developmental assets for youth through participation in activities which support children and adolescents and promote healthy life style habits, constructive use of time, service to others and health awareness.

Goals:

- ▯ Nutrition & health information presentations with sensitivity to cultural, ethnic and languages
- ▯ Assist schools with nutrition wellness policies
- ▯ Advance awareness of sugar content in soft drinks
- ▯ Promote Healthy San Mateo campaign
www.getthehealthysmc.org

Community Need #4: Access to pre-natal and post-partum care for low-income and underserved pregnant women. There is a steady increase in the percentage of gestational diabetes.

Objective #1: To improve access to pre-natal and post-partum care for low-income and underserved pregnant women in order to assure healthy outcomes.

Goals:

- ▯ Support local youth clinics, Teen Moms programs and prenatal health education
- ▯ Support St. Elizabeth Ann Seton New Life Center

Additional Community Outreach and Support: Participation in local Chambers of Commerce and SAMCEDA. Support of Family Cross Roads Shelter, Commission on the Status of Women, Emergency Food Bank, Chamber of Commerce, Daly City Partnership, ALICE, Radiation Tech Student Education, Radiation Resident and Podiatry Resident.

Seton Medical Center ~ Seton Coastside
Community Benefit Report

FY 2012 Community Benefit Plan Results
&
FY 2013 Community Benefit Plan Objectives & Goals

Seton Medical Center ~ Seton *Coastside* Community Benefit Plan

Daughters of Charity 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 healthcare that is compassionate and attentive to the whole person; body, mind and spirit. We promote families, responsible stewardship of the environment, and a just society through value based relationships and community collaboration. Nearly four centuries later, Seton Medical Center (SMC) and Seton *Coastside* (SMCC) stand as vital and vibrant expressions of this mission, with medical staff, associates and volunteers providing high quality comprehensive healthcare services to patients, families and communities throughout the greater Bay Area. The two hospital campuses, which are located 14 miles apart, are acute care not-for-profit hospitals.

Seton Medical Center/Seton *Coastside* provides treatment and promotes health and healing as a response to identified community need. The community benefit plan enhances the health of the community through improved access to health care and providing healthy living education.

Seton Medical Center and Seton *Coastside* continue to be inspired by the Vincentian Values:

- **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

Community Demographics

San Mateo County, located on the San Francisco Peninsula is made up of twenty cities and towns and is bordered by the City of San Francisco on the north. Seton Medical Center is a major tertiary care center; serving northern and central San Mateo County and select zip codes in southern San Francisco County. Seton *Coastside* in Moss Beach provides the only 24-hour physician-staffed standby emergency department on the coast between Daly City and Santa Cruz. Seton *Coastside* also provides a skilled nursing unit, an acute-care unit, radiology, laboratory, and rehabilitative services. Seton *Coastside's* service area constitutes a large geographic area that extends 45 miles from Montara south to the Santa Cruz County line.

There remain radical differences by community within this overall service area in terms of racial and ethnic composition. Asian and Hispanic residents are expected to continue to become an increasingly greater proportion of the population. The Asian/Pacific Islander population is primarily clustered in Daly City while the Hispanic population is primarily clustered in South San Francisco and 50 percent of the coastside, both Seton and Seton *Coastside* service areas.

Community Benefit Plan Development

The Community Assessment: Health & Quality of Life in San Mateo County is designed to serve as a tool for guiding policy and planning efforts, and to formulate strategies to improve the quality of life. For participating hospitals, the information in this assessment will serve to assist in developing Community Benefit Plans pursuant to Legislative Bill 697. This report is also designed to assist facilities in meeting the federal requirements under Health Care Reform, also known as the Patient Protection and Affordable Care Act (PPACA).

The Healthy Community Collaborative of San Mateo County is a group of San Mateo Organizations interested in the community's health. As in 1995, 1998, 2001, 2004, 2008, the Collaborative came together once again to conduct a community needs assessment of San Mateo County in 2011 as a follow up to these earlier studies.

Collaborative Members:

Health Plan of San Mateo
Hospital Consortium of San Mateo Co.
Hospital Council of Nth & Central CA
Kaiser Permanente, San Mateo Area
Lucille Packard Children's Hospital
Mills Peninsula Health Services
Peninsula Family YMCA
Peninsula Library System Services

San Mateo Co. Health Dept.
San Mateo Medical Center
Sequoia Hospital
Seton Medical Center
Seton Medical Center *Coastside*
Silicon Valley Community
Stanford Hospital and Clinics
Youth and Family Enrichment

The Seton Medical Center Community Advisory Committee (CAC) members review community needs assessment results and provides recommendations for prioritizing community needs and identifying strategies for the annual community benefit plan. The CAC members meet quarterly to receive updates on the accomplishments on the CBP goals and participate in discussions concerning community health. The annual CBP is also presented to the SMC Board for review, discussion and approval.



The SMC Community Advisory Committee meeting

Community Advisory Committee:

- Rev. Dr. Lynn Bowdish, Holy Child-St. Martin Episcopal Church
- Alice Bulos, President Thomasian USA
- William Choutka, General Manager, Westlake Village Apartments
- Joanne F. del Rosario, Town of Colma, City Council
- Jennifer Duarte, General Manager, Serramonte Shopping Center
- Eliza Gibson, Executive Director, Clinic by the Bay
- Chris Hunter, Legislative Aide, San Mateo County Supervisor Don Horsley
- Bernd Kutzscher, M.D., Pacific Eye Specialists (Chair)
- Cathy Lehmkuhl, R.N., Clinic Manager, San Mateo Medical Center – DC & SSF Clinics
- Thomas Minschew, Superintendent, Jefferson Union High School District

- Lorraine Moriarty, Executive Director, Society of St. Vincent de Paul
- Wanda Nalls, Executive Director, Community Service Center
- Rev. Leonard Oakes, Holy Child-St. Martin Episcopal Church
- Eric Perez, M.D., FAAP, Bay Area Pediatric Medical Group, Inc.
- Georgette Sarles, President & CEO, Daly City-Colma Chamber of Commerce
- Herminigildo Valle, M.D., Medical Director, *RotaCare* Clinic at Seton
- Tina Ahn, Vice President, Chief Development Officer, Seton Medical Center
- Kevin Andrus, Vice President, Business Development & Marketing, Seton Medical Center
- Sister Arthur Gordon, D.C., Vice President, Mission Integration, Seton Medical Center
- Jan Kamman, Director, Physician & Community Engagement, Seton Medical Center
- Tim McMurdo, Vice President, Medical Staff Services & Business Development, Seton Medical Center
- Stephanie Mearns, Vice President, Patient Care/CNE, Seton Medical Center

Community collaboration enables SMC/SMCC to successfully reach the annual CBP goals and objectives. Participating on various committees throughout the county is another avenue to learn about community needs, which services are provided and to avoid duplication of the services. Committee and Boards include:

Clinic by the Bay Advisory Committee
 California Women Lead
 Coastside Health Committee
 Commission on the Status of Women
 Daly City Adults Community, Connecting, Education, Support, Services (ACCESS)
 Daly City Peninsula Partnership
 Healthy San Mateo County Collaborative
 Daly City Youth Health Center Committee
 San Mateo County Hospital Consortium

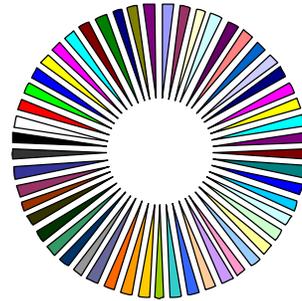
Partners include local schools and school districts, businesses, community service clubs, churches, foundations and State, County and City elected officials and agencies. Additionally, community volunteers, Seton Medical Staff and Seton Associates routinely donate time and resources. Many of the safety nets for families and community members have been cut back due to the economy. Some of the services are now collaborating with each other and sharing staff to keep programs operating at a minimum.

Chamber of Commerce Boards: SMC/SMCC consistently show support through participation on the following chamber of commerce boards, Daly City – Colma, Brisbane, Half Moon Bay, Pacifica, and South San Francisco. Additionally, SMC is a major sponsor of the State of the Cities addresses for Daly City - Colma and Brisbane Chambers. The State of the City events provides Mayors the opportunity to present updates and have interactive discussions with businesses and community members.

Community Partnerships:

The success of our community benefit is dependent upon effective collaboration

- Aging Mentors, Inc.
- Alzheimer's Association
- American Cancer Society
- American Heart Association
- American Lung Association
- Asian Youth Services
- Black Infant Health
- Blue Shield of California
- CA Health Initiative
- CA Highway Patrol
- Chambers of Commerce
- Child Care Coord. Council
- Coastside Emergency Action Program
- Coastside Adult Day Health Center
- Coastside Collaborative
- Coastside Health Committee
- Coastside Hope
- Coastside Behavioral Health Clinic
- Commission on the Status of Women
- Community Volunteers
- Community Overcoming Relationship Abuse
- Daly City ACCESS
- Daly City Community Service Center
- Daly City Food Pantry
- Daly City Peninsula Partnership
- Daly City Public Library
- Daly City Youth Health Center
- Daughters of Charity Health System
- Explorer Scouts
- Faith Community
- Family Caregiver Alliance
- FilAm Committee
- First National Bank
- Half Moon Bay Beautification Committee
- Healthy Community Collaborative
- HIP Housing
- Kaiser Permanente Foundation
- Knights of Columbus
- Legal Aide Society of San Mateo Mercy Housing Corp.
- MidCoast Community Council
- Mid-Peninsula Housing
- Nurserymen's Exchange
- Pacifica Collaborative



- Parks and Recreation Depts.
- Partnership for a Safe & Healthy Pacifica
- Pearlstein Family Foundation
- Peninsula Library System
- Police Athletic League
- Police & Sheriff's Departments
- Pre-to-3 Program
- Project HEAL
- Pyramid Alternatives
- Bay Area Red Cross
- RotaCare Bay Area, Inc.
- Rotary Clubs
- San Mateo Co. Fire Depts.
- San Mateo Co. Harbor District
- San Mateo Co. Health Services
- San Mateo Co. Human Services
- School Districts
- Second Harvest Food Bank
- Senior Coastsiders
- Serramonte Shopping Center
- Seton Medical Center Foundation
- Shelter Network
- Sheriff's Activity League
- Silicon Valley Community Foundation
- Site for Sore Eyes
- Sonrisas Dental Clinic
- United Way Bay Area
- U.S. Bank
- Vincentian Service Corps.
- Wells Fargo Bank
- Westlake Village Apartments
- WIC Food and Nutrition Services
- Woodland Foundation

FY 2012 Community Benefit Plan Results

2012 Community Benefit Plan Objectives and Goals

Community Need #1: Healthcare and health resources for uninsured and underserved people. The number of uninsured is expected to continue to rise as more people become unemployed and lose benefits. Many of those losing their insurance have chronic care conditions.

Objectives:

#1: To provide access to care and health resources for uninsured people in the geographical area served by Seton Medical Center/Seton Coastsides.

#2: To improve access to health information and services to target populations through provision of support groups, meeting and office space to community partners.

#3: Outreach, to underserved and target populations at increased risk for cardiovascular disease and diabetes, in order to provide health information and access to health resources.

Goals:

- ▣ Secure funding and recruit physicians/volunteers for RotaCare Clinics
- ▣ Seek opportunities to provide Caregiver support
- ▣ Collaborate with community programs in support of seasonal vaccinations
- ▣ Establish Health Benefits Resource Center
- ▣ Provide health presentations in smaller venues
- ▣ Increase cancer screening awareness
- ▣ Provide low cost cholesterol screenings
- ▣ Provide selected medical supply donations to medical mission
- ▣ Collaborate with nearby clinics for the uninsured

Community Need #2: Increase adults' activity levels and health education to decrease cardiovascular risk factors. It is estimated 50% of premature deaths are due to health risk behavior such as tobacco use, poor diet, and lack of exercise. Heart disease and stroke death rates continue to decline, while reported prevalence of high blood pressure and high blood cholesterol continues to rise.

Objective #1: To increase activity levels of adults 50+ in order to decrease cardiovascular risk factors affected by lack of physical activity and to increase access to health education information and blood pressure monitoring.

Goals:

- ▣ Continue to support WalkAbout/TalkAbout
- ▣ Continue to support National Streets Alive campaign
- ▣ Offer Pulmonary Exercise Maintenance
- ▣ Publish Better Breather's Newsletter

Community Need #3: Activities that support children and youth and promote healthy life style habits. Overall 25% of San Mateo County students in grades 5 - 9 are overweight. Only 39% of 5th, 7th and 9th grade students meet fitness standards.

Objective #1: To promote developmental assets for youth through participation in activities which support children and adolescents and promote healthy life style habits, constructive use of time, service to others and health awareness.

Goals:

- ▣ Nutrition & health information presentations with sensitivity to cultural, ethnic and languages
- ▣ Assist schools with nutrition wellness policies
- ▣ Advance awareness of sugar content in soft drinks
- ▣ Promote Healthy San Mateo campaign
www.gethealthysmc.org

Community Need #4: Access to pre-natal and post-partum care for low-income and underserved pregnant women. There is a steady increase in the percentage of gestational diabetes.

Objective #1: To improve access to pre-natal and post-partum care for low-income and underserved pregnant women in order to assure healthy outcomes.

Goals:

- ▣ Support local youth clinics, Teen Moms programs and prenatal health education
- ▣ Support St. Elizabeth Ann Seton New Life Center

Additional Community Outreach and Support: Membership in local Chambers of Commerce and SAMCEDA. Support of Family Cross Roads Shelter, Commission on the Status of Women, Emergency Food Bank, Chamber of Commerce, Daly City Partnership, ALICE, Radiation Tech Student Education, Radiation Resident and Podiatry Resident.

Objective #2: To improve access to health information and services to target populations through provision of support groups, meeting and office space to community partners

SMC Health Sciences Library provides patients and visitors free health information and referrals to health resources in the local community. The library provides access to Krames-on-Demand providing health information in 13 languages. Community members accessing Health Science Library: 800 contacts. Phone inquiries, walk-in visitors.

Health Related Support Groups: Lactation, Breast Cancer, Cancer, Prostate Cancer, Cardiac, Diabetes, Domestic Violence, Grief, Pulmonary, Scleroderma, Tele-Care, Smoking Cessation, Advance Health Care Directives and Bereavement.

SMC provides meeting space for community sponsored health related support groups with 5 - 25 people attending each meeting: Al-Anon, Alcoholics Anonymous, Overeaters Anonymous, YMCA Domestic Violence group, Health Insurance Counseling & Advocacy Program (HICAP), Family Visitation Program.

Objective #3: Outreach, especially to underserved and target populations at increased risk for cardiovascular disease and diabetes, in order to provide health information and access to health resources

Low Cost Laboratory Health Screenings on the 2nd Sunday of each month at a reduced rate of \$25. The lab provided diabetes, lipid panel, and cholesterol screenings for 155 community members.

Health Fairs and Health Education Presentations:

The SMC Community Outreach Department participated in 11 community health fairs and local health related events where the target population lacks access to healthcare and is at high risk for cardiac disease and/or diabetes. Blood pressure screenings are provided at the health fairs allowing each person served an opportunity to talk with a nurse and learn more about heart healthy lifestyles and healthy nutrition. The partnership with Daly City Adults Community Connecting, Education, Support, Services (ACCESS) serves as the catalyst to promote community outreach with cultural sensitivity and language capacity at health fairs. Representatives of family service agencies and healthcare facilities work together to provide language interpretation at the health fairs.



Seton nurses volunteering their time to provide blood pressure screenings for the community at Serramonte Shopping Center Health Fair.

2012 Health Fairs and Events:

- Brisbane Flu Clinic
- Cooking for Health: Cancer Prevention Fair
- Disaster Preparedness Day
- Doelger Senior Center
- First Baptist Church Daly City
- National Black History Month
- Nurserymen's Exchange
- Relay For Life
- San Mateo Hep B Screening & Vaccination Event
- Serramonte Health Fair
- Seniors on the Move

Outreach to seniors and people who have a disability in Daly City:



Graduates of the Healthy Aging Response Team volunteer training

The Director of Community Engagement is an active member of Daly City Adults Community, Connecting, Education, Support, Services (ACCESS). The Healthy Aging Response Team (HART) is a program developed by members of ACCESS. HART is an information and referral phone line for seniors and people who have a disability living in Daly City. Supported by highly trained volunteers, HART strengthens the safety net of community based care and

contributes to crisis prevention through multi-lingual outreach and facilitated linkages to vital services. The phone line is staffed by volunteers who are 50 yrs+ referring callers to services needed and make follow up calls and case management as required. An average of 30 calls is received each week. Kaiser has provided funding for bi-weekly meetings for volunteers, leadership training to encourage improvement and adding friendly calls to the service. The top five requests are transportation, housing, food, legal assistance, and health care. HART contact information is distributed through physician offices, case managers, social workers, and at community events.

| | |
|--|--|
| <p style="text-align: center;">CALL HART FOR HELP</p> <p>All DALY CITY Residents 50 years and older and adults with disabilities.....</p> <p style="text-align: center;">Do you need help connecting TO SERVICES ?</p> <ul style="list-style-type: none"> ✓ TRANSPORTATION ✓ FOOD ✓ SHELTER ✓ HEALTH / WELLNESS / RECREATION ✓ OTHER SERVICES <p style="text-align: center;">Multilingual volunteers here to help you! Call us at 650-991-5558 Monday – Friday 8:30 a.m. - 5 p.m. www.doelgercenter.com</p> <p>This is a program of DALY CITY ACCESS</p> | <p style="text-align: center;">致電給 長者健康援助計劃 尋求幫助</p> <p>所有帝利市50歲以上居民或成年傷殘人任.....</p> <p style="text-align: center;">你是否需要以下的服務:</p> <ul style="list-style-type: none"> ✓ 交通接送 ✓ 食物 ✓ 房屋 ✓ 健康 /美好/ 娛樂 ✓ 其它服務 <p style="text-align: center;">有多種語言義工可幫你! 電 650-991-5558 星期一至星期五 上午8:30 – 下午5 www.doelgercenter.com 這是帝利市ACCESS計劃</p> |
| <p style="text-align: center;">Si necesita ayuda, llame a HART</p> <p>Todos los residentes de DALY CITY de 50 años o más y personas adultas con discapacidad.....</p> <p style="text-align: center;">Necesita ayuda para conectarse a servicios tales como:</p> <ul style="list-style-type: none"> ✓ TRANSPORTE ✓ COMIDA ✓ REFUGIO ✓ SALUD / BIENESTAR / RECREACIÓN ✓ OTROS SERVICIOS <p style="text-align: center;">Voluntarios MULTILINGUE para ayudarle! LLámenos a 650-991-5558 Lunes – Viernes 8:30 a.m. - 5 p.m. www.doelgercenter.com Este es un programa de DALY CITY ACCESS</p> | <p style="text-align: center;">TUMAWAG SA HART KUNG KAILANGAN NG TULONG</p> <p>Lahat ng naninirahan sa Daly City idad 50 anyos at pataas at yung may sapat na gulang na may kapansanan ... Kung nais ninyong maugnay sa mga serbisyo gaya ng:</p> <ul style="list-style-type: none"> ✓ SASAKYAN ✓ PAGKAIN ✓ TULUYAN (SHELTER) ✓ KALUSUGAN / KABUTHIHAN / PAGLILIBANG ✓ AT IBA PANG MGA PAGLILINGKOD <p>Mga boluntaryo na marunong magsalin sa mga wika ay handang tumulong sa inyo. Tumawag sa (650) 991-5558 LUNES – BIYERNES 8:30 a.m. - 5 p.m. www.doelgercenter.com Ito ay programa ng DALY CITY ACCESS</p> |



Healthy Women Campaign:

The Director of SMC Community Engagement is a Commissioner on the Commission on the Status of Women of San Mateo County.

Projects of the Commission on the Status of Women include:

Clothing Drive for CORA and Clothes Closet

Outreach to Women at the San Mateo County Women's Jail

Women's Hall of Fame

Support of the Youth Summit

Support of the Criminal Justice Conference

Promotion of 211 Resource and Referral Line

Support of San Mateo County California Women Lead (CaWL) event

The Director of SMC Community Engagement is also a founding Board member of San Mateo County California Women Lead. San Mateo County California Women Lead is a non-partisan non-profit that encourages the development of women as political leaders. California Women Lead (CaWL) of San Mateo held appointments trainings, Passing the Torch (Young Women), and an annual Meet and Mingle event. 80% of the survey respondents indicated they are very likely or likely to seek appointments to boards or commissions or become politically involved by seeking office or working on a campaign.



*Young Women engaging with elected women officials in San Mateo County
Passing the Torch*

Television Medical Show: Bay Area television station, KRON for 30 minute medical show, called "Medical Mondays." Seton's physicians discussed different medical concerns ranging from back pain to heart disease to joint replacements. With callers asking specific medical questions during the show, the show's format provided an opportunity for Seton to provide health education to KRON viewers.

Dr. Phillip Krueger: Orthopedic Institute

Dr. Colman Ryan: Seton Cardiac Services

Dr. Michael Hee: Ophthalmology - latest in technologies

Dr. Emily Hu: Birthing questions/Seton Birthing Center

Dr. Tali Bashour: Stress and the heart

Community Need #2: Increase adults' activity levels and health education to decrease cardiovascular risk factors.

Objective #1: To increase activity levels of adults 50+ in order to decrease cardiovascular risk factors affected by lack of physical activity and to increase access to health education information and blood pressure monitoring



WalkAbout/TalkAbout:

WalkAbout provides supervised aerobics and mall walking twice a week for older adults. A twice-weekly walking program, led by trained volunteers began in February 2000. The WalkAbout partners include Seton Medical Center, Serramonte Center and Doelger Senior Services.

Community volunteers lead an organized warm up before the 1.5-mile walk and a cool down exercise session in closing. For some of the participants, the warm-ups have evolved into an on-going line dancing.

Additional community volunteers keep the program running smoothly by keeping all of the participant registration forms up to date. Once a month at WalkAbout, SMC hosts the TalkAbout, a monthly program presentation on important quality of life topics and blood pressure screening. Program presentations include cholesterol, eye care, diabetes, arthritis, nutrition, emergency preparedness and safe driving tips. WalkAbout and TalkAbout continues to improve the cardiovascular health of hundreds of older adults.

Approximately 300 seniors are enrolled in the WalkAbout with an average attendance of 150 at each walk. SMC nurses routinely volunteer their time once a month at the TalkAbout. An average of 84 blood pressure screenings is given at the TalkAbout. Participants keep a pocket record of their screenings to monitor their blood pressure numbers.

Talk About Topics:

- Wound Care
- Breast Cancer
- Fall Prevention
- Common Eye Diseases and Treatments
- Cholesterol Update
- Healthy Aging Response Team (HART)
- Rosen Method Movement
- Diabetes Education
- Varicose Veins
- Infection Control/Flu Prevention



Community Need #3: Activities that support children and youth and promote healthy life style habits.

Objective #1: To promote developmental assets for youth through participation in activities which support children and adolescents and promote healthy life style habits, constructive use of time, service to others and health awareness

Community Youth Related Collaboratives and Committees: Participation on these committees and attendance at meetings makes it possible for SMC/SMCC to identify and prioritize the assets that will most greatly benefit our outreach for children and adolescents.

- Daly City-Peninsula Partnership Collaborative Program: A collaborative of 100 organizations, agencies, schools and parent groups which promote academic achievement for youth in Northern San Mateo County.
- Police Athletic League (P.A.L.) raises funds for uniforms, coaches and other adult volunteers. P.A.L. makes it possible for over 2,500 local youths the opportunity to participate in sports.
- Coastside Health Committee: Established in 1978 to focus on identifying avenues to increase health resources available to low-income children and families.
- Healthy Community Collaborative of San Mateo County: Hospital Consortium of San Mateo County, San Mateo Community Assessment and Adolescent Asset Program, Get Healthy San Mateo Task Force.

Get Healthy San Mateo County Web Site



The mission of the Get Healthy San Mateo County Task Force (Task Force) is to work collaboratively with all stakeholders to develop strategies that will reduce and prevent obesity and other health risks of unhealthy eating and lack of physical activity among all children in San Mateo County.

<http://www.gethealthysmc.org/>

Youth Related Community Activities:

- Sober Grad Nights, sober drinking campaigns, anti-smoking campaigns, and youth forums
- Volunteer opportunities at SMC/SMCC for 200+ teens
- Jobs for Youth Program Annual Fundraising Breakfast
- Daly City Youth Health Center Annual Fundraising Dinner
- Chamber of Commerce high school senior scholarship awards
- Rethink your drink campaign
- San Mateo County Youth Summit

Community Need #4: Access to pre-natal and post-partum care for low-income and underserved pregnant women. The proportion of low-weight births and C-section births has increased in the county over the past decade. There has been a steady increase in the percentage of mothers encountering gestational diabetes.

Objective #1: To improve access to pre-natal and post-partum care for low-income and underserved pregnant women in order to assure healthy outcomes

The St. Elizabeth Ann Seton New Life Center established at Seton Medical Center in 2003, provides all-inclusive peri-natal services for low-income, pregnant women in our community. In order to achieve its goal of decreasing the incidence of pre-term and low-birth-weight babies of mothers in the program, the New Life Center provides quality pre-natal care and delivery, education and appropriate referrals to each mother for the entire pregnancy and 60 days post-partum, and expedites enrollment of pregnant women into the Medi-Cal program. The Center offers physician services and health education, as well as nutritional, social and support services, all in one location.



Seton Nurse providing pre-natal care at Elizabeth Ann Seton New Life Center.

The percentage of clients that complete the prenatal education program and make it to their OB visits continues to increase. This is a direct reflection of patients' satisfaction level with the St. Elizabeth Ann Seton New Life Center. Patients write in comments emphasizing their trust and comfort level with staff.

A great concern is the percentage of pregnant mothers that encounter gestational diabetes continues to rise. Diabetes education and instituted

facilitated patient's management and self control. This education resulted in healthier outcomes including normal weight baby, mother's blood sugar level in normal limit and not having excess weight gain. Babies are tested for blood sugar upon birth and predominately all are normal. Only a very small percentage of the mothers retain the diabetes. After birth the mothers can normalize, however; 25% will eventually develop type 2 diabetes and will be diabetic in their next pregnancy.

The community is very informed of the New Life Center and many community leaders provide support throughout the year. Seton Health Services Foundation hosts an annual afternoon tea to acquaint area community leaders and business women with the good work of the St. Elizabeth Ann Seton New Life Center. Volunteers also regularly deliver diapers and hand-made baby blankets and caps.

| | 2012 | 2011 | 2010 | 2009 | 2008 | 2007 | 2006 | 2005 | 2004 | 2003 |
|---------------------------|------|------|------|------|------|------|------|------|------|------|
| Total Deliveries | 360 | 399 | 416 | 472 | 415 | 350 | 326 | 313 | 240 | 148 |
| Clients Enrolled | 580 | 501 | 555 | 584 | 524 | 517 | 438 | 448 | 441 | 339 |
| Clients Completed Program | 65% | 97% | 98% | 90% | 89% | 84% | 82% | 69% | 69% | 51% |
| Clients with Diabetes | 26% | 12% | 16% | 9% | 7% | 6% | 6% | | | |
| Low Birth Weight | 2% | 5% | 6% | 4% | 5% | 6% | 3.3% | 2.5% | 6.3% | 7% |

2013 Community Benefit Plan Objectives & Goals

Seton Medical Center & Seton Coastside 2012 - 2013 Community Benefit Plan Objectives and Goals

Community Need #1: Healthcare and health resources for uninsured and underserved people. The number of uninsured is expected to continue to rise as more people become unemployed and lose benefits. Many of those losing their insurance have chronic care conditions.

Objectives:

- #1: To provide access to care and health resources for uninsured people in the geographical area served by Seton Medical Center/Seton *Coastside*.
- #2: To improve access to health information and services to target populations through provision of support groups, meeting and office space to community partners.
- #3: Outreach to underserved and target populations at increased risk for cardiovascular disease and diabetes, in order to provide health information and access to health resources.

Goals:

- ☐ Secure funding and recruit physicians/volunteers for *RotaCare* Clinics
- ☐ Seek opportunities to provide caregiver support
- ☐ Collaborate with community programs in support of seasonal vaccinations
- ☐ Increase awareness of Health Benefits Resource Center
- ☐ Provide health presentations in smaller venues
- ☐ Increase cancer screening awareness
- ☐ Provide low cost cholesterol screenings
- ☐ Provide selected medical supply donations to medical mission
- ☐ Collaborate with nearby clinics for the uninsured

Community Need #2: Increase adults' activity levels and health education to decrease cardiovascular risk factors. It is estimated 50% of premature deaths are due to health risk behavior such as tobacco use, poor diet, and lack of exercise. Heart disease and stroke death rates continue to decline, while reported prevalence of high blood pressure and high blood cholesterol continues to rise.

Objective #1: To increase activity levels of adults 50+ in order to decrease cardiovascular risk factors affected by lack of physical activity and to increase access to health education information and blood pressure monitoring.

Goals:

- ☐ Continue to support WalkAbout/TalkAbout
- ☐ Continue to support National Streets Alive Campaign
- ☐ Offer Pulmonary Exercise Maintenance
- ☐ Publish Better Breather's Newsletter

Community Need #3: Activities that support children and youth and promote healthy life style habits. Overall 25% of San Mateo County students in grades 5 - 9 are overweight. Only 39% of 5th, 7th and 9th grade students meet fitness standards.

Objective #1: To promote developmental assets for youth through participation in activities which support children and adolescents and promote healthy life style habits, constructive use of time, service to others and health awareness.

Goals:

- ▯ Nutrition & health information presentations with sensitivity to cultural, ethnic and languages
- ▯ Assist schools with nutrition wellness policies
- ▯ Advance awareness of sugar content in soft drinks
- ▯ Promote Healthy San Mateo campaign
www.gethealthysmc.org

Community Need #4: Access to pre-natal and post-partum care for low-income and underserved pregnant women. There is a steady increase in the percentage of gestational diabetes.

Objective #1: To improve access to pre-natal and post-partum care for low-income and underserved pregnant women in order to assure healthy outcomes.

Goals:

- ▯ Support local youth clinics, Teen Moms programs and prenatal health education
- ▯ Support St. Elizabeth Ann Seton New Life Center

Additional Community Outreach and Support: Participation in local Chambers of Commerce and SAMCEDA. Support of Family Cross Roads Shelter, Commission on the Status of Women, Emergency Food Bank, Chamber of Commerce, Daly City Partnership, ALICE, Radiation Tech Student Education, Radiation Resident and Podiatry Resident.

Attachment A:
Quantifiable Benefit Report

Attachment B:
Primary Service Area

Attachment C:
Key Findings 2011 Health & Quality of Life in San Mateo County
Key Findings 2008 Health & Quality of Life in San Mateo County

COMMUNITY BENEFIT REPORT FY 2012

| Seton and Coastside FY2012 (07/1/2011 - 06/30/2012) | Net Community Benefit Expense |
|---|----------------------------------|
| Charity Care at Cost | \$1,,227,341 |
| Unreimbursed costs of public programs - Medi-Cal - Other indigent programs | \$25,333,826 |
| Community Health Improvement Services | \$62,002 |
| Subsidized Health Services | \$846,946 |
| Cash and in kind Contributions to Community Groups | \$742 |
| <i>Total quantifiable community benefits for persons living in poverty</i> | \$27,470,856 |
| Community Health Improvement Services | \$115,125 |
| Health Professions Education | \$161,540 |
| Cash and in kind Contributions to Community Groups | \$35,260 |
| Community Building Activities including CB operations | \$124,067 |
| <i>Total quantifiable community benefits for the broader community</i> | \$435,992 |
| Total Quantifiable Benefits | \$27,906,848 |
| Unpaid Costs of Medicare Program | \$43,224,129 |

2011 San Mateo County Needs Assessment: Health and Quality of Life

Scope of this Assessment

The Healthy Community Collaborative of San Mateo County, a group of San Mateo County organizations interested in the community's health. The Healthy Community Collaborative (HCC) was formulated in 1995 of hospitals and health organizations in San Mateo County to focus on and address community health needs of the county residents. The HCC oversees the triennial needs assessment: Health & Quality of Life in San Mateo County. The HCC and individuals hospitals utilize the Community Needs Assessment to identify opportunities to be addressed through programs or policy. These initiatives and programs are developed to address community health and service efforts which will benefit and improve the health of local residents. In addition, the Hospital Consortium of San Mateo County which includes the leadership of the hospitals and local health department provides direction for the HCC regarding countywide priority health initiatives.

As in 1995, 1998, 2001, 2004 and 2008, the Collaborative continues to actively determine the indicators to be studied and conducts a community assessment of San Mateo County. This study is part of a larger and longitudinal study, encompassing many years of data and trends and should be viewed in that context. Note that, for the purposes of this assessment, "community health" is not limited to traditional health measures. The definition includes indicators relating to the quality of life (e.g., affordable housing, child care, education and employment), environmental and social factors that influence health, as well as the physical health of the county's residents. This reflects the Collaborative's view that community health is affected by many factors and cannot be adequately understood without consideration of trends outside the realm of health care.

A copy of the complete Community Needs Assessment, is available on the Internet on the County website or Peninsula Library System website at <http://plsinfo.org/healthysmc>

The 2011 Community Assessment: Health & Quality of Life in San Mateo County is designed to serve as a tool for guiding policy and planning efforts, and to formulate strategies to improve the quality of life. For participating hospitals, the information in this assessment will serve to assist in developing Community Benefit Plans pursuant to Legislative Bill 697. This report is also designed to assist facilities in meeting the federal requirements under Health Care Reform, also known as the Patient Protection and Affordable Care Act (PPACA).

The goals of the Community Collaborative are twofold:

To produce a functional, comprehensive, triennial community needs assessment that can be used for strategic planning of community programs throughout the County and as a guideline for policy and advocacy efforts; and

To promote collaborative efforts in the community to develop projects to improve the health of our communities based on the data, community input, and group consensus.

2011 Community Assessment: Health & Quality of Life in San Mateo

The following key findings from the 2011 Community Assessment: Health & Quality of Life in San Mateo reflect the disturbing fact that the percentage of uninsured continues to rise and an ongoing trend of unhealthy behaviors that result in overweight and obesity in adults and children. Excess weight leads to higher risk of cardiovascular disease, type 2 diabetes, hypertension, stroke and certain types of cancer, as well as mental, emotional and social stress.

Key Findings

- San Mateo County is among the most culturally and ethnically diverse counties. Asian and Hispanic residents, along with seniors, are expected to continue to become increasingly greater proportions of the population. We are not adequately prepared for this enormous demographic shift.
- There are two San Mateo Counties: one for the economic “haves” and one for the economic “have nots.” The gap between these two is growing.
- The actual causes of premature death are rooted in behavior, and it is estimated that as many as 50% of premature deaths are due to health risk behaviors such as tobacco use, poor diet, a lack of exercise, alcohol use, etc. Despite this, the vast majority of our community does not exhibit the most basic healthy behaviors.
- Individual health behaviors are deeply influenced by public policy and place (i.e., neighborhood conditions) to a far greater degree than we recognize. The health of San Mateo County can be improved through a greater focus by all organizations on public policy changes and place-based strategies.
- Quality health care services in the county are, for the most part, not a problem. Access and affordability are a significant problem. The lack of a comprehensive healthcare “system” is a failing, unsustainable model.
- More than one out of four San Mateo County adults believes access to mental health, substance abuse, and dental services in the county are “fair” or “poor.”
- The Internet is likely to replace physicians in the near future as the place where most people get most of their healthcare information.
- The proportion of births with adequate prenatal care has risen steadily among Black and Hispanic women, lessening the racial health disparities that have persisted in prenatal care.
- The rise in C-section rates is a disturbing trend.
- Our children are not doing much better than adults in exhibiting healthy behaviors. This will severely impact their future health.
- Adolescents engage in a variety of risky behaviors such as alcohol and drug use, tobacco use, violence, and sexual behavior. It is important to encourage in our children and adolescents those assets which will deter harmful behaviors and promote healthy development.
- Key adolescent assets where additional effort should be placed are: 1) increasing the amount of sustained caring and supportive adult/youth relationships; and 2) increasing meaningful participation of youth in community activities.
- 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.

- Falls are a key issue leading to hospitalization, loss on independence, and death among seniors. More resources should be directed toward this preventable condition.
- Looking at mortality rates, we are healthier now than any time in the past. However, there are storm clouds on the horizon and, unless things change, our children will lead shorter lives than ours.
- Cancers are a leading cause of death in San Mateo County. Area incidence and mortality rates vary dramatically by race/ethnicity.
- Few residents consume adequate amounts of fruits/vegetables; however, this appears to be slowly improving. Access to fresh fruits and vegetables is still an issue in some areas.
- Heart disease and stroke death rates continue to decline, while reported prevalence of high blood pressure and high blood cholesterol continues to rise.
- Since 1998, there have been significant increases in the prevalence of asthma, chronic lung disease and diabetes among San Mateo County adults.
- After decreasing for several years, we are beginning to see a disturbing rise in both gonorrhea and Chlamydia.
- Poisonings (including drug overdoses), firearms and motor vehicle accidents are the leading causes of injury deaths in San Mateo County.
- Substance use (alcohol, tobacco and other drugs) is one of the most serious threats to the health of our community. Substance use carries a significant social impact, contributing to such social conditions as homelessness, violence, poverty and disease. Youth substance use is a particular concern.
- Binge drinking among young adults, especially males aged 18 to 24, has increased significantly over the last several years.

Detailed data 2008 Community Assessment:

Uninsured: The number of uninsured continues to rise: A total of 14.15% of adults aged 18 to 64 do not have any type of job based, privately purchased or government sponsored health insurance (representing 67,000 adults aged 18 to 64). Other barriers to access of health services include difficulty getting an appointment, cost of medical care, cost of medications, lack of transportation and treatment based on race. Limitations in access have a discernible impact on the health status of county residents. 20.3% of uninsured respondents report “fair/poor” health verses 11% of insured respondents. Those without health insurance coverage report notably lower prevalence of preventive health services when compared to privately insured individuals.

Cost of Medications: 8.7% of survey respondents say that they were unable to purchase a needed medication in the past year because of the cost; this proportion has increased significantly since 1998 (although similar to 2001 and 2004 findings). Cost of prescriptions is particularly prohibitive for women, young adults, those with at most a high school education, those with low incomes, and Black or Hispanic respondents.

Emergency Room Utilization: A total of 26.1% of adults have sought medical care in a hospital emergency room in the past year (averaging 3.5 visits each), significantly lower than reported in 1998 or 2001. ER use is notably higher among women (29.6%); those without a college education (32.8%); those living at the middle income level (33.8%); and Black respondents (39.5%).

Cardiovascular Risk Factors: Most San Mateo County respondents (54.0%) do not participate in regular, vigorous physical activity, meaning they do not engage in activities that cause heavy sweating or large increases in breathing or heart rate at least three times a week for 20 or more minutes on each occasion. This finding is significantly better than the 64.1% found in 2001 but similar to 2004 findings. 85.3% of San Mateo County adults exhibit one or more risk factors for heart disease and stroke, marking an unfavorable increase in cardiovascular risk since the initial 1998 assessment.

Healthy Behaviors: Fewer than one in 10 San Mateo County adults exhibit the most basic healthy behaviors. Only 8.5% of San Mateo County survey respondents report a combination of healthy behaviors that limit cardiovascular and cancer risk (statistically similar to 2001 and 2004 findings). North County residents report the lowest prevalence among the four county regions (South County respondents reported the lowest prevalence in 2004). Men, seniors, persons with lower education levels, those living at the lower income levels, and Asian and Hispanic respondents demonstrate the lowest proportions with all of these healthy behaviors.

Adults Who are Overweight: While overweight prevalence remains below the national average, it is something that has increased significantly in the county over the past decade. Based on reported heights and weights, 56.7% of San Mateo County respondents are overweight. This represents a statistically significant increase in overweight prevalence when compared to the 50.8% found in 1998. Nationwide, however, an even higher proportion (66.1%) of adults are overweight. Further, 18.8% of San Mateo County adults were found to be obese, having a body mass index of 30 or higher. This again represents a significant increase since 1998 (13.4%). Obesity prevalence is notably higher in women, middle-aged adults, and persons living at the lowest income level, and Blacks or Hispanics.

Trying to Lose Weight: In all, 31.8% of overweight adult respondents are currently trying to lose weight by using both diet and exercise (similar to previous findings). Overweight persons are more likely to use a combination of diet and exercises to lose weight include women and middle-aged adults.

Nutrition: Survey respondents report eating an average of 4.19 servings of fruits (2.12 servings) and vegetables (2.07 servings) per day, well below the recommended five daily servings. Only 38.4% eat the recommended level (much higher than previous findings). Three in four (72.7%) of area residents report generally using food labels to help make decisions about what foods to select. This proportion is higher among women, adults 40 and older, those with higher educational and income levels, Whites and Coastside residents.

Children Who are Overweight: 2005 findings of the California Pediatric Nutrition Surveillance System found that 25.1% of low-income children aged 5 through 19 who participated in the San Mateo County Child Health and Disability Prevention (CHDP) program were overweight, and another 20.1% were at risk for being overweight; these proportions are higher than found among program participants in this age group statewide. Among low-income children aged 0 to 4 years in the county CHDP program, over one-third were found to be overweight (19.6%) or at risk for being overweight.

Television/Video Watching & Video Gaming: Overall usage appears to be decreasing in comparison with previous years. Watching television, videos or video games is a leading sedentary behavior in youth. In the 2008 San Mateo County Health & Quality of Life Survey, parents of children over the age of one year were asked how many hours a day their child watches television, videos or video games. Only 15.5% report that their child watches less than one hour per day (significantly higher than found in 2004). In contrast, 22.1% report that he/she watches three hours or more per day.

Childhood Immunization is crucial in the prevention of many infectious diseases once considered commonplace. The Healthy People 2010 target is to increase the percentage of two year olds who are current on their immunizations to 90% or more. Currently, only eight in 10 San Mateo County children are adequately covered and up-to-date at age 24 months.

Senior Health: 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 demand greater attention. Seniors in San Mateo County report much higher prevalence of debilitating, chronic conditions, such as arthritis, diabetes, heart disease, high cholesterol, high blood pressure, and chronic lung disease.

Currently, more than one out of three area seniors lives alone, and nearly one out of five lives below the 200% poverty threshold. Nearly nine out of 10 surveyed seniors (91.0%) have visited a doctor for a routine checkup in the past year (among those with a usual source of care). 72.5% say they have had a flu shot in the past year (Healthy People 2010 target is 90% or higher). 70.2% say that they have had a pneumonia vaccine at some time in the past, up significantly since 1998 (Healthy People 2010 target is 90% or higher).

Maternal & Infant Health: Regarding infant health in San Mateo County, mortality and prenatal care indicators are improving, especially among Blacks, lessening the racial disparity between certain racial and ethnic subgroups. Still, Black women and Hispanic women have some of the highest proportions of births receiving less than adequate prenatal care, late or no prenatal care and infant mortality rates. On a less favorable note, the proportions of low-weight births and C-section births have increased in the county over the past decade.

Health Education Through the Computer: When asked where they get most of their health care information, 30.2% of survey respondents mentioned their physician, while 25.0% mentioned the Internet. This represents a significant increase in reliance on the Internet for health care information (up from 1.4% in 1998) and a significant decrease in reliance on a physician for healthcare-related information (down from 47.8% in 1998).

Spirituality: A total of 46.7% of 2008 survey participants say that spirituality is “very important,” while 19.3% say that it is “not important” in their lives (this marks a significant increase in the perceived importance of spirituality compared with 2004 findings; these findings are, however, similar to those reported in 2001).