St. Rose HOSPITAL

St. Rose Hospital

2012 – 2013 Community Benefit Plan

27200 Calaroga Avenue, Hayward, CA 94545 | www.srhca.org

St. Rose Hospital 2012-2013 Community Benefits Plan
Table of Contents

Introduction	1
Mission Statement	1
Vision	1
Commitment of Boards and Executive Staff	1
The St. Rose Hospital Community	2
The Community Needs Assessment Process	2
Community Benefit Plan Update	4
I. Affordable and Accessible Primary Healthcare	4
II. Access to Health Education & Preventive Services	6
III. Increase Children's and Youth's Opportunity for a Brighter Future	9
IV. Community Collaboration & St. Rose's Commitment	10
Goals & Objectives for FY12/13	12
I. Affordable and Accessible Primary Healthcare	12
II. Access to Health Education & Preventive Services.	13
III. Increase Children's and Youth's Opportunity for a Brighter Future	13
IV. Community Collaboration	14
V. Summary	15
Appendices	
List of Appendices	16
Appendix A: Hospital Board of Trustees, October 2012	17
Appendix B: St. Rose Hospital Foundation Board of Directors, 2012	18
Appendix C: Nonquantifiable Benefits	19
Appendix D: Charity Care Policy/Uncompensated Costs	20
Appendix E: Community Benefit Activity – Unreimbursed Costs	37
Appendix F: Goals and Objectives	40

Introduction

Since first opening our doors in 1962, St. Rose Hospital remains committed to meeting the challenges of identifying and providing access to health services for the residents of Hayward and its surrounding communities.

The enactment of SB697 not only provides us with the opportunity to reflect on what St. Rose has done to meet the needs of the community during the past fiscal year, but it also helps to validate our position as an advocate for healthcare in the community. St. Rose Hospital is proud to share its accomplishments in meeting the needs of our residents during this 2012-2013 reporting year and to report on our plans for the coming years.

Mission Statement

St. Rose Hospital provides quality health care to our community with respect, compassion and professionalism. We work in partnership with our highly valued physicians and employees to heal and comfort all those we serve.

Vision

St. Rose Hospital will be the health care provider of choice in central and southern Alameda County. We actively seek partnerships with all groups and individuals dedicated to improving the overall health of the diverse community we serve.

St. Rose HOSPITAL CARES Community Compassion Partnership Excellence Service

Commitment of Boards and Executive Staff

The mission of St. Rose Hospital is firmly supported by the Board of Trustees, the Foundation Board and Executive Staff.

The St. Rose Board of Trustees is made up of committed individuals from the community who believe in carrying out the mission of St. Rose. *(See Appendix A for a list of our Board of Trustees.)*

The Foundation Board of Directors includes community leaders and other prominent members of Hayward and the surrounding communities who support the belief of providing access to health care to all. The Foundation Board raises much-needed funds to expand services, and purchase equipment and technology to aid our healthcare team in providing quality care to our patients. Some examples of the Foundation's efforts include the expansion in the Cardiovascular and Diagnostic Imaging Services and Women's Services. The Foundation also assists in community outreach efforts and it supports much-needed programs/projects. *(See Appendix B for a list of our Foundation Board of Directors)*

The St. Rose executive staff is firmly committed to the Mission as evidenced in the strategic intent of the hospital. It is the hospital's goal to continually develop and enhance programs that improve health care standards and delivery of care. We look to break down barriers that impede a person's access to medical services.

The St. Rose Hospital Community

St. Rose Hospital is located in Hayward, which today is known as the "Heart of the Bay" because of its central and convenient location in Alameda County. Hayward is the third largest city in Alameda County and ranked the 37th most populous municipality in California.

Hayward's population has strong cultural and economical diversity. The city's population of 147, 113 is comprised of 40.7% Hispanic or Latino, 18.8% Caucasian, 24.5% Asian and 11.3% African American. For more than 50% of the residents language other than English is used at home, 13.5% live in poverty and 17.8% have no health insurance.

The hospital's primary service area encompasses the cities of Hayward and Union City.
(zip codes 94541, 94544, 94545, 94587).

Community Health Needs Assessment (CHNA) Process

Working together to ensure that we understand the health needs of the population we serve and the role we play in the overall health system a Community Health Needs Assessment is conducted every 3 years.

The Hospital Council of Northern and Central California –on behalf of St. Rose Hospital, Alta Bates Summit Medical Center, Eden Medical Center, and Children's Hospital & Research Center Oakland Washington Hospital- partnered with Valley Vision to prepare the Community Health Needs Aassessment report for 2013.

Despite the wide diversity in background and responsibilities represented by the participants included in the Community Health Needs Assessment, there were surprising consistency about the specific health needs of the communities involved.

Analysis of CHNA Information

The data gathered for the report is to inform the hospital community about the health status of the county and city residents; to identify gaps in services; and to assist in developing programs and services that guide decision making in regards to the health needs of our community.

St. Rose Hospital has been faithful in its mission of providing access to health care to our community. Many of the critical issues identified by the CHNA are issues that St. Rose Hospital is attempting to address.

Mental Health Services

St. Rose Hospital is not licensed for primary inpatient mental health services. We do work closely with John George Pavilion in San Leandro (part of the Alameda County Health System), and Willow Rock (Psychiatric for Teens) located in Castro Valley.

Mental Health counseling for FACES for the Future students is funded through a grant funded by the Vesper Society.

Language /Culturally-Appropriate Services/Access

St. Rose Hospital is cognizant of providing access to our non-English speaking community for health care services. Because the hospital's service area contains a high concentration of Spanish-speaking families, many of our employees speak Spanish and a variety of other languages, such as Chinese, Tagalog and American Sign Language in order to meet the growing needs of our diverse community. St. Rose also utilizes CyraCom Translation Services, and for sign language interpretation, use Language People.

Health Education

Health education plays an important role in the overall health and well being of our community. St. Rose is very active in providing education that reaches all ages in our community from prenatal education to senior aging issues.

Insurance/Health Coverage/Access to Healthcare

Obtaining Health Insurance and providing access to healthcare is a priority for St. Rose Hospital. St. Rose has been very active in providing outreach efforts to our uninsured population by caring for the uninsured through our charity program. St Rose has dedicated staff to provide health insurance assistance and screening for our in-patients as well as patients seen in our Emergency Room. The hospital also hosts an on-site Medi-Cal Assistor to assist our patients and community with applying for Medi-Cal.

Intra-County Disparities

St. Rose Hospital plays an active role in minimizing local disparities by serving as a bridge between our community and others. Hospital staff from many departments within St. Rose serve on committees and advisory boards to make sure that the local community's needs have a voice in county health planning.

Cardiovascular and Pulmonary Health Issues

In today's spectrum of cardiology and radiology services, the ability to perform interventional laboratory procedures is essential. After conducting an assessment of the healthcare needs of our community, it was discovered that there were no health care facilities in our geographic region that had the capability to perform emergency angioplasty to treat heart attacks. To meet the needs of our community, St. Rose Hospital expanded our Cardiovascular and Diagnostic Imaging Services. This upgrade in technology has had a direct impact in the quality care St. Rose Hospital is able to provide to the community.

Alameda County Emergency Medical Services designated St. Rose Hospital as a "STEMI Receiving Center". In FY 12/13, we performed a total of 250 angioplasties and have maintained a door to balloon time of close to 55 minutes, complying with the ACC's recommendation of 90 minures or less. Not only are we exceeding the recommendations of ACC, but provide a team effort with highly qualified cardiologists, Cath Lab, Out Patient Surgery, Quality Improvement, MedSurg, and ICU staff to best reestablish blood flow to the heart mucle in a timely and safe manner.

Elective Percutaneous Coronary Intervention Pilot Program

To ensure that there are no gaps in Cardiology Services and new programs are developed, St. Rose Hospital sought and was chosen by the state of California to participate in the Elective Percutaneous Coronary Intervention (PCI) Pilot Program. This 3 year program provided for by Senate Bill (SB) 891 and the Health and Safety Code Section 1256.01 will allow the State of California to study the safety of elective PCI in hospitals without cardiovascular surgical services. The program began in June 2010 and will last through end of 2014.

A total of 1,197 procedures are performed yearly in the Cardiovascular lab and continues to expand. There were 25 Elective PCI's performed under the new Elective Percutaneous Coronary Intervention Pilot Progam in FY 12/13.

Summary

St. Rose Hospital is dedicated to be an active participant in the provision of health care services in our community as evidenced by our involvement in meeting these critical issues identified by the CHNA. Our goal is to continue to meet these needs through direct service and community collaboration.

Community Benefit Plan Update

The plan that was submitted for fiscal year 2012-2013 listed four goals with supporting objectives. Our progress on these goals are discussed on the following pages:

I. Affordable & Accessible Primary Health Care

1. Project RED

Project RED was implemented in the Medical Surgical and Telemetry units at St. Rose Hospital in November 2012 in an effort to reduce hospital readmissions. In the past year, Project RED helped reduce St. Rose Hospital's 30-day and 90-day readmission rates by over 30%.

There are many key elements of Project RED that has made this program successful. Following up with patients post discharge, ensuring primary care physician appointments are made and kept, and providing patient encouragement and motivation have shown to be the most effective components in reducing the risk of readmission. Project RED has had a positive effect on patients' transition of care and the great success of the program has led to a significant decrease in readmission rates.

2. St. Rose Hospital Women's Imaging Center

The Women's Imaging Center with state-of the-art technology is dedicated to assuring that women have access to high quality, early detection, screening mammography, sonography, and needle breast biopsy. In addition to the digital mammography system the center offers bone mineral density testing and diagnostic ultrasound. The Women's Imaging Center is a component of the hospital's Diagnostic Imaging Service and is located on the hospital campus in the Medical Arts Building.

As part of our desire to provide preventive health services to the uninsured and underinsured, St. Rose has been working in partnership with the California Breast and Cervical Cancer Control Detection Program (BCCDP) and the Family Pact Program to provide high quality, low-cost breast cancer screening and follow-up services. The Cancer Detection Program targets minority women, forty years of age and older who are low-income, underserved and/or underinsured. Family Pact has no age restrictions and also targets the underserved and/or underinsured.

In FY 12/13, the Women's Imaging Center and St. Rose Hospital Diagnostic Imaging Department provided 108 women with diagnostic breast screenings under the Cancer Detection Programs and Family Pact. The total number of mammograms given at the Women's Imaging Center and Diagnostic Imaging Department were 1,340. There were also 236 Bone Mineral Density tests. Of all of the Mammograms and Bone Mineral Density tests given, the hospital wrote of $4,637.86 to charity care in FY 12/13.

6. Access to Health Care for the Underprivileged/Charity Care Policy

St. Rose Hospital is a major provider of care for the Medi-Cal population; collectively referred to as the underinsured. Fifty-two percent of the patients admitted to St. Rose Hospital during FY12/13 were underinsured, comprising 46% who had Medi-Cal and 6% who were uninsured. Additionally, the hospital provided 24,598 Emergency Room visits to underinsured patients which comprises 68% of total Emergency Room visits for the fiscal year. The cost to provide care to Medi-Cal beneficiaries greatly exceeds the reimbursement.

The St. Rose Hospital Foundation assists in providing funds to support hospital services and patient care. The Patient Assistance Fund is an annual appeal dedicated to providing direct support to patients and families who have no insurance or means to pay for medications, equipment and supplies when they are discharged from the hospital. In FY 12/13, $13,075.63 was raised, and $29,411.95 was used to assist those patients who did not have the means to pay for important treatments and medications as they are discharged home.

One measure of St. Rose's commitment to providing access to all is seen in the provision of charity care. The Charity Care Policy (*Appendix D*) defines how the hospital addresses charity care.

\

II. Access to Health Education and Preventive Services

1. Community Education

St. Rose Hospital delivers community based health and wellness programs focusing on Healthy People 2020 indicators. Education programs are developed annually based on HP 2020 and Community Needs Assessments.

	Total Number of Classes/Events	Total Number of Participants	Unreimbursed Expenses for Room Use
Support Group Meetings	168	977	$28,200
Individualized Diabetic Education	32	32	-
Individualized Nutrition Education	2,600	2,600	-
TOTAL:	2,800	3,609	$28,200

Community Classes and Support Groups

We continue to provide many health maintenance programs including Lamaze, Breastfeeding Basics, and St. Rose Breathers Club.

We offer Lamaze classes to those delivering at St. Rose free-of-charge with great success. Five-series classes were held with a total of 29 couples in attendance of which 98% delivered at St. Rose.

The education department also continues to host support groups such as Mommy and Me Support Group, Co-Dependents Support Group, Overeater Anonymous Support Group, UFANDA (Diabetic Support Group), Myasthenia Gravis Support Group, and Look Good Feel Better (American Cancer Society Support Group), and Harmony, Acceptance, Peace & Serenity.

Community Health Fair and Wellness Programs

As for year 2012, we did not have the Health Fair during the tent week. However, we gave free flu shots to our community from October 19 to November 1, 2012 for a total of 1,007 shots. Education department participated the Kids Health Fair at the Eden Shores Community Park, last October 6, 2012 and we gave 126 free flu shots to the community. The total of unreimbursed cost to the hospital for providing flu shots to the community was $10, 423.60 for FY 12/13.

Individualized diabetes and nutrition classes are given by our dietitians and patient's nurses free-of-charge to patients after discharge, instruct on glucose monitoring, diet options, and other diabetic wellness issues as well as cardiac and renal education. During this past year we have instructed around 32 diabetic patients about diet and use of home glucometers, and around 2,600 patients about nutrition. The patient nutrition education is provided free of charge to the patients, therefore the hospital incurred an unreimbursed cost of $70,200.

2. Health Career Programs Community Classroom Training Projects

St. Rose Hospital continues to seek new and innovative ways to meet the nursing/ healthcare shortage and create employment opportunities.

We have collaborated on several programs to train and recruit into healthcare fields:

A. RN Residency Program

In collaboration with CSUEB and the California Institute for Nursing and Health Care, the Education and Training Department has actively participated in the RN Residency program which assists in helping newly licensed RN's to get advanced training and an opportunity for possible hire. In FY 12/13, we have accepted 11 residency nurses from CSUEB.

B. Bay Area Collaborate Nurse Recruitment Program

We remain active in the Bay Area Collaborate Nurse Recruitment Program to increase enrollment in nursing programs at the local college level by offering additional clinical sites and actively serving on advisory committees for Unitek College.

Our proven leadership methods introduce public health and community building principles that encourage students to meet their achievement goals beginning in their high school years. The students from the programs of SHINE, FACES, ROP, high school and adult volunteer students around the Bay Area became involved in the community events throughout the county that promote healthy lifestyles and positive social change (e.g., community health fairs and fundraising events).

C. Additional Student Training Programs

Additional ongoing career enhancement programs are offered in collaboration with colleges and educational institutions such as American Health Education, CSUEB, Ohlone College, Carrington College, Chabot College, Fast Response, Foothill College, Samuel Merritt University, and many more. In 2013, 115 students received 27,279 hours of hands-on clinical training at St Rose Hospital. The following grid reflects the type of students, length of rotation, and school affiliation.

Student Type	# of Students	Clinical Hours
American Health Education – Paramedics	5	828
Cal State University East Bay – RN's	11	3600
Carrington College – RT's	6	840
Chabot College – RN's	24	5,261
Fast Response – Phlebotomist	1	40
Foothill College – X-Ray Tech	1	928

Merrit Collete - X-Ray Tech	4	5,876
Ohlone College – RN's and RT's	32	3,688
Samuel Merritt University – RN's	2	125
San Jose Valley College – RT's	2	464
Touro University – Pharmacist	14	2,768
Unitek College – RN's	10	2,840
University of South Dakota – Rehab Observer	1	5
No School/Shadowing	1	8
No School/Observer	1	8
TOTAL:	115	27,297

3. Health Insurance Outreach

Providing opportunities for obtaining health insurance and access to healthcare is a priority to St. Rose Hospital. Staff at St. Rose Hospital provide screening and evaluations for patients with no insurance and also assess their eligibility for Medi-Cal or other insurance programs geared at underinsured individuals and families. We have staff go in the Emergency Room to screen patients for government and charity care programs. St. Rose has also partnered with Health Advocates thru Feb. 2013, and as of March 2, 2013 has partnered with ComSpec to provide financial screenings for our inpatient population. Health Advocates & ComSpec help patients to enroll in government programs as well as screens them for any other means of coverage the patient may be eligible. There were 235 screened patients, of which 111 were approved for some type of coverage (Medi-Cal, Victim of Crime, HealthPAC) and 18 were approved for disability. Currently, Health Advocates is perusing eligibility for 29 applications. ComSpec the numbers are not available at this time.

In the Emergency Room, St. Rose Hospital's staff and Comspec staff work together in screening for Medi-Cal eligibility or other types of insurance. St. Rose participates in Alameda County's On-Site Medi-Cal Enrollment (OSME) program which provides an on-site Medi-Cal enrollment technician to accept Medi-Cal applications here at St. Rose every other week. The Financial Counselor identified patients for eligible for the hospital's charity program.

4. The St. Rose Community – *Beyond the Four Walls*

St. Rose employees serve our community within the hospital, and we also take our involvement beyond the four walls. The hospital encourages employees to volunteer their time and participate in a variety of community activities, including:

- Health Fairs
- Community Festivals
- Community-Based Programs
- School Career Fairs

Community Blood Drives

St. Rose Hospital and the American Red Cross co-sponsored 2 blood drives in FY 11/12. A total of 61 units of blood were donated by community members and staff at St. Rose Hospital.

Auxilian Program

In addition to outreach efforts outside of the hospital, St. Rose has a very active Auxilian program wherein community members volunteer to assist our staff with clerical and patient support. In FY11/12, there were a total of 50 active Auxilians that volunteered 11,551 hours of service.

III. Increase Children's and Youth's Opportunity for a Brighter Future

High School / College Programs

St. Rose has been a partner in the Transition into Employment Program though Eden Area Regional Occupational Program for many years. This is a community based vocational preparation training program wherein disabled teens are coached and mentored into appropriate career paths. An instructor for EROP supervises the students at St. Rose four days a week during school hours. St. Rose Hospital provided 3,864 hours of training to these students.

The departments, mentoring these students were; Diagnostic Imaging, Emergency Services, Family Birthing Center, Human Resources, Laboratory , Occupational Health Clinic, Physical Therapy, and Purchasing.

In addition, the St. Rose Hospital Youth and Adult Student Volunteer program had 15 volunteers. They have recorded a total of 1,754 hours of service this fiscal year.

SHINE / Students Helping in the Needs of Everyone

This programs main focus is to provide volunteer opportunites for high school and college students with an interest in pursing healthcare careers. Each student is asked to make a 9-month commitment working 1-day a week and 1 weekend shift a month. The role of the student includes greeting guests, discharging and admitting patients also working in the hospital Gift Shop.

The Shine program had a total of 49 students who volunteed 4,085 hours of service in FY12/13.

The FACES for the Future Program

The FACES for the Future Health Scholars Academy at St. Rose Hospital (FACES) is a 2-year health professions internship and leadership development program for at-risk, minority high school students in the 11th and 12th grades. Each year, FACES partners with the Eden Area Regional Occupational Program (EAROP) to serve 45-50 students who live in low-income and ethnically diverse areas in San Leandro, San Lorenzo, and Castro Valley in addition to Hayward. FACES students receive: 1) exposure to health careers through internships in 21 different departments at St. Rose Hospital; 2) academic support and tutoring to meet the A-G requirements necessary for higher education; 3) wellness support and psycho-social intervention in partnership with La Familia Counseling Services; and 4) youth leadership development opportunities.

The impact of FACES since its inception in 2007 is measureable. 82% of all students served through the program reported financial struggle. Another 72% reported surviving some sort of trauma or extremely challenging circumstance. However, 100% of all FACES students have graduated from high school, with 62% of these students becoming the first in their families to do so. Upon graduation from FACES, 100% of all students are able to articulate a career goal in healthcare as well as a pathway by which to achieve that goal. Most recently, the FACES graduating class of 2013 experienced a mean GPA improvement of .62 over the course of their two-year commitment, and 76% of the graduating class became the first in their families to enroll into a higher education institution.

FACES is a well-rounded program that not only focuses on the overall well-being of high school students, but also helps them to explore practical career options. FACES knows that Alameda County suffers from growing health workforce shortages in areas like primary care medicine, nursing, public health, allied health, and mental health. In providing support and education specific to the health professions, FACES gives underrepresented students feasible pathways into an industry that needs them. This is critical to the long-term and sustained success of students, their families, and the community as a whole.

IV. Community Collaboration & St. Rose's Commitment

St. Rose Hospital's constant presence assures our community of our commitment to the provision of quality health services. St. Rose actively works with government and community agencies and organizations to ensure that local health needs are addressed.

1. Latino Business Roundtable

   One such example is the Latino Business Roundtable which was developed to support the large Latino population of Hayward. St. Rose Hospital, Hayward Chamber of Commerce and Bay Valley Medical Group work collaboratively with the Latino Business Roundtable to assist the Latino Business Community who would like help with their existing business or are interested in starting a business of their own.

   Monthly meetings are hosted at St. Rose Hospital with guest speakers and resources such as:

   - Access to business networking
   - Representation at all levels of government
   - Economic development through business promotion
   - Information on Hayward demographics
   - Solutions to community challenges
   - Access to healthcare and educational opportunities.

2. Collaboration with Community Organizations

St. Rose Hospital works collaboratively with a wide variety of community organizations to ensure that issues about the health and welfare of our residents are being addressed. Meetings were hosted at St. Rose Hospital for the following organizations:

Organization/Meeting	Total Number of Classes/Events	Number of Hours	Unreimbursed Expenses for Room Use
AA Book Study Group	1	2	$200
Asthma Coalition of Alameda County	1	2	$200
East Bay Council of Volunteers	1	2	$200
FACES for the Futer Program Workshops	17	3	$5,100
Hayward Chamber of Commerce	10	2	$2,000
Hayward Promise Neighborhood Initiative/Jackson Triangle	1	2	$200
Latino Business Round Table	12	2	$2,400
New Hispanic Leaders	20	2	$4,000
Tennyson Corridor Initiative	5	2	$1,000
Relay for Life	1	2	$200
TOTAL:	69	21	$15,500

Goals & Objectives for Fiscal Year 2013/2014

I. Affordable & Accessible Primary Health Care

1. Project RED
   Project RED is funded by the Gordon and Betty Moore Foundation until July 2014. St. Rose Hospital intends on sustaining the program. Our outlook for the next year is to continue providing our service to patients and keeping readmission rates low.

2. St. Rose Hospital Women's Imaging Center

   The Women's Imaging Center offers digital mammography and bone mineral density testing. It is important that women who may never otherwise receive the necessary screening that is crucial to detect breast cancer in the early stages have these services available.

   It is our goal to make sure the appropriate patients have access to services through the Family Pact/Cancer Detection Program and Medi-Cal programs, and also to assist uninsured and underinsured women in the community.

3. Improving Access to Specialized Health Services

   The Education and Training Department, in collaboration with Human Resources and outside educational facilities, will continue to evaluate, develop, and implement new training programs to fill vacant healthcare positions. Through this ongoing evaluation process we help meet the demands of an ever-changing healthcare field to better serve our community.

4. Cardiovascular and Pulmonary Health Services

The Cardio-Vascular Lab "STEMI Receiving Center" was extremely close in meeting a expectations for FY12/13. There were 1,197 procedures were performed in the lab, only three procedures shy of reaching the goal. "Door to Balloon time" for angioplasty is significantly lower than The American College of Cardiology recommended time of 90-120 minutes at 55 minutes; one of the lowest treatment times in the county.

In FY13/14 Cardio-Vascular Lab average "Door to Balloon Time" will continue to decrease, the patient volume will increase 5 per month and the new Percutaneous Coronary Intervention (PCI) program will see about 30 elective procedures and publish results and recommendations on the PCI Program to the California Legislature.

We've also purchased the IVUS system that includes FFR (Fractional Flow Reserve) which provides accurate and reliable measurements of the plaque for immediate treatment of our patients.

Intravascular ultrasound (**IVUS**) is a medical imaging methodology using a specially designed catheter with a miniaturized ultrasound probe attached to the distal end of the catheter. The proximal end of the catheter is attached to computerized ultrasound equipment. It allows the application of ultrasound technology to see from inside blood vessels out through the surrounding blood column, visualizing the endothelium (inner wall) of blood vessels in living individuals.

Fractional Flow Reserve (FFR) FFR is a physiological index that determines the severity of blood flow blockages in the coronary arteries and is measured using Pressure Wire technology. An FFR measurement helps physicians to better identify which specific lesion or lesions are responsible for a patient's ischemia, a deficiency of blood supply to the heart caused by blood restriction.

5. Ambassador Committee

The Ambassador Committee is comprised of respected community members who represent a broad base of organizations and affiliations within the service area of St. Rose Hospital. The role of the Ambassador is to serve as a communication link between a particular community group and the hospital and to assist in raising funds for the hospital. Future efforts will be to have open forums with communities to inform them of healthcare resources in Hayward and surrounding communities.

II. Access to Health Education & Preventive Services

St. Rose Hospital remains committed to providing health education and preventive services in our community. We plan on continuing to fulfill that commitment by offering a wide variety of health related educational programs based on feedback from community members.

Our goals over the next year include:

Increase the number of classes offered in multiple languages through community partnerships. Further develop our community resource library with materials offered in multiple languages so all members of the community and staff can have access to educational materials. Continue our annual Health Fair events. Promote services through our marketing department and community based partnerships. Provide opportunities for educational experiences in the workplace setting to students through collaborative relationships and grant funding.

Health Insurance Outreach

Ensure that each uninsured family that comes to the Emergency Room are given information about affordable heath insurance options, such as Healthy Families or Medi-Cal and new coverage which may be available under the Affordable Care Act.

III. Increase Children's and Youths' Opportunity for a Brighter Future

1. St. Rose Youth Volunteer/ SHINE Programs

St. Rose Youth Volunteer Progam, Shine Program, and Transition Into Employment Program are successful programs dedicated to improving and shaping the lives of the next generation. In the FY12/13 we would like to increase our total number of youth volunteer hours to 5,000. It is also our objective to expose these future leaders to different career opportunities in the medical field, as well as give them critical experience to successfully transition into the workplace setting.

2. FACES For the Future

Through funding from the State Street Bank Foundation, Vesper Society, Rotary Club of Hayward, and the City of Hayward, FACES will continue to provide Four Key Components to at-risk

students: Health Careers Exploration, Academic Enrichment, Wellness Support and Youth Leadership Development.

FACES will increase capacity for Program internships at St. Rose Hospital and surrounding community clinics by building new partnerships and strengthening existing partnerships. FACES will provide additional entry points for recruitment as well as work with school-based clinics and other hospitals to provide diverse internship sites for students.
This year, FACES will pilot a new mentorship program in partnership with the Physician Assistant program at Samuel Merritt University (SMU) in Oakland. Each FACES senior will be paired with an SMU Physician Assistant student mentor, who can help FACES students navigate their personal challenges as well as their pathways to educational and career success.

Furthermore, FACES will also strengthen partnerships with local high schools and colleges in a collaborative effort to provide college preparation, tutoring and mentorship programs. These stronger partnerships will be the foundation for an expansion in the number of students served in coming years.

FACES will continue to work to prevent students from engaging in gang, drug-seeking and criminal activity, and improve student physical and mental health by educating youth around proper diet, nutrition, and self-care. FACES will also aid students in addressing and overcoming the challenges and psychological effects of trauma, violence, poverty, and stressful relationships.

100% of those students will be able to articulate their career and educational goals, as well as a plan by which to achieve those goals. At least 90% of all FACES students will graduate from high school and enroll in colleges, universities, or certification programs. At least 90% of all FACES student GPAs will increase by 0.2 or more from the time of their acceptance into the program. All students will pass assessments of FACES core competencies (including clinical skills, job skills, and health and wellness objectives) with 85% mastery or higher. Lastly, students' "level of risk," quantified on a scale of 1-4 by FACES psychosocial assessment tools upon enrollment into the program, will decrease by at least one point through the course of the program period.

IV. Community Collaboration

St. Rose Hospital will continue to participate with Alameda County Public Health Department and other Hayward community-based organizations such as the South Hayward Neighborhood Collaborative to address the health needs of the Harder/Tennyson neighborhood.

Alameda County Public Health has designated this area for specific outreach activities that were determined by the following resources– public health nurse, social worker, outreach worker, and an analyst – that worked in the neighborhood and with those in the community to identify health needs. Alameda County’s resources mentioned above published an in-depth evaluation of the needs of South Hayward and indicators for Service. The goal in the next year will be to continue the partnership and serve the needs addressed by the Evaluation of the South Hayward and the Community Needs Assessment.

V. Summary

St. Rose Hospital's Mission of service to our community continues to be enhanced by the community benefit planning process.

Our mission to provide quality health care to our community with respect, compassion, and professionalism is our priority. This begins with the deep commitment of our Board of Trustees and Foundation Board and is strengthened by partnerships with our skilled physicians, valued employees and volunteers. It also includes close collaborations with community groups and collective work with public officials and leaders. We will continue to reach out beyond the hospital's campus and work within the neighborhoods to help improve the overall health status. *Appendix G* provides an overview of these goals, objectives and measures of success.

It is our goal for the upcoming year to further expand the community's awareness of our effects by making the results of our Community Benefit Plan available on our hospitals website for our city and county officials, health associations, and other public forums. Despite the uncertain times in the healthcare industry, St. Rose Hospital continues to serve our entire community. We understand that value is not just a summation of the material assets, but rather the richness of service that actively engages the hospital with the community.

List of Appendices

Appendix A: Hospital Board of Trustees, October 2013

Appendix B: St. Rose Hospital Foundation, Board of Directors, 2013

Appendix C: Nonquantifiable Benefits

Appendix D: Charity Care Policy/Uncompensated Costs

Appendix E: Community Benefit Activity – Unreimbursed Costs

Appendix F: Goals and Objectives

Appendix A

Hospital Board of Trustees, October 2013

Hayward Sisters Hospital, a California nonprofit public benefit corporation doing business as St. Rose Hospital

27200 Calaroga Avenue, Hayward, CA 94545-4383, 510-264-4000

On December 7, 2012, St. Rose Hospital's Board of Trustees appointed Lex Reddy as Chief Executive Officer and Roger Krissman as Chief Financial Officer. Mr. Reddy and Mr. Krissman are the current officers of Hayward Sisters Hospital.

Trustees

On December 7, 2012, the Office of Statewide Health Planning & Development exercised its rights under Health & Safety Code § 129173(a)(2) to reconstitute the Board of Trustees and appointed the following individuals to serve as trustees:

Charles Ramorino, Chair
John Harris
David Kears
Fred Naranjo
Katrina Semmes
Michael Marchiano, M.D. (Ex Officio)

Executive Committee

Richard C. Hardwig, Chair
Alan McIntosh, Vice Chair
David R. Elkins, Immediate Past Chair
Catherine E. Carlson
Robert G. Mallon
Rosemarie Marchiano

Michael Cobb, Executive Director

Foundation Board of Directors

Sherman L. Balch
Alexandra Budde, DVM
Craig Bueno
Sandra D. Davini
Eve Grau
James P. Hanson
Nicky E. Henkelman
Monisha Jain
Lisa Jensen
Capt. Darryl McAllister
Arun M. Mehta, MD
Ronald G. Peck
Charles Ramorino
Lawrence J. Ratto
Doris J. Rodriquez
Brian Schott
Gail Steele
Marlene M. Teel-Heim
Clifford N. Tschetter, MD
Harold W. Wilkie, Jr. MD
Honorable Francisco C. Zermeño

Emeritus & Honorary Directors

Delmo Della-Dora,PhD
Julie Greer
Christine Hernandez
Ronald F. Ivaldi
Sydnie Kohara
Margaret “Peggy” Lepore
Robert Putman
Joel Thornley
Annette Warren
Robin Wilma
Sr. Antoinette Yelek, CSJ
Bing Young, MD

Appendix C

Nonquantifiable Benefits

St. Rose Hospital works collaboratively with a wide variety of community organizations to ensure that issues about the health and welfare of our residents are being addressed.

Alameda Alliance for Health	Hayward Unified School District
Alameda County Public Health	Hayward Youth Commission
American Cancer Society	Health Insurance Counseling and Advocacy Program (HICAP)
Bay Valley Medical Group	Hospital Council
CSUEB	Kaiser Foundation Health Plan
California Transplant Donor Network	La Familia Counseling Service
Chabot College	League of Women Voters
City of Hayward	Ohlone College
Eden ROP	Rotary Club of Hayward
Eden Township Healthcare District	Salvation Army
Emergency Shelter Program	South Hayward Healthy Start Neighborhood Collaborative
Fremont Bank Foundation	South Hayward Neighborhood Collaborative
Gordon and Betty Moore Foundation	South Hayward Parish
Glad Tidings Health Ministry	The California Endowment
Hayward Adult School	Tiburcio-Vasquez Clinic
Hayward Chamber of Commerce	Union City Police and Fire Department
Hayward Police and Fire Department	Vesper Society

Both the California Department of Health Services and California Medical Assistance Commission have categorized St. Rose Hospital as a "disproportionate share hospital" per the criteria established for Senate Bill 855 (SB855) and SB1255 programs. The criteria are fundamentally based upon serving a disproportionately large volume of low income patients and must also meet other Federal criteria.

During 2013, 52% of the patients admitted to St. Rose Hospital were underinsured including 46% Medi-Cal eligible and 6% uninsured. Additionally, the hospital provided 24,598 Emergency Room visits to underinsured patients which comprise 68% of total Emergency Room visits for the fiscal year. St. Rose Hospital is the only disproportionate share hospital in Central and Southern Alameda County. None of the aforementioned services includes the large number of Medicare patients who have also low-incomes.

In addition, the hospital provides many programs and services at nominal or no charge, which are designed to benefit the broader community. These programs and services include health and well-being education, medications and medical supplies, a short-stay OB program, and an education reimbursement program. The hospital also operates a 24-hour physician-staffed emergency program. The costs for these services are included in operating expenses in the consolidated statements of operations and changes in net assets.

The hospital maintains records to identify and monitor the level of charity care it provides the community. These records include the amount of charges foregone for services furnished under its charity care policy. The following information measures the level of charity care provided and uncompensated cost by program during the years ended September 30, 2012 and 2011 excluding supplemental funding*.

	2012	**2013**
Uncompensated cost of charity care	$7,136,617	$2,877,606
Uncompensated cost of Medi-Cal services*	$22,322,497	$35,537,166
Uncompensated cost of Medicare services**	$10,886,728	$21,660,160

* During the year, SRH received supplemental funding from the State and County.

**Supplemental funding includes: County Funding, IGT matching, CMAC funding, SB855 funding

Appendix D

St. Rose Hospital, Charity Care Policy

St. Rose HOSPITAL	**PATIENT ACCESS POLICY & PROCEDURE MANUAL**	Page 21 of 25
	Originally Adopted: New	Policy Number
	Last Reviewed: 05.14.13	
	Last Revised:	
Title: **CHARITY CARE POLICY**		
Scope:	Originating Department: Patient Access	
	Responsible Person(s): PFS, Manager	

POLICY

It is the policy of St. Rose Hospital to provide Financial Assistance, consistent with this policy, in the form of free or discounted care to eligible:

1. **Low-income Uninsured Patients**
   (Full Charity Care, Partial Charity Care, Special Circumstances Charity Care)

2. **Patients with High Medical Costs**
   (High Medical Cost Charity Care)

Any modification of this policy must be approved in writing by St. Rose Hospital's Chief Financial Officer. St. Rose Hospital will also provide certain discounts for uninsured patients who do not otherwise qualify for Financial Assistance pursuant to a separate policy.

PURPOSE

This policy is intended to:

1. Define the forms of available Financial Assistance and the associated eligibility criteria; and

2. Establish the processes that patients shall follow in applying for Financial Assistance and the process St. Rose Hospital will follow in reviewing applications for Financial Assistance; and

3. Provide a means of review in the event of a dispute over a Financial Assistance determination; and

4. Provide administrative and accounting guidelines to assist with identifying, classifying and reporting Financial Assistance; and

5. Establish guidelines and standards that St. Rose Hospital will follow with respect to the collection of patient debt including patients who are eligible for Financial Assistance.

GENERAL INFORMATION

A. Scope of Policy. This policy does not create an obligation for St. Rose Hospital to pay for charges of physicians or other medical providers including anesthesiologists, radiologists, emergency department physicians, pathologists, etc., not included in the hospital bill.

B. Emergency Department Physicians. An emergency physician, as defined in California Health & Safety Code § 127450, who provides emergency medical services at St. Rose Hospital is also required by law to provide discounts to uninsured patients or patients with high medical costs who are at or below 350 percent of the federal poverty level. This statement shall not be construed to impose any additional responsibilities upon St. Rose Hospital.

DEFINITIONS AND ELIGIBILITY

Financial Assistance is available to eligible patients who receive Covered Services and who follow applicable procedures (such as completing applications and providing required information).

A. Financial Assistance. The term Financial Assistance refers to Full and Partial Charity Care, Special Circumstances Charity Care, and High Medical Cost Charity Care. Guidelines for determining when the Financial Assistance policy applies to particular circumstances that arise during the ordinary course of business are set forth in **Exhibit A**.

1. Full Charity Care. Full Charity Care is a complete (100%) of the gross billed charges for the Covered Services provided to the patient less any payments made by the patient. Full Charity Care is available to patients:

    a. Whose Family Incomes are at or below 200 % of the most recent Federal Poverty Income Guidelines (**Exhibit B**); and

    b. Who have no source of payment for any portion of their medical expenses, including without limitation, commercial or other insurance, government sponsored healthcare benefit programs or third party liability.

2. Partial Charity Care. Partial Charity Care is a partial write-off of St. Rose Hospital's undiscounted charges for Covered Services available to patients:

    a. Whose Family Incomes are between 200 % and 500 % of the federal poverty level according to the most recent Federal Poverty Income Guidelines (**Exhibit B**); and

    b. Who have no source of payment for any portion of their medical expenses, including without limitation, commercial or other insurance, government sponsored healthcare benefit programs or third party liability.

    c. For patients whose Family Incomes are between 200 % and 350 % of the most recent Federal Poverty Income Guidelines (**Exhibit B**), St. Rose Hospital shall limit expected payments for Covered Services to an amount equal to ten percent (10%) of the gross billed charges for the Covered

Services provided to the patient less any payments made by the patient. St. Rose Hospital has set the amount of expected payment to be less than the greatest amount St. Rose Hospital would expect to receive from Medicare, Medi-Cal or another government sponsored program of health benefits shall annually review the discounted provided under this subsection so as to ensure that the expected payment is no greater than the greatest amount St. Rose Hospital would expect to receive from Medicare, Medi-Cal, or another government sponsored health program of health benefits in which St. Rose Hospital participates.

d. For patients whose Family Incomes are between 350 % and 500 % of the most recent Federal Poverty Income Guidelines (**Exhibit B**) the expected payment shall limit expected payments for Covered Services to an amount equal to fifteen percent (15%) of the gross billed charges for the Covered Services provided to the patient less any payments made by the patient.

e. St. Rose Hospital has set the amount of expected payment for patients whose Family Incomes are between 200% and 500% of the most recent Federal Poverty Income Guidelines to be less than the greatest amount St. Rose Hospital would expect to receive from Medicare, Medi-Cal or another government sponsored program of health benefits shall annually review the discounts so as to ensure that the expected payment is no greater than the greatest amount St. Rose Hospital would expect to receive from Medicare, Medi-Cal, or another government sponsored health program of health benefits in which St. Rose Hospital participates.

3. Special Circumstances Charity Care. Special Circumstances Charity Care allows Uninsured Patients who do not meet the Financial Assistance Criteria set forth in Section 1 or 2 above, or who are unable to follow specified hospital procedures, to receive a complete or partial write-off of St. Rose Hospital's undiscounted charges for Covered Services, with the approval of St. Rose Hospital's Chief Financial Officer or designee. St. Rose Hospital must document the decision, including the reasons why the patient did not meet the regular criteria. The following is a non-exhaustive list of some situations that may qualify for Special Circumstances Charity Care:

a. Bankruptcy. Patients who are in bankruptcy or recently completed bankruptcy.

b. Homeless Patients. Emergency room patients without a payment source if they do not have a job, mailing address, residence or insurance.

c. Deceased. Deceased patients without insurance, an estate, or third party coverage.

d. Medicare. Income-eligible Medicare patients may apply for Financial Assistance for denied stays, denied days of care, and Medicare cost shares. Medicare patients who execute an ABN with respect to non-covered services shall not be eligible.

e. Medi-Cal. Income-eligible Medi-Cal patients may apply for Financial Assistance for denied stays, denied days or care, and non-covered services; however, patients may not receive Financial Assistance for the Medi-Cal Share of Cost. Persons eligible for programs such as Medi-Cal but whose eligibility status is not established for the period during which the medical services were rendered may apply for Financial Assistance.

4. High Medical Cost Charity Care. High Medical Cost Charity Care for Insured Patients ("High Medical Cost Charity Care") is a partial write-off of St. Rose Hospital's undiscounted charges for Covered Services. High Medical Cost Charity Care is not available for patients receiving services that are already discounted (e.g., package discounts). For Covered Services provided to patients who qualify for High Medical Cost Charity Care, St. Rose Hospital shall limit expected payments to an amount equal to twenty percent (20%) of the gross billed charges for the Covered Services provided to the patient less any payments made by the patient. This discount is available to insured patients who meet the following criteria:

   a. The patient's Family Income is less than 500 % of the Federal Poverty Income Guidelines (**Exhibit B**);

   b. The patient's or the patient's family medical expenses for Covered Services (incurred at St. Rose Hospital or paid to other providers in the past 12 months provided that the patient provides written evidence of payment to St. Rose Hospital) exceed 10% of the patient's Family Income; and

   c. The patient's insurer has not provided a discount off the patient's bill (i.e., the patient is responsible to pay undiscounted charges).

B. Other Definitions

1. Covered Services:

   a. Covered Services for Full Charity Care are all services that are required to be covered by a Knox-Keene licensed Health Care Services Plan, except that those services requiring administrative approval as defined below are not Covered Services.

   b. Covered Services for Partial Charity Care and High Medical Cost Charity Care are all services provided by St. Rose Hospital, except that those services requiring administrative approval as defined below are not Covered Services.

   c. Covered Services for the Uninsured Patient Discount and the Prompt Payment Discount are all services provided by St. Rose Hospital to Uninsured Patients.

d. Services Requiring Prior Administrative Approval. Due to their unique nature, certain non-emergency services require administrative approval prior to admission and the provision of services. Generally, patients who seek complex, specialized, or high-cost services (e.g., experimental procedures, transplants) must receive administrative approval prior to the provision of services. Patients seeking to receive such services are not eligible for Full Charity Care, Partial Charity Care or High Medical Cost Charity Care unless St. Rose Hospital's executive team makes an exception.

2. Uninsured Patient. An Uninsured Patient is a patient who has no source of payment for any portion of their medical expenses including, without limitation, commercial or other insurance, government sponsored healthcare benefit program or third party liability, or whose benefits under insurance have been exhausted prior to admission. Guidelines for determining when the Financial Assistance policy applies to Uninsured Patients under particular circumstances that arise during the ordinary course of business are set forth in **Exhibit A**.

3. Primary Language of St. Rose Hospital's Service Area. A language is a primary language of St. Rose Hospital's service area if 5% or more of St. Rose Hospital's local population speaks the language.

4. Family Income. Family Income is annual family earnings from the prior 12 months or prior tax year as show by recent pay stubs or income tax returns, less payments made for alimony and child support. Proof of earnings may be determined by annualizing year-to-date family income, giving consideration for current earning rates. For patients over 18 years of age, the patient's family income includes their spouse or domestic partner as defined in Section 297 of the Family Code, and dependent children under 21 years of age, whether living at home or not. For patients under 18 years of age, the patient's family includes their parents, caretaker relatives, and other children under 21 years of age of the parents or caretaker relatives.

PROCEDURES

A. Applying for Financial Assistance:

1. An Uninsured Patient who indicates the financial inability to pay a bill for Covered Services shall be evaluated for Financial Assistance. In order to qualify as an Uninsured Patient, the patient or the patient's guarantor must verify that he or she is not aware of any right to insurance or government program benefits that would cover or discount the bill.

2. The "Statement of Financial Condition/Financial Assistance Application Form," **Exhibit C**, shall be used to document each patient's overall financial condition. This application shall be available in the Primary Language(s) for St. Rose Hospital's service area.

3. A sample of the "Charity Care Calculation Worksheet," **Exhibit D**, is provided to aid in the determination of the amount and type of charity care for which the patient may be eligible.

B. Financial Assistance Determination and Notice

1. Determination:

   a. St. Rose Hospital will consider each applicant's Financial Assistance application and grant Financial Assistance where the patient meets eligibility requirements and has received (or will receive) Covered Services.

   b. St. Rose Hospital may make Financial Assistance approval contingent upon a patient applying for governmental program assistance, which may be prudent if the particular patient requires ongoing services.

   c. In determining whether each individual qualifies for Financial Assistance, other county or governmental assistance programs should also be considered. Many applicants are not aware that they may be eligible for assistance such as Medi-Cal, Victims of Crime, or California Children Services.

   d. St. Rose Hospital should assist the individual in determining if they are eligible for any governmental or other assistance and provide applications as requested.

   e. Where administrative approval is required, St. Rose Hospital will consider the request for service in a timely fashion and provide a response to the request in writing.

2. Notice

   a. While it is desirable to determine the amount of Financial Assistance for which a patient is eligible as close to the time of service as possible, there is no rigid limit on the time when the determination is made. In some cases, eligibility is readily apparent while in other cases further investigation is required to determine eligibility. In some cases, a patient eligible for Financial Assistance may not have been identified prior to initiating external collection action. St. Rose Hospital's collection agencies shall be made aware of this policy so that the agencies know to refer back to St. Rose Hospital patient accounts that may be eligible for Financial Assistance.

   b. Once a Full or Partial Charity Care or High Medical Cost Charity Care determination has been made a "Notification Form" (**Exhibit E**) will be sent to each applicant advising them of the hospital's decision.

C. Dispute Resolution. In the event of a dispute over the application of this policy, a patient may seek review by notifying St. Rose Hospital's Chief Financial Officer of the basis of any dispute and the desired relief. Written communication should be submitted within thirty (30) days of the patient's knowledge of the circumstances giving rise to the dispute. The Chief Financial Officer or designee shall review the concerns and inform the patient of any decision on writing.

D. Recordkeeping. Records related to Financial Assistance must be readily accessible.

E. Third Party Liens. St. Rose Hospital may lien the tort recoveries of Uninsured Patients in a manner consistent with applicable law.

F. Submission to OSHPD. Beginning January 1, 2008 and every two years thereafter, St. Rose Hospital's General Counsel will post this policy and any amendments or modifications thereto to the Office of Statewide Health Planning & Development ("OSHPD") in a manner prescribed by OSHPD.

COMMUNICATION OF FINANCIAL ASSISTANCE AVAILABILITY

A. Information Provided to Patients

1. Preadmission or Registration. During preadmission or registration (or as soon thereafter as practicable and after stabilization of the patient's emergency medical condition in the case of emergency services), St. Rose Hospital shall provide:

   a. All patients with information regarding the availability of Financial Assistance (Important Billing Information for Patients, **Exhibit F**).

   b. Patients who the hospital identifies as uninsured with a Financial Assistance application (**Exhibit C**).

2. Emergency Services. In the case of emergency services, St. Rose Hospital shall provide the above information as soon as practicable after stabilization of the patient's emergency medical condition or upon discharge.

3. All Other Times. Upon request, St. Rose Hospital shall provide patients with information about their right to request an estimate of their financial responsibility for services, the Statement of Financial Condition form, and/or Important Billing Information for Uninsured Patients.

B. Postings and Other Notices. Information about Financial Assistance shall also be provided as follows:

1. By posting in a visible manner in locations where there is a high volume of inpatient or outpatient admitting/registration, including, without limitation, the emergency department, billing offices, admitting office, and other hospital outpatient service settings.

2. By posting information about Financial Assistance on St. Rose Hospital's website.

3. By including information about Financial Assistance in bills that are sent to Uninsured Patients. A sample that contains the required information is set forth on **Exhibit G**.

4. By including language on bills sent to Uninsured Patients as specifically set forth in **Exhibit H**.

C. Applications. St. Rose Hospital shall make applications for Medi-Cal, California Children's Services or any other potentially applicable governmental program readily available and accessible to Uninsured Patients and provide such applications upon request.

D. Languages. All notices/communications provided in this section shall be available in the Primary Language(s) of St. Rose Hospital's service area and in a manner consistent with all applicable federal and state laws and regulations.

COLLECTION ACTIVITIES

A. Assignment to Collection. No patient debt shall be advanced/assigned to collection until the Director of Patient Financial Services or designee has reviewed the account and approved the advancement of the account to collection. If a patient is attempting to qualify for Financial Assistance and/or is attempting to settle an outstanding bill with St. Rose Hospital by negotiating a reasonable payment plan or making regular payments of a reasonable amount, St. Rose Hospital shall not send the unpaid bill to collection or a collection agency. Any extended payment plans shall be interest free.

B. Use of Collection Agencies. St. Rose Hospital shall obtain an agreement from each collection agency that it utilizes to collect patient debt consistent with the requirements of this policy, federal law, and state law.

C. Collection Methods. St. Rose Hospital shall not initiate legal or judicial process, sell a patient's debt to another party, or report adverse information about the patient to consumer credit reporting agencies or credit bureaus before St. Rose Hospital has made reasonable efforts to determine whether the patient is eligible for Financial Assistance and in no case shall St. Rose Hospital or any collection agency utilized by St. Rose Hospital shall report adverse information to a consumer credit reporting agency or commence civil action against the patient for non-payment at any time prior to 150 days after the initial billing if the patient is an Uninsured Patient or a patient provides information that he or she may qualify for Financial Assistance. The 150 day period shall be extended if the patient has a pending appeal for coverage for the services and the patient makes a reasonable effort to keep St. Rose Hospital informed of the progress of any appeals

Guidelines for Application of Full and Partial Charity Care, Uninsured Patient Discount and Prompt Payment Discount

The following guidelines are intended for use in specific situations that arise in the ordinary course of business.

1. Co-pays, deductibles and cost shares per direction from insurers, government programs or other third party payors	These amounts should be collected from the patient. These amounts are not subject to Full or Partial Charity Care, the Uninsured Patient Discount or the Prompt Payment Discount, except: Patients with Medicare cost share obligations are eligible to apply for Full or Partial Charity Care Patients with Medi-Cal share of cost obligations not entitled to Full or Partial Charity Care
2. Insurance coverage not available due to patient's decision to seek services not covered under insurance contract	These amounts should be collected from the patient. Patient is not eligible for Full or Partial Charity Care. The Uninsured Patient Discount applies. If the non-covered services are priced as a package discount then the package discount applies in lieu of the Uninsured Patient Discount. The Prompt Payment Discount applies.
3. Indemnity insurance company refuses to pay claiming patient has failed to cooperate by providing needed information	Patient may be billed. Full and Partial Charity Care and other discounts do not apply.
4. Services and items that are never covered benefits under the patient's benefit policy (e.g. services that are not medically necessary)	These amounts should be collected from the patient. Patient is not eligible for Full or Partial Charity Care. The Uninsured Patient Discount applies. If the non-covered services are priced as a package discount then the package price applies in lieu of the Uninsured Patient Discount. The Prompt Payment Discount applies.
5. Services provided to ineligible members	If coverage is denied, these amounts should be collected from the patient, unless the patient's health plan is responsible for services under terms of the contract. Patient may be eligible for Full or Partial Charity Care. If the patient is not eligible for Full or Partial Charity Care, the Uninsured Patient Discount and Prompt Payment Discount apply.
6. Indemnity Insurance Company or	Patient may be billed. Full and Partial Charity Care

Medicare Supplement Plan pays members directly	and other discounts do not apply.
7. Indemnity Insurance Company, PRO or non-contracted third party payer underpays claiming charges are unreasonable or unsupported	Continue to pursue amounts due from insurance and do not initiate collections for these amounts against patient without approval from St. Rose Hospital's General Counsel. Pursue collection of patient liability amounts as set forth herein.
8. Charges not covered by insurance because patient exceeded benefit cap prior to admission	These amounts should be collected from the patient. Patient may be eligible for Full or Partial Charity Care. If he patient is not eligible for Full or Partial Charity Care, the Uninsured Patient Discount and Prompt Pay Discounts apply.
9. Charges not covered by insurance because patient exceeded benefit cap during patient's stay	When a payer pays only a portion of the expected reimbursement for a patient's stay due to exhaustion of the patient's benefits during the stay, St. Rose Hospital should collect from the patient the balance of the expected reimbursement under the payer contract. St. Rose Hospital should not pursue from the patient any amount in excess of the payer's contractual rate under the payer contract. Patients who exceed their benefit cap may apply for Full or Partial Charity Care for the services that are in excess of the benefit cap, and may receive a Prompt Pay Discount. The Uninsured Patient Discount does not apply to these services.
10. Charity care determination creates a credit balance	If the charity care determination creates a credit balance in favor of a patient, the refund of the credit balance shall include interest on the amount of the overpayment from the date of the patient's payment at the statutory rate (10% per annum) pursuant to Health & Safety Code § 127440.

Family Size	Period	Federal Poverty Guidelines	If income is below 200 % (shown below) of FPIG, eligible for full charity care	If income is above 200 % but below 350% (shown below) of FPIG, eligible for partial charity care. Expected Payment = 10% of Gross Billed Charges	If income is above 350 % but below 500 % (shown below) of FPIG, eligible for partial charity care. Expected Payment = 15% of Gross Billed Charges
1	Annual	$11,490.00	$22,980	$40,215.00	$57,450.00
	Monthly	$957.50	$1,915	$3,351.25	$4,787.50
2	Annual	$15,510.00	$31,020	$54,285.00	$77,550.00
	Monthly	$1,292.50	$2,585	$4,523.75	$6,462.50
3	Annual	$19,530.00	$39,060	$68,355.00	$97,650.00
	Monthly	$1,627.50	$3,255	$5,696.25	$8,137.50
4	Annual	$23,550.00	$47,100	$82,425.00	$117,750.00
	Monthly	$1,962.50	$3,925	$6,868.75	$9,812.50
5	Annual	$27,570.00	$55,140	$96,495.00	$137,850.00
	Monthly	$2,297.50	$4,595	$8,041.25	$11,487.50
6	Annual	$31,590.00	$63,180	$110,565.00	$157,950.00
	Monthly	$2,632.50	$5,265	$9,213.75	$13,162.50
7	Annual	$35,610.00	$71,220	$124,635.00	$178,050.00
	Monthly	$2,967.50	$5,935	$10,386.25	$14,837.50
8	Annual	$39,630.00	$79,260	$138,705.00	$198,150.00
	Monthly	$3,302.50	$6,605	$11,558.75	$16,512.50
Add this amount for each family member beyond 8					
Each Additional Family Member	Annual	$4,020.00	$8,040	$14,070.00	$20,100.00
	Monthly	$335.00	$670	$1,172.50	$1,675.00

STATEMENT OF FINANCIAL CONDITION/FINANCIAL ASSISTANCE APPLICATION

PATIENT NAME _____ SPOUSE _____
ADDRESS _____
PHONE _____
ACCOUNT # _____ SSN: _____ _____
(PATIENT) (SPOUSE)

FAMILY STATUS: List all dependents that you support

Name	Age	Relationship
_____	_____	_____
_____	_____	_____
_____	_____	_____

EMPLOYMENT AND OCCUPATION
Employer: _____ Position: _____
Contact Person & Telephone Number: _____
If Self-Employed, Name of Business: _____
Spouse Employer: _____ Position: _____
Contact Person & Telephone Number: _____
If Self-Employed, Name of Business: _____

CURRENT MONTHLY INCOME

		Patient	Spouse
	Gross Pay (Before Deductions)	_____	_____
Add:	Income from Operating Business (if Self-Employed)	_____	_____
Add:	Other Income	_____	_____
	Interest & Dividends	_____	_____
	From Real Estate	_____	_____
	Social Security	_____	_____
	Other (Specify)	_____	_____
	Alimony or Spousal Support	_____	_____
Subtract:	Alimony, Support Payments Paid	_____	_____
Equals	Current Monthly Income	_____	_____

Total Current Monthly Income (Patient + Spouse) = $_____

FAMILY SIZE
Total Family Members: _____
(add patient, spouse and dependents from above)

	Yes	No
Do you have health insurance?	____	____
Are you eligible for any government programs?	____	____
Do you have other insurance that may apply (such as auto policy)?	____	____
Were your injuries caused by a third party? (such as during car accident)?	____	____

By signing this form, I agree to allow St. Rose Hospital to check employment status and credit history for the purpose of determining my eligibility for financial assistance. I understand that I may be required to provide proof of the information I am providing.

_____ _____
(Signature of Patient or Guarantor) Date

_____ _____
(Signature of Spouse) Date

CHARITY CARE CALCULATION WORKSHEET

Patient Name: _____ Patient Account #: _____

Special Considerations/Circumstances:

_____
_____
_____
_____

	Yes	No
Does Patient have Health Insurance?	_____	_____
Is Patient Eligible for Medicare?	_____	_____
Is Patient Eligible for Medi-Cal?	_____	_____
Is Patient Eligible for Other Government Programs?	_____	_____

If eligibility exists for above programs, patient will not generally be eligible for charity care

Does Patient have other insurance (auto medpay, workers comp)?	_____	_____
Was Patient injured by third party?	_____	_____
Is Patient Self-Pay?	_____	_____

Charity/Financial Assistance Calculation:

Total Family Income $_____
(From Statement of Financial Condition)

Family Size (From Statement of Financial Condition) _____

Qualification for Financial Assistance (Circle One) Full Partial

High Medical Cost

No Eligibility

NOTIFICATION FORM
ELIGIBILITY FOR CHARITY CARE

St. Rose Hospital has conducted an eligibility determination for charity care for:

_____	_____	_____
PATIENT'S NAME	ACCOUNT NUMBER	DATES OF SERVICE

The request for charity care was made by the patient or on behalf of the patient on _____.

The determination was completed on _____.

Based on information supplied by the patient or on behalf of the patient, the following determination has been made:

Your request for charity care has been approved for services rendered on _____.

After applying the charity care reduction, the amount owed is $_____.

Your request for charity care is pending approval. However, the following information is required before any adjustment can be applied to your account:

_____
_____
_____
_____
_____

Your request for charity care has been denied because:

REASON:

_____
_____
_____
_____
_____
_____

Granting of charity care is conditioned on the completeness and accuracy of the information provided to the hospital. In the event the hospital discovers you were injured by another person, you have additional income, you have additional insurance or provided inaccurate information regarding your ability to pay for the services provided, the hospital may revoke its determination to grant charity care and hold you and/or third parties responsible for the hospital's charges. If you have any questions on this determination, please contact _____ at _____.

Important Billing Information for Patients at St. Rose Hospital

Thank you for choosing St. Rose Hospital for your hospital services. The information below is designed to help you understand options available to assist patients pay their hospital bill. This information only applies to your hospital bill and does not include any bills received from physicians, anesthesiologists, clinical professionals, ambulance companies, etc., that may bill you separately for their services.

An emergency physician, as defined in California Health & Safety Code § 127450, who provides emergency medical services at St. Rose Hospital is also required by law to provide discounts to uninsured patients or patients with high medical costs who are at or below 350 % of the federal poverty level. You will receive a separate bill for the emergency physician services as well. Any questions pertaining to the emergency physician services should be directed to the physician providing the services as represented on the billing statement.

Payment Options

St. Rose Hospital has many options to assist you with payment of your hospital bill.

Medi-Cal & Government Program Eligibility. You may be eligible for a government sponsored health benefit program. St. Rose Hospital has staff available to assist you with applying for government assistance like Medi-Cal, and California's Children Services to pay your hospital bill. St. Rose Hospital also contracts with a company that may assist you further, if needed.

Financial Assistance Program (Charity & Discount Care). Uninsured patients who have an inability to pay their bill may be eligible for financial assistance. Eligibility for financial assistance is based on income and family size. All potential payer sources must be exhausted before a patient is eligible for financial assistance. Copies of St. Rose Hospital's Financial Assistance Policy, applications for financial assistance, and applications for government programs are available at Patient Registration and our Patient Financial Services Office. We can also send you copies if you contact our Patient Advocate Specialist at 510-780-4342.

If you have any questions, or if you would like to pay by telephone, please contact the Patient Advocate Specialist at 510-780-4342.

NOTICE OF RIGHTS

Thank you for selecting St. Rose Hospital for your recent services. Enclosed please find enclosed a statement the charges for your hospital visit. Payment is due immediately. Please be aware that this the bill for hospital services only. There may be additional charges for services that will be provided by physicians during your stay in the hospital such as bills from personal physicians and any anesthesiologists, pathologists, radiologists, ambulance companies or other medical professionals who are not employees of the hospital. You may receive a separate bill for these services.

An emergency physician, as defined in California Health & Safety Code § 127450, who provides emergency medical services at St. Rose Hospital is also required by law to provide discounts to uninsured patients or patients with high medical costs who are at or below 350 % of the federal poverty level. You will receive a separate bill for the emergency physician services as well. Any questions pertaining to the emergency physician services should be directed to the physician providing the services as represented on the billing statement.

Our records indicate that you do not have health insurance coverage or coverage under Medicare, Medi-Cal, Healthy Families, or other similar programs. If you have such coverage, please contact our Patient Accounts Financial Advocate at 510-780-4342 as soon as possible so the information can be obtained and the appropriate entity billed.

St. Rose Hospital has many options to assist you with payment of your hospital bill.

Medi-Cal & Government Program Eligibility. You may be eligible for a government sponsored health benefit program. St. Rose Hospital has staff available to assist you with applying for government assistance like Medi-Cal, and California's Children Services to pay your hospital bill. St. Rose Hospital also contracts with a company that may assist you further, if needed.

Financial Assistance Program (Charity Care). Uninsured patients who have an inability to pay their bill may be eligible for financial assistance. Eligibility for financial assistance is based on income and family size. All potential payer sources must be exhausted before a patient is eligible for financial assistance. Copies of St. Rose Hospital's Financial Assistance Policy, applications for financial assistance, and applications for government programs are available at Patient Registration and our Patient Financial Services Office. We can also send you copies if you contact our Patient Advocate at Specialist at 510-780-4342.

If you have any questions, or if you would like to pay by telephone, please contact the Patient Advocate Specialist at 510-780-4342.

NOTICE LANGUAGE ON BILLS FOR UNINSURED PATIENTS

Our records indicate that you do not have health insurance or coverage under Medicare, Medi-Cal, or similar other programs. Patients who lack insurance and meet certain income requirement may qualify for financial assistance. Please contact the Patient Advocate Specialist at 510-780-4342 to obtain further information.

Appendix E

Community Benefit Activity – Unreimbursed Expenses FY 12/13

Date	Organization	Donation	Unreimbursed Expenses
2012-2013	Lamaze, Breastfeeding Basics, St. Rose Breathers Club, Co-Dependents Support Group, Overeaters Anonymous, Mommy and Me, Diabetic Support Group, Caregivers Support Group, Myasthenia Gravis Support Group, Look Good Feel Better Cancer Support, Quarterly Nutrition Classes, and Latino Business Roundtable,	Conference Room Space (Meetings)	$28,200
2012-1013			
10/05	Hayward Firefighters Association	-	
12/11	Salvation Army Toy Drive	-	
1/28	Hayward Chamber of Commerce Annual Gala	$1,500	
2/20	New Haven School Foundation	$250	
7/15	HARD Annual Golf Tournament	$850	
	Total	$2,600	$28,200

Collaboration with Community Organizations

Organization/Meeting	Total Number of Classes/Events	Number of Hours	Unreimbursed Expenses for Room Use
AA Book Study Group	1	2	$200
Asthma Coalition of Alameda County	1	2	$200
East Bay Council of Volunteers	1	2	$200
FACES for the Futer Program Workshops	17	3	$5,100
Hayward Chamber of Commerce	10	2	$2,000
Hayward Promise Neighborhood Initiative/Jackson Triangle	1	2	$200
Latino Business Round Table	12	2	$2,400
New Hispanic Leaders	20	2	$4,000
Tennyson Corridor Initiative	5	2	$1,000
Relay for Life	1	2	$200
TOTAL:	69	21	$15,500

Community Health Fairs & Classes

Date	Event	Attendance	Number of Volunteers	Volunteer Hours	Unreimbursed Expenses
10/1-9/30	Patient Nutrition Education				$70, 200
10/6 - 11/1	Community Flu Shots	1,133			$10,423.60
10/16	Tips & Treats For a Healthy Lifestyle: Battling Breast Cancer	10	1	2	$4, 650
11/13	Tips & Treats For a Healthy Lifestyle: Knee Pain	10	1	2	$4, 650
5/4	Health is Wealth Health Fair	200	2	24	$450
06/12	Fremont Bank Health & Safety Fair	500	4	24	$850
9/13	City of Hayward Employee Health Fair	500	4	24	$850
08/23	Hayward Chamber of Commerce Street Fair	800	5	30	$1,500
	Total	2,020	17	106	$93,573.60

Appendix E

Community Benefit Activity / Unreimbursed Costs

Summary
Total Benefit Activity FY12/13

	Attendance	Volunteers	Volunteer Hours
Community Health Fairs & Classes	2,020	17	106
Total Community Benefit Activity	2,020	17	106

Summary
Total Unreimbursed Cost FY12/13

	Monetary Donation	In-Kind	Unreimbursed Expenses	Total
Community Benefit Activity	$2,600	$28,200	N/A	$28,800
Collaboration with Community Organizations	NA	NA	$15,500	$15,500
Community Health Fairs & Classes	N/A	N/A	$93,573.60	$12,950
Total Community Benefit Activity	$2,600	$28,200	$109,073.60	$137,273.60

Community Benefit Plan, Goals & Objectives FY12/13

Project	Goals/Objectives	Time Frame
Affordable & Accessible Primary Healthcare		
Project Red	St. Rose Hospital intends on sustaining the program. Our outlook for the next year is to continue providing our service to patients and keeping readmission rates low	FY13/14
Women's Imaging Center	150 Screenings under BCEDP / Family Pact 250 Bone Mineral Density Test	FY13/14 FY13/14
Cardiovascular Services	*Stemi Receiving Center"* to increase patient volume by 5 patients per month. 1, 250 Coronary Diagnostic Procedures 30 Elective PCI Procedures	FY13/14 FY13/14 FY13/14
Access to Health Education & Preventive Services		
Health Education	Continue and add community education classes Free Cancer Ed. & Screening Participation in Community Events Increase participation and attendance at the St. Rose Hospital Health Fair	FY13/14 FY13/14 FY13/14 FY13/14
Health Insurance Outreach	Ensure that each uninsured family that comes to the Emergency Room are given information about affordable health insurance options, such as Health Families, Medi-Cal, etc.	FY13/14
Increase Children's & Youth Opportunities for a Brighter Future		
St. Rose Adult &Youth Volunteers	Increase hours and enrollment in the Adult and Student Volunteer Program, Shine and FACES program. Increase membership and hours Auxiliary	FY13/14 FY13/14
Community Collaboration / St. Rose Commitment to Community		
Community Vaccination Clinics	1,000 Seasonal Flu Vaccination	FY13/14
Latino Business Roundtable	Supply meeting space/speakers for the Latino Business Roundtable monthly meetings	FY13/14
New Hispanic Leaders	Supply meeting space/speakers for the New Hispanic Leaders weekly meetings	02/14-04/14
Healthcare Resources for Low-Income Seniors in Hayward	Bring health education classes to low-income senior housing complexes in Hayward Coordinate programs and classes that address the healthcare needs of our senior population	FY13/14 FY13/14