

# Community Benefit Plan Progress Report 2012

*Based on the Community Benefit Plan 2010 – 2012*

**Responding to the 2010-2012 Needs Assessment**



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

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# Table of Contents

Sutter Health – Building Healthier Communities and Caring for Those in Need	Page 3
Executive Summary	Page 4
I. 2012 Progress Report on Community Benefit Plan (2010 – 2012)	Pages 5 – 9
II. 2012 Community Benefit Values	Pages 10 - 11
III. 2012 List of Community Benefit Partners	Page 12

## Sutter Health:

### Building Healthier Communities and Caring for Those in Need

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

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#### **It's better for patients:**

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

#### **Our stockholders are our communities:**

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

#### **Providing charity care and special programs to communities:**

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

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

In 2012, our network of physician organizations, hospitals and other health care providers invested \$795 million in health care programs, services and benefits for the poor and underserved. This includes:

- The cost of providing charity care
- The unpaid costs of participating in Medi-Cal
- Investments in medical research, health education and community-based public benefit programs such as school-based clinics and prenatal care for patients.

Sutter Health's commitment to delivering charity care to patients continued to grow, reaching another all-time high of \$153 million in 2012 – or an average of nearly \$3 million per week.

# Executive Summary

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

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

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

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

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

2012 Community Benefit Value	Sutter Health Sacramento Sierra Region
Benefits for the Poor and Underserved	\$159,840,171
Benefits for the Broader Community	\$6,413,342
<b>Total Quantifiable Community Benefit</b>	<b>\$166,253,513</b>

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

## I. 2012 Progress Report on Community Benefit Plan

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

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

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

For more information about the **2010 – 2012 Community Needs Assessment**, including quantitative and qualitative data, please visit our website at [www.HealthyLivingMap.com](http://www.HealthyLivingMap.com).

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

## Ensuring Access to Primary Care and Mental Health Services

<b>Link to Community Needs Assessment</b>	The <b>Transitional Care Program (TCP)</b> provides access to care for vulnerable and traditionally underserved residents.
<b>Program Description</b>	The TCP links homeless adults to vital community services while giving them a place to heal, medical follow up and case management. The most innovative aspect of this program is the unique collaboration between the Benicia Community Action Council, NorthBay Health Care, Kaiser Permanente, the Solano Coalition for Better Health and others.
<b>Goals and Objectives</b>	The goal of the TCP is significantly change the client’s utilization patterns and ultimately improves clients’ quality of life.
<b>Strategy</b>	The clients who are enrolled in the TCP are homeless adult individuals who otherwise would be discharged to the street or cared for in an inpatient setting only. The program is designed to offer clients up to six weeks during which they can focus on recovery and developing a plan for conditions, link them to vital community services, and provide them a place to heal. The TCP has produced impressive client outcomes by providing “wraparound” services including connection to a medical home, enrollment in eligible programs and support services for clients.
<b>Baseline Information</b>	The Solano TCP has now merged with the Frequent User Group and is called the Transitional Care Collaborative (TCC) to cover all the transitional care needs of uninsured and underinsured people in Solano. The group is comprised of the community partners, including Sutter Solano Medical Center, Kaiser Permanente, , La Clinica de la Raza, North Bay Healthcare, Solano Coalition for Better Health and the Solano County Health and Social Services, among others. This partnership is very unique in Solano and is beginning to tackle greater needs in Solano, including transportation for underserved populations. The “wrap-around” services provided and the unique collaboration with community-based service providers have resulted in this program being particularly cost-efficient while also improving the health outcomes of its participants.
<b>Affiliate’s Contribution or Program Expense</b>	\$30,000
<b>Results</b>	From January to December 2012, 43 individuals have been accepted into the program. Of these clients, 19 successfully completed the program and were linked to primary care services, health insurance, and a source of income. 84% of these clients were linked to transitional housing or permanent home. Although 17 clients did not complete the program, they were still provided assistance to obtain primary care and health insurance services as well as applying for a source of income.
<b>Amendment to Community Benefit Plan</b>	N/A

## Ensuring Access to Primary Care and Mental Health Services

<b>Link to Community Needs Assessment</b>	The <b>Emergency Department Navigator program</b> seeks to connect with patients who are inappropriately accessing care at the Sutter Solano Medical Center Emergency Department and links all non-urgent users of the ED to immediate community resources and medical care.
<b>Program Description</b>	More specifically, ED Navigators reach out to patients who do not have a primary care provider and provide external management, connection to services (e.g. insurance enrollment, substance abuse treatment, etc.) and follow up to ensure a primary care provider is being utilized. ED Navigators are employees of La Clinica and reside in the Sutter Solano Medical Center Emergency Department.
<b>Goals and Objectives</b>	Without community partnerships and innovative program development, efforts like the Emergency Department Navigator program would not be possible. The goal of the ED Navigator is to connect patients who inappropriately access the ED with the necessary resources, programs and ultimately a medical home.
<b>Strategy</b>	<p>This program is managed and administered through a partnership with Sutter Medical Center Solano and the Federally Qualified Health Center, La Clinica in North Vallejo.</p> <p>To create even stronger relationships among relevant community partners, La Clinica staff also works with organizations like SKIP (Solano Kids Insurance Program) to ensure collaboration and sharing of resources. In addition, there is interaction between the Transitional Care Program staff and the ED Navigators to facilitate cross-program information and resource sharing and to more effectively help patients in need.</p>
<b>Baseline Information</b>	The Solano ED Navigator program piloted in October of 2012 and is modeled after the SMCS ED Navigator program (a partnership with WellSpace, formally known as The Effort, a Federally Qualified Health Center) which has proven to be a best practice.
<b>Affiliate's Contribution or Program Expense</b>	\$50,000
<b>Results</b>	Since the inception of this program at Sutter Solano Medical Center in October of 2012, the ED Navigators have made 314 referrals, with 171 people being contacted to offer referrals or PCP appointments. 78% of clients referred by the ED Navigator are keeping their appointments at La Clinica.
<b>Amendment to Community Benefit Plan</b>	N/A

## Preparing Our Community For Healthy Futures

<b>Link to Community Needs Assessment</b>	Investment in Federally Qualified Health Centers (FQHC's) throughout the Sutter Health Sacramento Sierra Region is imperative to the health and wellbeing of our communities as we prepare for Affordable Care Act implementation in 2014. As a result, SSMC continues to invest in <b>La Clinica, Vallejo North</b> , over the next year to increase their capacity to serve the underinsured.
<b>Program Description</b>	La Clinica North Vallejo Community Clinic is located adjacent to the Sutter Solano Medical Center. In this unique partnership, La Clinica serves as an emergency department diversion site, shortening wait times for nonemergency patients and freeing up valuable services to those truly in need of emergency department attention.
<b>Goals and Objectives</b>	Continue urgent and primary care for the community's low-income, uninsured, and underinsured populations. La Clinica is a partner in our Transitional Care Collaborative in Solano and serves as the medical home for many of these clients partnership with La Clinica, a Federally Qualified Health Clinic, to provide appropriate care and link the uninsured and underinsured with an appropriate medical home.
<b>Strategy</b>	La Clinica operates as a hybrid, offering procedures that are beyond those usually found at primary care clinics. This clinic represents a great step forward in the provision of both urgent and primary care for the community's low-income, uninsured and underinsured populations. La Clinica is a partner in Sutter Solano Medical Center's Transitional Care Collaborative in Solano and serves as the medical home for many of these clients.
<b>Baseline Information</b>	The financial support provided by SSMC to La Clinica will ensure that an addition 7,700 patients will be seen each year, which provides a tremendous health benefit to the greater Solano community.
<b>Affiliate's Contribution or Program Expense</b>	\$225,000
<b>Results</b>	This financial commitment by SSMC allowed La Clinica to increase their capacity to serve the underinsured by increasing exam room space from 9 to 15, in turn, securing five open appointments per day for SSMC patients only. Additionally, this investment in La Clinica further strengthens SSMC's place in the community as a collaborative and supportive partner to critical health centers like La Clinica. Moreover, the expansion of La Clinica not only increases capacity and provides a medical home for the underserved in Solano County, but it also serves as a compliment to other, concurrent SSMC initiatives such as the ED Navigator and Transitional Care Programs.
<b>Amendment to Community Benefit Plan</b>	N/A

## Preparing Our Community for Healthy Futures

<b>Link to Community Needs Assessment</b>	<b>Free Mammogram Screening Program</b> throughout the Sutter Health Sacramento Sierra Region.
<b>Program Description</b>	Sutter’s Diagnostic Imaging centers across the region are giving free digital screening mammograms to uninsured women in honor of National Breast Cancer Awareness Month. Comprehensive, fully integrated imaging services are part of the Sutter Health all-inclusive approach to patient care.
<b>Goals and Objectives</b>	The goal of this outreach effort was to not only provide free screenings to underinsured women in our communities, but was also an opportunity to provide women with information on health and insurance resources.
<b>Strategy</b>	Free mammograms were offered in various locations, at various times, throughout the SHSSR region, to ensure as many women as possible were able to take advantage of this effort. In addition, a packet of follow up resources was created in the event that a participant had an abnormal screening. Sutter Diagnostic staff was also given resources to provide to women who needed diagnostic follow up and/or treatment.
<b>Baseline Information</b>	Of the eight events we held in Roseville, Auburn, Elk Grove, Amador, Fairfield, Vallejo, Sacramento and Davis, all of them filled to capacity within a short period of time. This tells us that a great need exists in the community for events of this nature and as a result, we hope to expand this event to accommodate more women next year.
<b>Affiliate’s Contribution or Program Expense</b>	\$17,499
<b>Results</b>	Throughout the month of October, Sutter Diagnostic Imaging centers across the region provided uninsured/underinsured women the opportunity to receive free digital mammograms. As a result of these collaborative events, we were able to screen 358 uninsured women.
<b>Amendment to Community Benefit Plan</b>	N/A

## II. 2012 Community Benefit Values

Sutter Health affiliates and many other health care systems around the country voluntarily subscribe to a common definition of community benefit developed by the Catholic Health Association. Community benefits are programs or activities that provide treatment and/or promote health and healing as a response to community needs.

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

### **Benefits to the Poor and Underserved**

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

### **Benefits for the Broader Community**

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

# Community Benefit Summary 2012

## Sutter Health Sacramento Sierra Region

<b>Benefits for the Poor and Underserved</b>	<b>Community Benefit</b>
Traditional Charity Care	\$50,485,406
<b>Unreimbursed Costs of Public Programs</b>	
Medi-Cal	\$69,945,614
Other Public Programs	\$31,448,683
<b>Other Benefits for the Poor and Underserved</b>	\$7,960,468
<b>Total Quantifiable Benefits for the Poor and Underserved</b>	<b>\$159,840,171</b>

<b>Benefits for the Broader Community</b>	<b>Community Benefit</b>
Non-Billed Services	\$56,573
Education & Research	\$5,019,777
Cash and In-Kind Donations	\$1,041,882
Other Community Benefits	\$295,110
<b>Total Quantifiable Benefits for the Broader Community</b>	<b>\$6,413,342</b>

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

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

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

### **III. 2012 List of Community Partners**

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

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

Fairfield/Suisun Community Action Council

Faith in Action

Kaiser Permanente

La Clinica de la Raza

Partnership Health Plan

Solano Coalition for Better Health

Solano County Health and Social Services

Sutter VNA & Hospice