

# O'Connor Hospital Community Benefit Report Fiscal Year 2013



## **A message to the community from the President and Chief Executive Officer**

As a Daughters of Charity Health System Local Health Ministry, O'Connor Hospital lives out our Mission daily. We strive to minister with compassion and dignity for each and every person who visits our hospital. For more than 123 years, O'Connor Hospital has provided health care services to all who come to us, without delay or limitations and without regard to the patient's ability to pay. In doing so, we build a healthy, viable community together.

Our commitment to addressing the growing health care needs of our community is stronger than ever. O'Connor Hospital recognizes the need to be an essential community partner and to provide community benefit programs and activities for our neighbors in need. The Santa Clara County 2010 Health Profile Report has provided us with a roadmap to help us plan and evaluate our community benefit activities over a three-year period.

Reflecting on fiscal year 2013, I am proud to report that O'Connor Hospital provided approximately **\$47,312,337** in benefits to our community. This is our investment in a basic human right -- that all people have a right to compassionate and excellent health care. The numbers only tell a small part of the story; the real impact is in the life of each individual O'Connor Hospital has served and cared for.

Since 1889, O'Connor Hospital has been caring for people just like those you will read about in this year's Community Benefit Report. Over the years, the faces change but the O'Connor Hospital Mission does not: to serve the sick and those living in poverty: body, mind and spirit. Thank you for being a companion on the journey with us as we carry our proud heritage far into the future.

James F. Dover, FACHE  
President and Chief Executive Officer  
O'Connor Hospital and Saint Louise Regional Hospital

## **About O'Connor Hospital**

O'Connor Hospital is 358-bed acute care, not-for-profit, Catholic community hospital located in the heart of San Jose, California. Established in 1889, O'Connor Hospital was built by area philanthropists and operated by the Daughters of Charity of St. Vincent de Paul. O'Connor Hospital and the Daughters of Charity have served Santa Clara County longer than other any hospital in the region. For more than 124 years, O'Connor Hospital has been providing comprehensive, excellent health care that is attentive and compassionate to the whole person – body, mind and spirit.

Today, O'Connor Hospital continues to thrive, providing excellent medical care with a special focus on the needs of low-income, underserved populations. O'Connor sponsors the Health Benefits Resource Center and the Stanford-affiliated Family Medicine Residency Program. Key services include cardiology, oncology, mother-baby care, orthopedic and joint replacement services, vascular care, wound care and emergency services. O'Connor Hospital is a Joint Commission Certified Center of Excellence for Hip and Knee Replacement, Wound Care and as a Primary Stroke Center. Additionally, the hospital is fully accredited by The Joint Commission, the California Department of Public Health and the Center for Medicare and Medicaid Services.

O'Connor Hospital's experienced team of 1,596 associates, 546 medical staff members, and 300 volunteers provide quality health care to the community, welcoming all patients regardless of their financial circumstances. In fiscal year 2013, O'Connor reported 12,678 acute discharges; 56,995 Emergency Department patient visits; and 3,156 babies were born at O'Connor Hospital.

O'Connor Hospital plays a vital role in the health and well-being of Santa Clara County. We provide comprehensive health care services without delay or limitations and without regard to the patient's ability to pay. We are a leader in our community in serving the underserved and marginalized. O'Connor Hospital responds to the needs of our community and adapts to provide care and services in unmet areas. Our Mission of serving the sick and those living in poverty is what guides us.

## **About the Daughters of Charity Health System**

O'Connor Hospital is a member of Daughters of Charity Health System. The health system is comprised of six hospitals and medical centers that span the California coast from Daly City to Los Angeles.

For more than 375 years, our sponsors, the Daughters of Charity of St. Vincent de Paul, have been serving the sick and the poor through healing ministries around the world. O'Connor Hospital operates with the Mission, Vincentian Values and Vision of the Daughters of Charity Health System as an integral part of every gathering, policy and decision.

### *Mission Statement*

In the spirit of our founders, St. Vincent de Paul, St. Louise de Marillac and St. Elizabeth Ann Seton, the Daughters of Charity Health System is committed to serving the sick and the poor. With Jesus Christ as our model, we advance and strengthen the healing mission of the Catholic Church by providing comprehensive, excellent health care that is compassionate and attentive to the whole person: body, mind and spirit. We promote healthy families, responsible stewardship of the environment and a just society through value-based relationships and community-based collaboration.

### *Vincentian Values*

The Charity of Christ urges us to:

#### Respect

Recognizing our own value and the values of others.

#### Compassionate Service

Providing excellent care with gentleness and kindness.

#### Simplicity

Acting with integrity, clarity and honesty.

#### Advocacy for the Poor

Supporting those who lack resources for a healthy life and full human development.

#### Inventiveness to Infinity

Being continuously resourceful and creative.

## Community Needs Assessment

O'Connor Hospital is located in the heart of San Jose, the largest city in Santa Clara County. With more than 1.8 million residents, Santa Clara County is the sixth most populated of California's 58 counties and the most populated county in the Bay Area. More than half of the county's population lives in San Jose. The county's population is expected to grow to more than 2.3 million by 2050.

Santa Clara County's population is diverse: 38% of residents are White, 31% are Asian, 26% are Hispanic, slightly more than 2% are African American, and 3% are other races/ethnicities. The County has a large foreign-born population, with 38% of its residents born outside the U.S. This represents the highest proportion of immigrants in any county in California. More than 100 languages and dialects are spoken in the County. In 2007, Santa Clara County became one of only ten counties in the U.S. where at least half the residents speak a language other than English at home. Approximately 25% of the population is aged 18 and younger, while more than 10% of residents are 65 and older. One in six individuals will be a senior citizen by 2020 in Santa Clara County.

Santa Clara County has the highest median household income in the state. A large segment of the population is affluent and well-educated. The median annual household income in the County was \$88,848 in 2008. More than four in ten County households have annual incomes of \$100,000 or more and nearly half the adults have a bachelor's degree or higher. In stark contrast to the fact that Santa Clara County has one of the highest median incomes and costs of living in the U.S., nearly one in ten children and one in 12 adults in the County live in poverty. More than one in five households in Santa Clara County (22%) live below the Self-Sufficiency Standard.

Community profile information in this report was sourced from the *Santa Clara County 2010 Health Profile Report*. This report was developed by the Santa Clara County Public Health Department in collaboration with the Santa Clara County Community Benefits Coalition, of which O'Connor Hospital is an active member. The Coalition identifies challenges and opportunities for government agencies, community organizations, and health care organizations to improve the health and quality of life in Santa Clara County.

Key health findings from the Santa Clara County 2010 Health Profile Report are:

- The percentage of uninsured adults in Santa Clara County increased from 8% in 2000 to 18% in 2009.
- The percentage of adults in Santa Clara County who are overweight or obese increased from 52% in 2000 to 56% in 2009.
- The percentage of adults with high blood pressure increased from 20% in 1997 to 26% in 2009.
- The percentage of adults who were told by a health professional that they have diabetes increased from 5% in 2000 to 8% in 2009.

## O'Connor Hospital's Focus

O'Connor Hospital acknowledges there are many pressing community needs. We have chosen to focus our efforts on activities that build upon the foundation set by our previous community benefit initiatives (serving the poor, minority populations, elderly and children). The activities O'Connor focused on during fiscal year 2013 fall into two reporting areas: Access to Care and Community Health Education. The programs and activities we support are based on the following:

- Serving the sick and those living in poverty who lack basic resources.
- Developing and implementing community-based programs targeted towards improving health and lifestyle behaviors and illness prevention.
- Promoting and sponsoring events that offer health care services and education to the community at large.
- Providing information and advocating for low-income, uninsured or underinsured people to gain access to medical insurance, government assistance programs, health care services and continuum of care.

For the purpose of this report, the activities O'Connor Hospital prioritized in fiscal year 2013 will be reported and categorized by benefits for persons living in poverty and benefits for the broader community.

<b>O'Connor Hospital Community Benefits Fiscal Year 2013</b>	
Benefits for Persons Living in Poverty	\$46,930,941
Benefits for Broader Community	\$ 381,3969
<b>Total Quantifiable Benefits</b>	<b>\$47,312,337</b>
Unpaid Costs of Medicare Program	\$22,551,536

<b>O'Connor Hospital Community Benefits Activities</b>	
<b>Benefits for Persons Living in Poverty</b>	<b>Benefits for Broader Community</b>
Charity Care	Community Health Education
Family Medicine Residency Program	Community Health Fairs and Screenings
Health Benefits Resource Center	Health Professions Education
Medical Respite Program	Partnerships with Community Organizations
New Directions Case Management Program	
Unreimbursed Cost of Public Programs	

## **Benefits for Persons Living in Poverty**

O'Connor Hospital's Mission and Values drive us to care for and advocate for those living in poverty. In fiscal year 2013, O'Connor provided more than **\$46.9 million** in community benefit activities that benefit persons living in poverty. The activities that fall into this category aim to improve access to care for low-income individuals, the medically underserved and other vulnerable populations. These activities include providing health care services to the underinsured and uninsured community members, operating the Health Benefits Resource Center, contributions and partnerships with community programs that care for the homeless.

### *Health care services to the underinsured and uninsured.*

O'Connor Hospital's unreimbursed cost of public programs (excluding unreimbursed costs of Medicare) was more than \$38.4 million in fiscal year 2013. O'Connor provided health care services to more than **43,421 individuals** who turned to the hospital for care.

In fiscal year 2012, O'Connor Hospital provided more than \$2.4 million in costs of charity care services to **3,911 individuals**. Charity care is the cost of care for services provided to individuals with no means of paying. Our charity care costs also include services provided to individuals through our partnership with RotaCare Bay Area. O'Connor Hospital provides radiological examinations for patients referred from the San Jose Clinic.

### *Family Medicine Residency Program*

O'Connor Hospital sponsors the San Jose-O'Connor Family Medicine Residency Program which is affiliated with Stanford University School of Medicine. The program is comprised of **24 family medicine residents and 2 sports medicine fellows** who learn how to administer care for underserved population while primarily practicing at O'Connor Hospital and the Indian Health Center of Santa Clara Valley.

### *Health Benefits Resource Center*

The O'Connor Hospital Health Benefits Resource Center (HBRC) is a one-stop informational and referral service that advocates for those living in poverty. The center helps low-income individuals with health insurance enrollment assistance, CalFresh (food stamps) enrollment and reporting and linkage to additional community resources. Services are provided in English, Spanish and Vietnamese. In fiscal year 2013, it cost O'Connor Hospital \$271,080 to operate the program which connected with more than **1,369 individuals** and provided health insurance enrollment assistance to 1,106 people.

### *Contributions and partnerships with community programs that care for the homeless*

### *Medical Respite*

The Santa Clara County Medical Respite Program is a collaborative program between the Hospital Council of Northern & Central California, EHC Lifebuilders, the Valley Homeless Healthcare Program and local hospitals. As part of the collaborative, O'Connor Hospital provided **\$25,000** to help fund the program in fiscal year 2013. The program provides 15 beds

for homeless patients who are being discharged from the hospital. These beds provide a clean, safe place for the patients to recuperate and continue with self-care rather than trying to recuperate on the streets. Additionally, the program offers social services resources such as health insurance enrollment assistance and housing assistance.

#### *New Directions Case Management Program*

O'Connor Hospital partners with the Hospital Council of Northern & Central California, EHC Lifebuilders and local hospitals in this collaborative program designed to help reduce frequent use of Emergency Room services by individuals with complex medical and psychosocial needs. The program provides case management and linkage to appropriate community resources for stabilization of the patient beyond the hospital. In fiscal year 2013, O'Connor Hospital provided **\$112,500** to ensure that 24 individuals receive intensive case management services.

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

O'Connor Hospital supports a wide range of programs and activities that provide information and resources to improve the health and welfare of the broader community, providing more than **\$381,396** in community benefit activities in fiscal year 2013. Activities included presenting community health education classes, participating in community health fairs and screenings, providing health professions education, and partnerships with community organizations.

#### *Community Health Education*

In fiscal year 2013, more than **1,603 individuals** attended one of O'Connor Hospital's health education classes. The classes address a wide range of health topics including preventative care, physical activity, nutrition, end-of-life decisions and more. Several classes were presented in Spanish, Vietnamese and Mandarin. Additionally, each month, O'Connor presents a series of childbirth and family education classes for new families to learn more about the birthing process and how to care for newborns.

O'Connor Hospital also provides a variety of support groups with a safe, healing environment where community members can gather together to cope with their illness or learn about an illness in support of a loved one. In fiscal year 2013, approximately **1,378 individuals** attended a support group meeting at O'Connor Hospital.

#### *Community Health Fairs and Screenings*

Each year, O'Connor Hospital is pleased to partner with and participate in community events and health fairs by providing health education information and screenings. Our community health team provided a variety of health screenings at more than five different health fairs or events. We provided flu shots, and cholesterol, glucose, blood pressure and/or BMI screenings for the community. In fiscal year 2013, O'Connor provided screenings to more than **384 individuals**.

On May 19, 2013, O'Connor Hospital partnered with Hep B Free Santa Clara County and the Silicon Sage Foundation to present Sunnyvale World Multi-Cultural Event. O'Connor Hospital provided free hepatitis B screenings to 42 community members.

*Health Professions Education*

O'Connor Hospital partners with local educational institutions to provide a hands-on learning experience for nurses, technicians and other health care professionals. In fiscal year 2013, more than **251 health care professionals** conducted their internship or preceptorship at O'Connor Hospital.

*Partnerships with Community Organizations*

O'Connor Hospital believes in community-based collaboration and is committed to working with partners to build a healthier community. We work with the American Cancer Society, American Heart Association/American Stroke Association, Hep B Free Santa Clara County, Santa Clara County Child Abuse Council, Stroke Awareness Foundation and many more organizations to achieve goals that are greater than what the hospital or organization can accomplish alone.

### O'Connor Hospital FY2013 Community Benefit Financial Overview

O'Connor Hospital FY2013 Community Benefit	Persons Served	Total Community Benefit Expense	Direct offsetting Revenue	Actual Net Community Benefit Expense
<b>Benefits for Persons Living in Poverty</b>				
Charity Care at Cost	3,911	\$4,805,466	\$0	\$4,805,466
Unreimbursed costs of public programs - Medi-Cal - Other indigent programs	43,421	\$71,219,242	\$32,746,887	\$38,472,355
Community Health Improvement Services	1,369	\$408,580	\$0	\$408,580
Health Professions Education <sup>1</sup>	26	\$4,044,540	\$800,000	\$3,244,540
Subsidized Health Services	-	-	-	-
Cash and in-kind Contributions to Community Groups	-	-	-	-
Community Building Activities including CB operations	-	-	-	-
<b>Total quantifiable community benefits for persons living in poverty</b>	<b>48,727</b>	<b>\$80,477,828</b>	<b>\$33,546,887</b>	<b>\$46,930,941</b>
<b>Benefits for the Broader Community</b>				
Community Health Improvement Services	3,365	\$177,208	\$32,495	\$144,713
Health Professions Education	251	\$23,106	\$0	\$23,106
Subsidized Health Services	-	-	-	-
Research	-	-	-	-
Cash and in-kind Contributions to Community Groups	162	\$131,015	\$0	\$131,015
Community Building Activities including CB operations	0	\$82,562	\$0	\$82,562
<b>Total quantifiable community benefits for the broader community</b>	<b>3,778</b>	<b>\$413,891</b>	<b>\$32,495</b>	<b>\$381,396</b>
<b>Total Quantifiable Benefits</b>	<b>52,505</b>	<b>\$80,891,719</b>	<b>\$33,579,382</b>	<b>\$47,312,337</b>
<b>Unpaid Costs of Medicare Program</b>	29,648	\$140,286,490	\$117,734,954	\$22,551,536

## **O'Connor Hospital Implementation Strategy**

### For Fiscal Year 2014

This report summarizes the plans for O'Connor Hospital to sustain and develop new community benefit programs that 1) address prioritized needs from the 2013 Community Health Needs Assessment (CHNA) conducted by O'Connor Hospital and the Santa Clara County Community Benefits Coalition and 2) respond to other identified community health needs.

#### **Target Area**

O'Connor Hospital serves residents of all ages living throughout Santa Clara County, which includes the following cities: Campbell, Cupertino, Gilroy, Los Altos, Los Altos Hills, Los Gatos, Milpitas, Monte Sereno, Morgan Hill, Mountain View, Palo Alto, San Jose, Santa Clara, Saratoga and Sunnyvale.

#### **Major Needs and How Priorities Were Established**

The 2013 CHNA was conducted by the Santa Clara County Community Benefit Coalition. Members of the Coalition include: El Camino Hospital, Hospital Council of Northern & Central California, Kaiser Permanente, Lucile Packard Children's Hospital at Stanford, O'Connor Hospital, Saint Louise Regional Hospital, Santa Clara County Public Health Department, Stanford Hospital & Clinics and United Way Silicon Valley. The Coalition contracted with Resource Development Associates to create a compendium of secondary data. The team also contracted with Applied Survey Research to conduct primary research, synthesize primary and secondary data, facilitate the process of identification and prioritization of community health needs and assets and document the process and findings into a report.

Community input was obtained during the fall of 2012 via key informant interviews with local health experts, focus groups with community leaders and representatives, and resident focus groups.

In November 2012, health needs were identified by synthesizing primary qualitative research and secondary data, and then filtering those needs against a set of criteria. Needs were then prioritized by the Coalition using a second set of criteria.

The needs are listed below in priority order, from highest to lowest:

1. Diabetes
2. Obesity
3. Violence
4. Poor Mental Health
5. Poor Oral/Dental Health
6. Cardiovascular Disease, Heart Disease and Stroke
7. Substance Abuse (Alcohol, Tobacco and Other Drugs)

8. Cancer
9. Respiratory Conditions
10. STDs/HIV-AIDS
11. Birth Outcomes
12. Alzheimer's Disease
13. Access to Health Care Services (note: this cross cutting driver was not included in the prioritization but was identified as an overall need)

### **How the Implementation Strategy Was Developed**

O'Connor Hospital's Implementation Plan was developed based on the findings and health needs' priorities established by the 2013 CHNA. The O'Connor Hospital Community Benefits Committee reviewed the prioritized health needs, the hospital's existing community benefit activities and resources available to address each need.

### **Description of What O'Connor Hospital Will Do To Address Community Needs**

Taking into consideration the magnitude of the need, the Hospital's resources, Coalition members' activities and additional community assets, the O'Connor Hospital Community Benefits Committee has identified five priority needs which will be addressed by O'Connor Hospital.

1. Diabetes
2. Obesity
3. Cardiovascular Disease, Heart Disease and Stroke
4. Cancer
5. Access to Health Care Services

**Diabetes** is a health need as marked by relatively high rates of diabetes among adults in Santa Clara County. For example, county-wide, diabetes prevalence is at 8% (no better than the state average), but for the county’s Latino population diabetes prevalence is 11%. Drivers of diabetes rates include poor nutrition and lack of exercise, and physical environment such as availability of fresh food and fast food.

Goal	Objectives	Activities	Evaluation Indicators	Key Community Collaborators
<p>To provide education and resources to individuals in the hope that this will help them make healthier choices when it comes to food and exercise.</p>	<ol style="list-style-type: none"> <li>1. To educate associates, physicians and the community on the risks of diabetes.</li> <li>2. To provide education and resources to targeted populations.</li> <li>3. To provide diabetes screenings in the community.</li> </ol>	<ul style="list-style-type: none"> <li>• Educate Family Medicine Residents on how to diagnose and care for patients living with diabetes.</li> <li>• Teach residents a patient self-care model, which will enable patients to manage their diabetes through self-management and group meetings.</li> <li>• Present Living Well Community Education Classes on diabetes, nutrition and exercise.</li> <li>• Conduct monthly diabetes support group meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• Number of Family Medicine Residents trained.</li> <li>• Number of attendees at resident group meetings.</li> <li>• Number of people attending Living Well Community Education Classes.</li> <li>• Number of attendees at support group meetings.</li> <li>• Number of screenings provided to the community.</li> <li>• Number of individuals HBRC has helped enroll on CalFresh.</li> <li>• Number of seniors referred to Brown Bag Program.</li> </ul>	<ul style="list-style-type: none"> <li>• Indian Health Center of Santa Clara Valley</li> <li>• Second Harvest Food Bank</li> <li>• Stanford University School of Medicine</li> </ul>

		<ul style="list-style-type: none"><li>• Conduct glucose screenings at health fairs and provide educational information.</li><li>• Promote CalFresh enrollment assistance through our Health Benefits Resource Center.</li><li>• Promote Brown Bag Program for seniors through our Health Benefits Resource Center.</li></ul>		
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**Obesity** is a health need as indicated by high rates of obese youth (24-31%) and adults (21%) in Santa Clara County, and high rates of overweight individuals (14% and 36% respectively). Overall rates miss the Healthy People 2020 targets. Latino and Black/African-American residents have the highest overweight and obesity rates. Drivers of obesity are poor nutrition and lack of exercise, and physical environment such as availability of fresh food and fast food.

Goal	Objectives	Activities	Evaluation Indicators	Key Community Collaborators
<p>To provide education and resources to individuals in the hope that this will help them make healthier choices when it comes to food and exercise.</p>	<ol style="list-style-type: none"> <li>1. To educate associates, physicians and the community on the risks of obesity.</li> <li>2. To provide education and resources to targeted populations.</li> <li>3. To provide BMI screenings in the community.</li> </ol>	<ul style="list-style-type: none"> <li>• Educate Family Medicine Residents on how to diagnose and care for patients living with obesity.</li> <li>• Teach residents a patient self-care model, which will enable patients to manage their obesity through self-management and group meetings.</li> <li>• Present Living Well Community Education Classes on obesity, nutrition and exercise.</li> <li>• Conduct BMI screenings at health fairs and provide</li> </ul>	<ul style="list-style-type: none"> <li>• Number of Family Medicine Residents trained.</li> <li>• Number of attendees at resident group meetings.</li> <li>• Number of people attending Living Well Community Education Classes.</li> <li>• Number of screenings provided to the community.</li> <li>• Number of individuals HBRC has helped enroll on CalFresh.</li> <li>• Number of seniors referred to Brown Bag Program.</li> </ul>	<ul style="list-style-type: none"> <li>• Indian Health Center of Santa Clara Valley</li> <li>• Second Harvest Food Bank</li> <li>• Stanford University School of Medicine</li> </ul>

		<p>educational information.</p> <ul style="list-style-type: none"><li>• Promote CalFresh enrollment assistance through our Health Benefits Resource Center.</li><li>• Promote Brown Bag Program for seniors through our Health Benefits Resource Center.</li></ul>		
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**Cardiovascular Disease, Heart Disease, and Stroke** are a health need, as they are among the top ten causes of death in Santa Clara County and California. The overall rate of high cholesterol in the county (29%) is higher than the Healthy People 2020 target (17%), as are the rates for all ethnic populations. Related to poor cardiovascular health are the health behaviors of smoking, drinking, poor nutrition and lack of exercise.

Goal	Objectives	Activities	Evaluation Indicators	Key Community Collaborators
<p>To provide education and screenings to individuals in the hope that they will make lifestyle modifications to lower high blood pressure and cholesterol rates.</p>	<ol style="list-style-type: none"> <li>1. To educate associates and physicians on the risks and warning signs associated with cardiovascular disease, heart disease and stroke.</li> <li>2. To provide education and resources to targeted populations.</li> <li>3. To provide health screenings in the community.</li> </ol>	<ul style="list-style-type: none"> <li>• Present Living Well Community Education Classes on cardiovascular diseases, heart attacks, stroke, nutrition and exercise.</li> <li>• Conduct cholesterol, glucose, BMI and blood pressure screenings at health fairs and provide educational information.</li> <li>• Offer free weekly blood pressure screenings in our Cardiac Rehabilitation Center.</li> <li>• Conduct monthly stroke support</li> </ul>	<ul style="list-style-type: none"> <li>• Number of people attending Living Well Community Education Classes.</li> <li>• Number of screenings provided to the community.</li> <li>• Number of attendees at support group meetings.</li> <li>• Number of events sponsored and dollar amount associated with sponsorship.</li> <li>• Number of paid work hours associates spend working with community organizations.</li> </ul>	<ul style="list-style-type: none"> <li>• American Heart Association/American Stroke Association</li> <li>• Breathe California</li> <li>• Pacific Stroke Foundation</li> <li>• Stroke Awareness Foundation</li> </ul>

		<p>group meetings.</p> <ul style="list-style-type: none"><li>• Conduct bimonthly implantable cardioverter-defibrillator (ICD) support group meetings.</li><li>• Sponsor events that provide education or create awareness.</li><li>• Have associates who are actively involved with community organizations provide education or create awareness.</li></ul>		
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**Cancer** is a health need; Santa Clara County incidence rates for breast, cervical, liver and prostate cancers are higher than benchmarks/state averages. Certain ethnic subgroups experience different incidence and mortality rates. For instance, the overall county liver cancer mortality rate (age adjusted mortality incidence per 100,000) is 6.8, compared with 5.6 for the state, and even worse for county Latinos (9.0) and Asian/Pacific Islanders (11.9). Contributing factors to cancer are health behaviors such as smoking and drinking, and lack of screenings.

Goal	Objectives	Activities	Evaluation Indicators	Key Community Collaborators
<p>To provide education and screenings to individuals in an effort to create awareness, improve early detection and assist those living with cancer.</p>	<ol style="list-style-type: none"> <li>1. To educate associates, physicians on the early signs of cancer.</li> <li>2. To provide education and resources to targeted populations.</li> <li>3. To provide health screenings in the community.</li> </ol>	<ul style="list-style-type: none"> <li>• Present Living Well Community Education Classes on cancer.</li> <li>• Conduct hepatitis B screenings.</li> <li>• Host bimonthly cancer support group meetings.</li> <li>• Sponsor events that provide education or create awareness.</li> <li>• Have associates who are actively involved with community organizations provide education or create awareness.</li> </ul>	<ul style="list-style-type: none"> <li>• Number of people attending Living Well Community Education Classes.</li> <li>• Number of screenings provided to the community.</li> <li>• Number of attendees at support group meetings.</li> <li>• Number of events sponsored and dollar amount associated with sponsorship.</li> <li>• Number of paid work hours associates spend working with community organizations.</li> </ul>	<ul style="list-style-type: none"> <li>• American Cancer Society</li> <li>• Hep B Free Santa Clara County</li> <li>• Northern California Neuroendocrine Cancer Fighters</li> </ul>

**Access to Health Care Services** is a health need in Santa Clara County because socioeconomic conditions (poverty, low levels of education, lack of health insurance) as well as factors such as the size of the health care workforce and linguistic and transportation barriers all affect access to care, which negatively impacts health.

Goal	Objectives	Activities	Evaluation Indicators	Key Community Collaborators
To improve access to health care services.	<ol style="list-style-type: none"> <li>1. To provide health care services to all in the community.</li> <li>2. To improve the health care workforce.</li> <li>3. To provide health education and resources.</li> <li>4. To provide health screenings in the community.</li> </ol>	<ul style="list-style-type: none"> <li>• Provide free radiologic examinations to patients from the San Jose RotaCare Clinic.</li> <li>• Operate the Health Benefits Resource Center.</li> <li>• Participate in Santa Clara County’s Medical Respite Program so homeless individuals have a place to recover from their acute hospitalization.</li> <li>• Refer patients to the New Directions Case Management Program so frequent Emergency Room users have case</li> </ul>	<ul style="list-style-type: none"> <li>• Number of free radiological exams provided to RotaCare patients.</li> <li>• Number of individuals served by the Health Benefits Resource Center.</li> <li>• Number of individuals referred to the Medical Respite Program.</li> <li>• Number of individuals referred to the New Direction Program.</li> <li>• Number of residents trained.</li> <li>• Number of clinical students.</li> <li>• Number of attendees at Living Well Community Education Classes.</li> </ul>	<ul style="list-style-type: none"> <li>• Hospital Council of Northern &amp; Central California</li> <li>• RotaCare Bay Area</li> <li>• Stanford University School of Medicine</li> </ul>

		<p>management services.</p> <ul style="list-style-type: none"><li>• Sponsor the San Jose-O'Connor Family Medicine Residency Program, which provides clinical training for 24 family medicine residents and 2 sports medicine fellows.</li><li>• Be a clinical teaching site for nursing students, radiological technicians, pharmacy students and clinical lab specialists.</li><li>• Present Living Well Community Education Classes on a variety of topics in a variety of languages.</li></ul>		
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