



ST. FRANCIS
MEDICAL CENTER
our mission is life

Building Healthier Communities

Community Benefit Plan 2014

St. Francis Medical Center of Lynwood, CA

With Community Benefit FY13 Update



Member of Daughters of Charity Health System



St. Francis Medical Center Community Benefit Plan 2014

St. Francis Medical Center
3630 E. Imperial Highway
Lynwood, CA 90262

Gerald T. Kozai, Pharm.D.
President/CEO

Sister Joyce Weller, DC
Chairman of the Board

For a copy of this report,
contact:

Linda Woo
Community Affairs
(310) 900-7319

A Message to the Community from the President and Chief Executive Officer

For more than 375 years, the Daughters of Charity of St. Vincent de Paul have been dedicated to providing vital health care services to communities across the globe. As a member of the Daughters of Charity Health System in California, St. Francis Medical Center is proud to carry the Daughters' Mission forward in our Southeast Los Angeles community.

Each year, St. Francis Medical Center (SFMC) provides an annual report to the community detailing the community benefit provided by the medical center. Our Community Benefit Plan 2014 is on the pages that follow, along with a summary of our fiscal year 2013 community benefit activities and achievements. We are pleased to report that more than 189,000 children and adults benefited from charitable services provided by St. Francis Medical Center last year, totaling more than \$66 million. I am certain that if you take a few moments to review this report, you will be inspired by the depth and breadth of our collaborative programs and by the dedication of our health care team who, in turn, are truly grateful to be serving our community.

Your generosity and continued support have been important factors in St. Francis Medical Center's ability to respond to the changing needs of our community. On behalf of those who benefit so greatly, please accept my heartfelt thanks.

Wishing you and your family health and wellness!

Sincerely,



Gerald T. Kozai, Pharm.D.
St. Francis Medical Center, President/CEO



Gerald Kozai, Pharm.D.
President/CEO
St. Francis Medical Center

Table of Contents

Page 5	Our Hospital and Health Care Services / Our Mission and Values / Our Vision
Page 6	The Communities We Serve / Our Service Area
Page 7	Hospitals Within Our Surrounding Service Area
Page 8	Assessing the Needs of Our Community
Page 9	Overall Results and Priority Needs
Page 11	Prioritizing Our Community Health Needs
Page 15	Programs Targeting Access to Affordable Health Care and Health Improvement
Page 23	Programs Targeting High Rates of Heart Disease, Stroke, Hypertension, Diabetes, and Obesity
Page 27	Programs Targeting Low Breastfeeding Rates
Page 28	Programs Targeting Poor Overall Health Status
Page 35	Meeting the Needs of Body, Mind, and Spirit
Page 41	Community Building Activities / Community Benefit Operations / Foundation Support
Page 42	Community Benefit Report Summary - Fiscal Year 2013

Our Hospital and Health Care Services

St. Francis Medical Center (SFMC) is the only comprehensive, non-profit health care institution serving the one million residents of Southeast Los Angeles. A 384-bed facility, SFMC offers a full range of diagnostic and treatment services provided by more than 2,000 associates and 350 affiliated physicians. With 18,853 inpatient admissions last year and 186,860 outpatient visits, SFMC operates 5 community-based health clinics and one of the largest and busiest private

emergency trauma centers in Los Angeles County. Its Family Life Center delivered 4,973 babies this past year, 436 of whom were cared for in the state-of-the-art Neonatal Intensive Care Unit. Its Heart and Vascular Center, Women's Imaging Center, Behavioral Health and Wound Care facilities offer comprehensive services to the community. In addition to its acute and



outpatient health care services, SFMC operates a broad range of educational and community service programs.

SFMC is dedicated to nurturing healthy children and families, fostering self-sufficiency, enhancing individual and community

well-being, and achieving excellence in facilities and technology.

Our Mission and Values

St. Francis Medical Center is a member of the Daughters of Charity Health System. The Mission of SFMC reflects the guiding principle of the Daughters of Charity – caring for those who are sick and underserved.

SFMC fulfills its Mission by living out the Vincentian Values:

- ♦ **Respect**
- ♦ **Compassionate Service**

- ♦ **Simplicity**
- ♦ **Advocacy for the Poor**
- ♦ **Inventiveness to Infinity**

In the Spirit of our Founders...

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.

Our Vision and Shared Commitment

St. Francis Medical Center will become the leading health care provider in Southeastern Los Angeles, providing compassionate and spiritually-centered health care and community services to bring renewed hope and well-being to all who depend on us for care.

St. Francis Medical Center's Mission and Community Benefit activities are integrated throughout the daily operations of the Medical Center. All associates have an important role in furthering the Mission of the Daughters of Charity and improving the health and well-being of the community.



The Communities We Serve

St. Francis Medical Center provides quality medical care, educational programs and support services to the communities of Southeast Los Angeles County, including Lynwood, South Gate, Downey, Huntington Park, Paramount, Bell, Cudahy, Bell Gardens, Long Beach, Maywood and Compton.

Our Service Area

The patients of SFMC generally live within a 5-mile area between the 110 Freeway on the West, the 605 Freeway on the East, the 91 Freeway on

the South, and the Alameda Corridor on the North.

Demographics

Age: The largest age group is 15-34 years old (30.8%), followed by age 45-64 (23.4%).

Ethnicity: Hispanics comprise the largest ethnic group (56.8%), followed by White (16.3%), and African-American (13.0%).

Household Language: 81.9% of residents speak Spanish.

Education: 52.0% of the primary



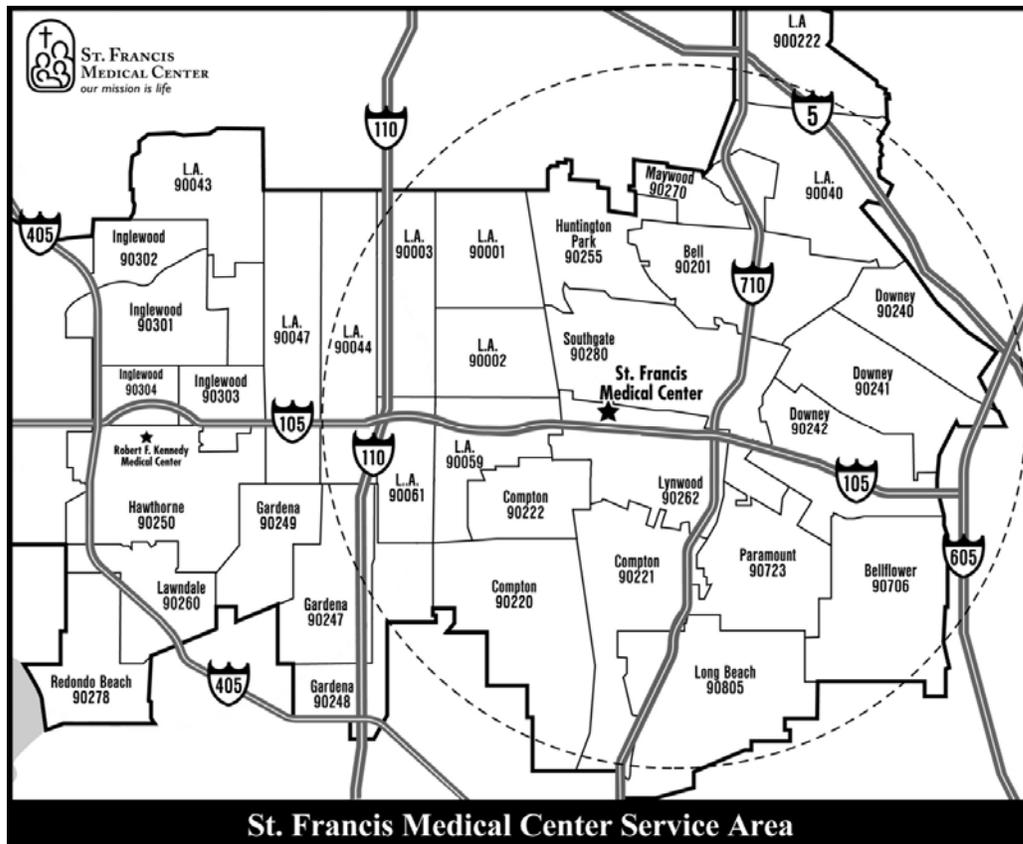
service area did not complete high school.

Poverty: 23.5% of the residents in the primary service area are below 100% of

the federal poverty level. The median income in the primary service area is \$19,271.

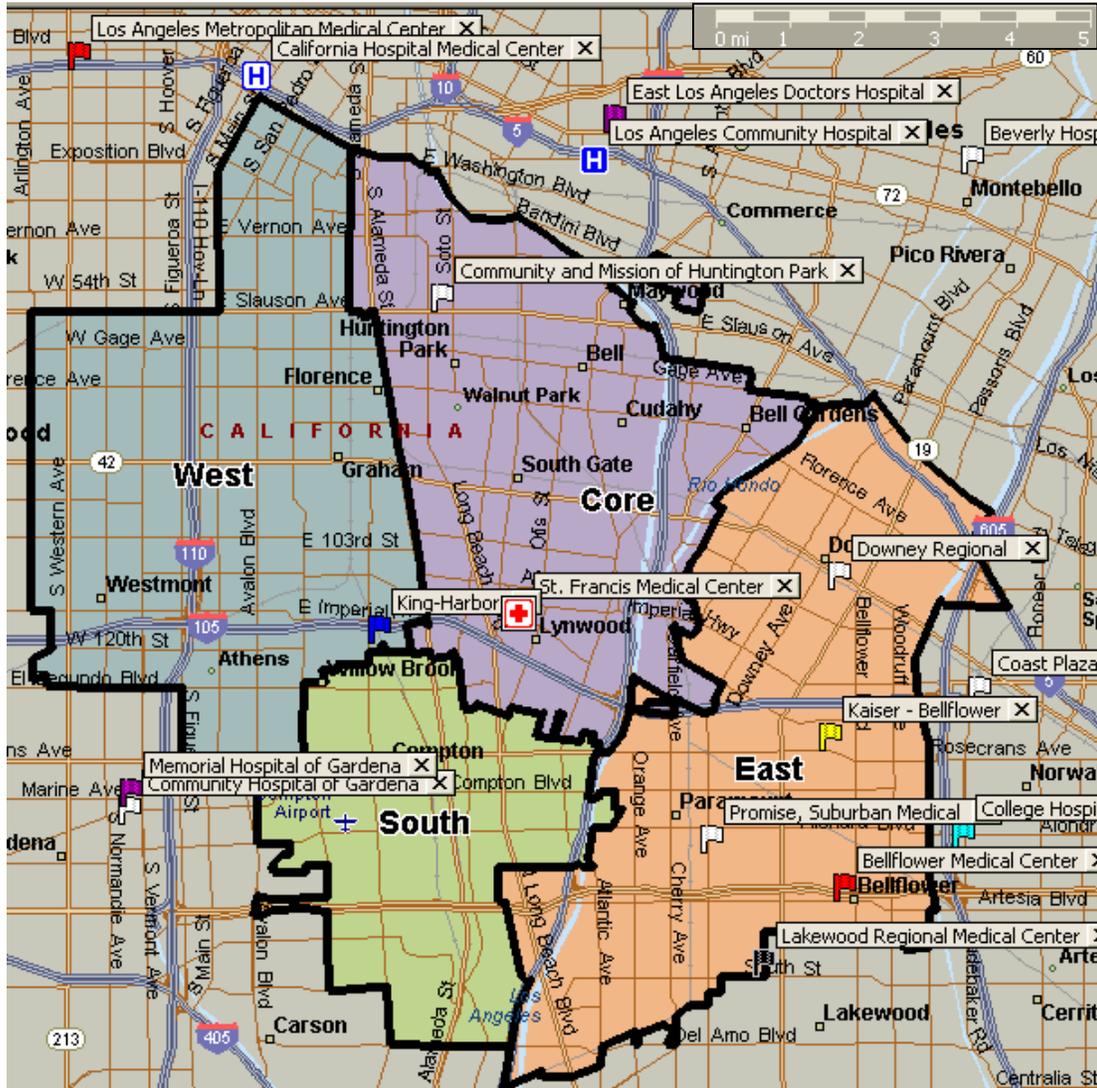
Payor Mix: 76% of reimbursements for health care services are derived from Medi-Cal, Medicare, and Los Angeles County.

Our Service Area



St. Francis Medical Center serves approximately one million residents within Southeast Los Angeles.

Hospitals Within the Surrounding Service Area



Hospital Affiliations	
	Daughters of Charity
	Tenet CA
	Pacific Health Corp.
	Kaiser
	College Health
	Alta Health
	Catholic Healthcare West
	Alta Healthcare
	Government
	None

St. Francis Medical Center is one of the few hospitals serving the South LA region. When Martin Luther King, Jr. Hospital closed in 2007, St. Francis Medical Center remained committed in its role as part of the Los Angeles County Health Care Safety Net. SFMC has been working continuously with the County to meet the emergency, trauma, and health care needs of the community.

Community Health Needs Assessment

In an effort to identify the most critical health care needs in St. Francis Medical Center's (SFMC) service area, a Community Health Needs Assessment (CHNA) is conducted every three years. The most recent assessment was completed in 2013. St. Francis Medical Center's CHNA was completed independently, utilizing the consultative services of Humanus Research and Evaluation. The CHNA tar-

geted the Los Angeles County Service Planning Areas (SPAs) supported by SFMC and which include the primary and secondary cities served by SFMC.

Community Health Needs Assessment Methodology

To ensure differing perspectives and thoroughness, the Community Health Needs Assessment used a variety of methods to collect information about health and social charac-

teristics of the community served by SFMC. The assessment drew primarily from the information sources noted below. For the purposes of the 2013 report, the SFMC service area corresponds to Service Planning Areas (SPAs) 6, 7, and 8, which include communities directly served by SFMC.

Interpreting the Data

General Note

The data in this report should be interpreted cautiously. Although the health indicator data may appear to suggest changes in one particular direction, there are likely several conflicting, demographic processes affecting observed patterns. For example, this report notes that there will be an increasingly elderly (age 65+) population in California over the next decade

(2011-2021), at the same time that the state will continue to absorb flows of migration (which are predominantly a young adult population). Because health profiles vary among different age and race groups, health indicator data should be interpreted carefully. Health indicator data should be analyzed in consideration of the state's shifting racial and age dynamics.

Mortality Indicators

The data for the mortality indicators are compiled from the Los Angeles County Department of Public Health, as well as the California Department of Public Health Assessment & Policy Section/Data Analysis Reporting Unit and can be compared across years to observe trends over time.

Indicators and Projections

Health Indicators

The data for the health indicators are compiled from the Key Indicator of Health reports from 2002/2003, 2007, 2009 and 2013 as well as from the Los Angeles County Department of Public Health, Office of Health Assessment and Epidemiology. Due to

changes in indicator criteria from one survey to the next, these data cannot be compared across years. The California data are from the California Health Interview Survey from 2003, 2005, 2007 and 2009.

Demographic Projections

The data for the population projections are compiled from the U.S.

Census Bureau, American Community Survey 2010, Public Use Microdata Sample. The data for the community profiles are compiled from the U.S. Census Bureau, American Community Survey 2007-2011, 5-year estimates.

Focus Groups

Supplementary data are included throughout this report from the transcripts of four focus groups that were conducted at SFMC on May 17, 2013. The groups were comprised of key stakeholders, service providers and two groups of beneficiaries (one in English and one in Spanish).

The purpose of the focus groups was to collect qualitative information on health care issues that could elaborate on and enhance information gleaned from secondary data sources. Participants were identified and recruited by SFMC staff. The groups were mixed by age, race/ethnicity, and gender. Sixty-seven individuals participated in four separate focus groups, including:

Beneficiaries – Individuals or family members of individuals who received care or services from SFMC. Separate groups were conducted for English-speaking (N=7) and Spanish-speaking (N=30) beneficiaries, with a moderator fluent in Spanish conducting the latter.

Providers – Physicians, nurses, technicians, and support personnel who provide health care and social services to the community on a daily basis at SFMC and in the community (N=18).

Stakeholders – St. Francis Medical Center Board members, representatives from local elected officials' offices and local chambers of commerce, and community, education, and health care leaders (N=12).

The focus group discussions assessed:

- ♦ The most important current health care and social concerns in the community that SFMC serves.
- ♦ Barriers to accessing health care and ways to improve health care access.
- ♦ Community assets including health care services available in the community and services that support health and wellness.
- ♦ Personal experiences with SFMC services and perceptions of service quality.



“There is an increase in diabetes within the elementary students. A lot of kids aren’t getting nutrition, exercise — they’re needing insulin a lot earlier than ever before... Obesity is also a concern in our community.”
~ Stakeholder focus group participant

Overall Results and Priority Needs

All data showed that the needs of children and families in the SFMC service area are great, and in fact often greater than most segments of Los Angeles County.

The most prominent health care issues and concerns highlighted in the Needs Assess-

ment are that residents in SFMC’s service area continue to face significant barriers in accessing needed health care. SFMC has been designated as a Disproportionate Share Hospital because of the high number of patients who are uninsured and underinsured. As

previously noted, 76% of SFMC’s reimbursements for services are derived from Medi-Cal, Medicare, and LA County. In addition, communities within SFMC’s service area have been designated as Medically Underserved Areas and Health Profession Shortage Areas by the Federal Government.

Overall Results and Priority Needs, cont.

Lack of affordable health insurance and the lack of access to information about available health care services are among the most pressing concerns articulated by stakeholder, service provider, and beneficiary focus group participants.

A provider focus group participant noted that even when a person does have health care coverage, it can take a long time before he or she is seen by a health care professional, particularly a specialist. Also noted

was that some groups fall into insurance “gaps.” Many single, adult males do not qualify for public health programs, whereas children, the elderly, and pregnant women do.

Similarly, even though Seniors may have Medicare, they may have limited coverage due to cost and may not have access to the full range of



care they require.

Provider focus group participants also feel that more education about available health care

services and how to navigate the health care system is needed, as well as education about the Affordable Care Act and what it means to individuals and families.

What Our Focus Groups Say – Primary Health Concerns

According to stakeholder and provider focus group participants, among the primary health concerns in the SFMC service area over the last two to three years are:

- ◆ **Diabetes**
- ◆ **Obesity**
- ◆ **High Blood Pressure**
- ◆ **Pulmonary Disease**

Stakeholder participants felt that African-American and Latino com-

munity members continue to be disproportionately affected by these health concerns.

Focus group participants believe that these chronic conditions are related to a lack of access to affordable healthy foods and nutrition education, and cultural factors impacting food preferences, meal preparation, and diet.

Stakeholder and provider focus group participants noted that the

primary barriers to health care access and general healthy living in the SFMC service area are: Linguistic Isolation and illiteracy among immigrant communities; Lack of free or low-cost services; Long waiting periods for specialty care among low income populations; Lack of adequate transportation; Lack of childcare; and Lack of trust.

What the Data Says

Regarding primary health issues, data show that adults in the communities of SPA 6 have the highest rates of No Health Insurance, No Regular Source of Care, and Difficulty Accessing Care, as compared to Los Angeles and the state.

In SPAs 6 and 7, leading causes

of death from 2000 to 2009 are:

- ◆ **Coronary Heart Disease**
- ◆ **Stroke**
- ◆ **Lung Cancer/Emphysema**
- ◆ **Diabetes**

And for SPA 8:

- ◆ **Coronary Heart Disease**
- ◆ **Lung Cancer**

- ◆ **Stroke**
- ◆ **Emphysema**

Health Status—The percent of adults 18-64 years old with reported fair to poor health status was highest among Latinos followed by African-Americans.

What the Data Says, cont.

Chronic conditions and Communicable Diseases among adults in SFMC's service area include:

- ♦ **Obesity**
- ♦ **Overweight**
- ♦ **Diabetes**
- ♦ **Hypertension**
- ♦ **Chlamydia**
- ♦ **Gonorrhea**
- ♦ **Early Syphilis**

SPA 6 showed the highest prevalence for most conditions, higher than SPAs 7 and 8, and signifi-

cantly higher than Los Angeles County. It is of note that from 2007-2011, Obesity, Overweight, Diabetes, and Hypertension rates have decreased overall in SPA 6; Obesity, Overweight, and Diabetes in SPA 7 increased; and Overweight and Diabetes increased in SPA 8.

Other service area findings include:



Environment and Neighborhood—The percent of adults who perceive their neighborhood is safe from crime is consistently lower in SPA 6.

Chronic Conditions—The percent of adults ages 18-64 years old who were ever diagnosed with diabetes was highest among African-Americans.

Other Findings—Children

Breastfeeding—The percent of children age 0-5 who were breastfed for at least 6 months was lowest among Latinos and Asians/Pacific Islanders.

Childcare—The percent of primary caregivers who reported having difficulty finding regular childcare was highest among Latinos and Asian/Pacific Islanders.

Health Status—The percent of children with reported fair to poor

health status was highest among Latinos.

Rates of Birth—The rate of births (per 1,000 live births) to teens ages 15-19 years is consistently higher in SPA 6 than to other SPAs.

Health Behaviors—The percent of children ages 2-17 years old whose primary caretaker reported them eating breakfast daily in a typical week was highest among African-Americans.

Respiratory Disease—The percent of children ages 0-17 years whose primary caretaker reported them with current prevalence of asthma was highest among African-Americans.

A copy of St. Francis Medical Center's 2013 Community Health Needs Assessment may be requested by contacting the SFMC Community Affairs office.

Prioritizing Community Health Needs

Based on the collected data and findings from the Community Health Needs Assessment, SFMC's Management Council (the executive leadership team) identified the priority health care needs that the hospital will address this year using the following criteria:

- ♦ Does the health issue fall within the scope of SFMC's Mission?
- ♦ What is the hospital's goal/purpose in addressing this need?
- ♦ What resources does the medical center have available to address the need? Is there staff currently in place who could develop and implement or continue programs that address the need?
- ♦ Who are potential collaborators?
- ♦ Are there grant opportunities to help fund programs that address this issue?
- ♦ What resources are necessary to sustain the program?

Prioritizing Community Health Needs, cont.

Responses from key focus group participants were also factored into the prioritization of needs as many are actively involved in community wellness and social service programs within SFMC's service area and hold leadership roles in the development and implementation of health improvement initiatives within the South LA region. Key participants included:

Stakeholder Participants

Aide Castro—Field Representative, Office of California Assemblymember Isadore Hall

Maria Davila—Council Member, City of South Gate

Marvin Espinoza—Senior Program Officer, First 5 LA Best Start South LA Communities

Margie Garrett—Vice President, Compton Unified School District Board of Trustees

Victoria Herrera—Health and Education Commission, City of Huntington Park

Sister Mary Joseph Suter, DC—SFMC Board of Directors

Leticia Martinez—Huntington Park Chamber of Commerce

Lorena Martinez Vargas—Lynwood Unified School District

Gail Orum, PharmD—Dean, College of Science and Health, Charles Drew University of Medicine and Science

Simona Ramirez—Field Representative, Office of Assemblymember Anthony Rendon

Reymundo Saucedo—Field Representative, Office of Congresswoman Janice Hahn

Maria Unzueta—Field Deputy, Office of Congresswoman Lucille Roybal-Allard

Provider Participants

Ingrid Castillo—LA County Medi-Cal Program

Norlean Cedeno—Assoc. Dean, Dept. of Academic Support Svcs., St. Francis Career College

Diane Gaspard, RD MA—Chief Community Health Services, Los Angeles Biomedical Research Institute at Harbor UCLA Medical Center/ South LA Health Projects

Emily Gomez—Department of Public Social Services, LA County

Shaun Jordan—Midwife, Clinical Supervisor, Leavey OB Clinic, SFMC

Clayton Kazan, MD—Medical Director, SFMC Emergency Services

Vanessa Landin—JWCH Institute, Inc.

Lissette Lopez—Promotora, Vida Sana Community Wellness Program, SFMC

Martha Marzigliano—Social Security Administration, Compton, CA

Akiko Nishino—Attorney, Bet Tzedek Legal Services, Right to Health Project

Lydia Ramirez—Director, Health Benefits Resource Ctr., SFMC

Elizabeth Sanchez—Promotora, Vida Sana Community Wellness Program, SFMC

Veronica Sepulveda—INMED Partnership for Children

Emily Tran—JWCH Institute, Inc.

Celia Ventura, RN—Healthy Community Initiatives School Nurse, SFMC

Nicole Vick—Health Educator, LA County Department of Public Health

Charlene Walter—South LA Health Project-Women Infant, and Children

Alicia Zuniga, LCSW, PPSC—Coordinator, School-based Services, SFMC Children's Counseling Center

Priority Needs Identified

Priority Needs were identified as follows:

- ♦ **Lack of access to affordable health insurance coverage and health services**

High rates of:

- ♦ **Coronary Heart Disease**
- ♦ **Stroke**
- ♦ **Lung Cancer/Emphysema**
- ♦ **Diabetes**
- ♦ **Obesity**
- ♦ **Hypertension**
- ♦ **Sexually Transmitted Diseases**
- ♦ **Respiratory Disease among Children**
- ♦ **Low Breastfeeding Rates**
- ♦ **Lack of access to affordable, quality childcare**
- ♦ **Poor overall health status**
- ♦ **High rate of teen births**

Guided by the hospital's Mission, SFMC's Management Council identified the community health needs that SFMC will address in 2014. Considerations included the hospital's and Daughters of Charity Health System's goals, costs and available resources, and community collaborators. Following the prioritization of health care needs by SFMC's Management Council, the hospital's Community Benefit Plan was developed in conjunction with the medical center's Budgeting and Strategic Planning process. During the annual update of the medical center's strategic plan, data derived from the Community Health Needs Assessment, input gathered informally at community meetings, and the prioritization of needs process was integrated with the external

environment analysis and the organizational analysis.

The resulting Community Benefit Plan is integrated into the medical center's long-range planning activity, as well as program-specific planning.



Priority Needs Addressed By SFMC

In 2014, SFMC's Community Benefit Plan targets the following priority health care needs:

- ♦ **Health Care Access**
- ♦ **Coronary Heart Disease**
- ♦ **Stroke**
- ♦ **Hypertension**
- ♦ **Diabetes**
- ♦ **Obesity**
- ♦ **Low Breastfeeding Rates**
- ♦ **Poor Overall Health Status**

These issues are addressed through specific hospital ser-

vices and community outreach programs developed in direct response to current needs.

Many of the priority needs identified this year are among those that SFMC assessed as high priorities in previous years; therefore, the medical center has ongoing programs in place to target these specific health care concerns. SFMC's 2014 Community Benefit Plan specifies the continuance and/or enhancement of many of the programs which have proven successful in reaching SFMC's

target populations and improving overall community health and wellness.

Due to limited resources, SFMC is not developing a specific community benefit strategy to address Lung Cancer/Emphysema, Sexually Transmitted Diseases, Respiratory Disease Among Children, Lack of Access to Affordable Childcare, and High Rates of Teen Births; however, some of these issues are addressed indirectly through SFMC's current and planned community benefit

Priority Needs Addressed by SFMC, cont.

programs which promote overall health improvement and wellness. For example, the hospital's Vida Sana Community Wellness Program includes health education sessions on heart health, stroke awareness, and diabetes management. These courses emphasize smoking cessation to help prevent coronary heart disease, stroke, and diabetes. Stopping smoking also reduces the risk for lung cancer and emphysema.

Also, SFMC has strong relationships with public and private agencies with programs addressing the health needs that are not among SFMC's priority targets. Our Health Benefits Resource Center provides linkages and referrals to these social and health services. Los Angeles County has a Sexually Transmitted Disease hotline and program for referrals. The County also has resources and referrals for affordable childcare, and the County and the Los Angeles

Unified School District have established programs which encompass teen pregnancy awareness, education, and prevention.

SFMC's 2014 Community Benefit Plan is comprised of the programs below. For those community benefit programs that are being continued from last year, the most recent outcomes and accomplishments are included.



Programs Targeting Our Community's Priority Health Needs Access to Affordable Health Care and Health Improvement



Health Benefits Resource Center

The **Health Benefits Resource Center (HBRC)** serves as a full-service, one-stop hub that effectively links individuals and families to health care and social services as well as health care education and resources to meet essential needs. HBRC provides health benefits enrollment assistance, physician referral, and community education registration. On site collaboration with the LA County Department of Public Social Services enables SFMC to support eligible clients through the enrollment process into the Medi-Cal and CalFresh programs.

HBRC enrollment specialists are bilingual and culturally sensitive to both the English and Spanish-speaking populations. They work one-on-one with families to establish a trusting relationship and to provide a safe and supportive environment. To reach more residents, HBRC provides an

Emergency Department-based enrollment specialist who can respond to Emergency patients at the bedside. HBRC also partners with the LA County Office of Education and coordinates informational sessions at LA County schools for faculty, staff, and parents to increase awareness of HBRC's services.

Community Health Need:

Access to Health Care and Overall Health Improvement

Goal: Health Access

Increase access to health care by linking families to medical coverage offered by government-sponsored programs and/or private agencies.

Objectives:

Complete 5,550 one-on one Health Eligibility Screenings with families.

Complete 2,340 new health-related applications for medical coverage and submit to designated health program administrator.

Complete 574 re-certifications of health-related applications and submit to designated health program administrator.

Maintain 95% approval rate for Medi-Cal applications.

Goal: CalFresh Program

Increase access to nutritious food and fight hunger by linking families to the CalFresh Program (formerly known as the Food Stamp Program) offered by the Department of Public Social Services (DPSS).

Objectives:

Complete 2,000 one-on-one CalFresh Eligibility Screenings with families.

Complete 780 new CalFresh applications for CalFresh benefits and submit to designated program administrator.

Complete 120 re-certifications for CalFresh-related applications and submit to designated program administrator.

Health Benefits Resource Center, cont.

Maintain 85% approval rate for CalFresh applications.

Goal: Uninsured Conversion to Coverage

Provide uninsured/self pay patients who received medical care at St. Francis Medical Center the opportunity to explore health care options to increase access to the continuum of health care, reduce the financial burden to the patient, and contribute to hospital cost savings and reimbursement.

Objectives:

Contact 100% of uninsured accounts referred to HBRC and screen account holder for an available health care option.

Transition 75% of uninsured patients to health care coverage.

Goal: Social Resources Referral

As part of the one-stop wrap around model, offer information about available programs and/or resources for which families may be eligible, with focus on meeting the family's request and/or need.

Objectives:

Refer 4,080 uninsured adults to government and/or private safety net medical providers (Local County Ability to Pay; Outpatient Reduced Simplified Application [ORSA], Public Private Partnership [PPP] and Prescription Program Assistance [PPA]).

Families will be referred to programs for immediate needs such as 211 Information Line, food banks, housing emergency shelters, So. Cal Edison, legal services, shoes and/or school uniforms.

Goal: Physician Referrals/ Provider Relations

Assist families with finding and/or referring them to a Physician/ Provider for their medical needs in collaboration with the Managed Care and Provider Relations Department to increase access to a primary care and comprehensive health provider.

Objectives:

Assist 960 families with finding a physician for their medical needs and/or change physician through primary care change form.

Goal: Registration/Scheduling for Community Education, Wellness Events, HBRC Appointments

The St. Francis and HBRC Scheduling Center staff is trained to provide information regarding programs/services, educational events and other hospital events that are available to the community, as well as schedule appointments for HBRC and/or register for programs and events that foster community health and wellness.

Objectives:

Answer 100% of incoming calls within the HBRC hours of operation.

Screen callers for needs and refer and register 9,874 callers, if appropriate, to the following program(s):

Physician referrals: Refer to a doctor that is affiliated with SFMC.

Sweet Beginnings: Baby Showers, Maternity Tours, Childbirth classes.

Footprints shoe and clothing program.

SeniorCircle Program: Enroll interested Seniors into dinners and specialized wellness programs.

Healthy Community Initiatives: Community health fairs and special events.

Vida Sana Program: Faith-based community wellness, education, and fitness classes.

Right to Health workshops.

Goal: Daughters of Charity and Private School Outreach; Community Outreach

Provide families with children attending Daughters of Charity Sponsored Schools, other local private schools, and the community an option to explore health care coverage, the CalFresh Program and/or other services provided by the Health Benefits Resource Center.

Objectives:

Distribute 535 Health Benefits Information Forms (HBIF) through school packets.

Follow up and screen 100% of referrals (by faculty, school nurse, counselor, or HBIF) for program eligibility.

Participate in 90% of scheduled parent meetings and scheduled school events.

Participate in 72 community outreach events to promote HBRC programs and services and partner agencies and organizations.

Outcome Indicators:

The above objectives are measured monthly and monitored by the program director and manager.

Collaborative Partners

Los Angeles Department of Public Social Services; Health Care Options; Healthy Families; Kaiser Child Health Plan; SFMC affiliated physicians; AppleCare & Omnicare

Health Benefits Resource Center, cont.

Medical Groups; Los Angeles County Office of Education; Women, Infant, and Children (WIC); Bet-Tzedek Legal Services Right to Health Project; AIM; Healthy Kids; Social Security Administration; Consulado Sobre Ruedas Outreach; and public and private school districts.

FY13 Program Accomplishments

33,739 total people assisted with health insurance and CalFresh assessments, physician referral, community education registration, and health care linkage.

8,001 people screened in person and via telephone for health-related eligibility. (Objective = 5,500).

3,930 assisted with enrollment into Healthy Families, Medi-Cal, and other insurance programs. (Objective = 2,340).

96% approval rate for Medi-Cal applications achieved (Objective = 95%).

2,474 people screened for CalFresh eligibility (Objective = 2,000)

1,225 people assisted with CalFresh program enrollment (Objective = 780).

89% approval rate for CalFresh applications achieved (Objective = 85%).

10,795 people provided with health program and social support service program information (Objective = 4,080 including social support service referrals below).

3,438 referrals to social support services made.

Participated in **165** community outreach events, including 34 Daughters of Charity and Lynwood Unified School District events. (Objective = 72).

7,975 people educated through community outreach events.



Covered California

This past year, in anticipation of the Affordable Care Act implementation in 2014, the St. Francis Medical Center Foundation applied for and received a grant from Covered California, the state's health insurance marketplace, on behalf of the Daughters of Charity Health System (DCHS). The \$750,000 grant enables St. Francis Medical Center to work collaboratively with Covered California to provide culturally and linguistically relevant outreach to millions of Californians who will become newly-eligible for health insurance under the Affordable Care Act. St. Francis Medical Center was one of the first 48 organizations to receive this funding.

St. Francis Medical Center's outreach efforts are part of an integrated program with member hospitals of DCHS. The system-wide project known as *HealthFirst!* partners St. Francis Medical Center, St. Vincent Medical Center, O'Connor Hospital, Seton Medical Center, and Saint Louise Regional Hospital to reach more than 99,000 individuals in Los Angeles, San Mateo and Santa Clara Counties during the July 1, 2013 through December 2014 grant period.

HealthFirst! utilizes the best-practice model of each hospital's Health Benefits Resource Center (HBRC) to deliver information on California's new health benefit exchange to their communities. Us-

ing certified, trained Promotoras, or Community Health Educators, who are from the local area and have a connection to residents, the program reaches out to individuals and families through their work, faith-based organizations, schools, community meetings and events, and popular locations for shopping and recreation. Note: Certified staff provide outreach and education only. Enrollment will be completed by certified enrollment entities.

Through this collaboration with Covered California, St. Francis Medical Center hopes to increase the number of residents with health insurance, improve the quality of health care, reduce health care coverage costs, and ensure its diverse

Covered California, cont.

community has fair and equal access to quality health coverage.

In addition, many of the individuals in SFMC's community face significant challenges, and a large number have never had or lost their health insurance coverage. Many have limited English proficiency. This grant gives SFMC the opportunity to reach out to these individuals and include them in the important health care conversation that will lead them to make an informed health plan choice for themselves and their family.

Community Health Need:

Access to Health Care and Overall Health Improvement

Goal:

Increase awareness and understanding of the Affordable Care Act and its health care options

and motivate eligible community members to enroll.

Objectives: To be achieved in conjunction with St. Vincent Medical Center team during the July 1, 2013 through December 2014 grant period.

Phase I Consumer Outreach and Education—Complete 128 events in LA County.

Phase 2 Get Ready, Get Set—Conduct 193 outreach events in LA County.

Phase 3 Enroll—Conduct 384 outreach events in LA County.

Phase 4 Reinforcement and Special Enrollment—Conduct 193 outreach events in LA County.

Phase 5 Get Ready, Get Set—Conduct 192 outreach events in LA County.

Phase 6 Enroll—Conduct 192 outreach events in LA County.

Generate a total of 49,500 leads in LA County during the 6 phases.

Collaborative Partners:

Covered California; and St. Vincent Medical Center.

Outcome Indicators:

Number of events conducted

Number of leads generated

Program Accomplishments:

In addition to being certified to provide Covered California outreach education, SFMC's Health Benefits Resource Center was also approved as a Certified Enrollment Entity.

Covered California Outreach Education and Enrollment are new programs, and year-end accomplishments will be included in next year's Community Benefit Plan and progress report.

Legal Support Services—Right to Health Project

Established in 2009, **Legal Support Services** through the Right to Health Project are provided as a medical-legal partnership with the non-profit organization Bet Tzedek. Legal support services are provided at no cost to Health Benefits Resource Center clients who need assistance and/or advice regarding issues such as Landlord/Tenant Law, Kinship Care, and Power of Attorney for Health Care. Many of these issues affect health and wellness.

Medical-legal partnerships recognize that social and legal factors can have a major impact on health outcomes, particularly for low-income families. For example, a person may be suffering from

asthma or respiratory problems due to a housing or environmental issue. The Legal Support Services program can help initiate corrective action on the part of the landlord through the appropriate legal channels.

There are currently more than 300 medical-legal partnerships in the U.S., and that number is expected to grow dramatically under federal health care reform.

Community Health Need:

Access to Health Care and Overall Health Improvement

Goal:

Improve health care outcomes for low-income families.

Objective:

Provide legal support services to 230 individuals referred by SFMC's Health Benefits Resource Center.

Outcome Indicators:

Total number of individuals assisted with legal support services.

Collaborative Partners:

Bet Tzedek Legal Services.

FY13 Program Accomplishments

227 individuals were provided with legal support services (Objective = 250).

Community Health Clinics

SFMC's **Community Health Clinics** are located in Lynwood, Compton, Downey, and Huntington Park. The mission of these clinics is to bring primary health care services to children and families who have limited access to our main campus and essential health care services. The clinics provide general medicine, obstetrics and pediatric health care services. They also offer Child Health Disability Program (CHDP) Examinations and Immunizations (i.e., TB, Hepatitis B, polio, diphtheria, and hepatitis) for newborns and children up to 18 years old. In addition, the Comprehensive Perinatal Services Program (CPSP) is offered to pregnant women. This program assesses a mother's financial, medical and psychosocial needs; provides comprehensive education; and makes referrals to social services, counselors, and nutritionists, as well as to medical and mental health professionals to ensure a healthy start for mom and baby.

Community Need:

Access to Health Care and Overall Health Improvement

Goal:

Increase the community's access to

primary health care services.

Objectives:

Provide clinic health care services to 12,000 individuals.

Provide family practice health care services to 4,500 adults.

Provide pediatric services to 7,500 children.

Provide obstetric services (regular OB visits) and education to 800 pregnant women.

Link 80% of patients to a regular source of health care.

Outcome Indicators:

Number of clinic visits.

Number of adults, children, and pregnant women provided clinic services.

Number of adults and children provided with preventive health care (health screenings, immunizations, health care education).

Percentage of patients linked to a primary care physician.

Collaborative Partners:

LA County Department of Health Services; SFMC Health Benefits Resource Center.

FY13 Program

Accomplishments:

38,211 Total patient visits.

11,633 Total number of patients served (Objective = 14,000).

4,076 Family practice patients (Objective = 4,500).

6,793 Pediatric patients (Objective = 7,500).

764 OB Patients (Objective = 800).

The external company which provides clinic statistics did not have data on the number of immunizations and screenings provided.

Over the past 2 years, the clinics have seen a decrease in patient volume. A similar decrease has been experienced by health care organizations throughout the area and is attributed to the economic downturn, with fewer people able to afford health care due to cost and the loss of health care coverage upon loss of employment.

Programs such as South Los Angeles Access to Care (described below) were implemented in response to ongoing health care access issues that have been exacerbated by the slow economic recovery in South LA.

South Los Angeles Access to Care

South Los Angeles Access to Care program provides bilingual/bi-cultural preventive, primary, acute and chronic comprehensive health care services through SFMC's Community Health Clinic in Compton to adults, infants and children who reside in specified South Los Angeles communities recognized as having limited access to health care. There is a strong

emphasis on ensuring that children in these communities receive and maintain their immunizations as well as obtain regular physicals to assess their growth and development. The following services are also available:

General medicine, including primary care

Urgent care

Child Health Disability Prevention Program

Comprehensive Prenatal Services Program

Adult Family Medicine

Pediatric health care services, including Women Infant Children (WIC) exams and Well-Baby care

Obstetrical care

South Los Angeles Access to Care, cont.

Immunizations

Children and Sports Physical Examinations

Adult health evaluations

Specialty referrals

Free pregnancy testing

Mental health services in cooperation with Los Angeles County Department of Mental Health Services

Occupational health

Lab services

Diagnostic radiology

Senior services

Community Health Need:

Access to Health Care and Overall Health Improvement

Goal:

Reduce the number of families who, due to a lack of preventative and primary care, fail to seek medical attention until a

condition, such as Type 2 diabetes and congestive heart failure, worsens to the point of requiring costly emergency care at the medical center.

Objectives:

Provide high quality health care at the SFMC Community Health Clinic in Compton.

Provide patients with necessary laboratory procedures.

Provide patients with referrals to the Health Benefits Resource Center (HBRC), a one-stop resource center offered through SFMC that links impoverished families with all available public benefits and many community programs. HBRC offers enrollment and retention assistance free of charge.

Outcome Indicators:

As specified in the South Los Angeles Access to Care grant provided to

SFMC by the LA County Department of Health Services, this program will be evaluated in accordance with SFMC's established procedures for project evaluation. All services provided through SFMC's Compton clinic are documented using screening forms completed by the individuals who receive services. The evaluation forms capture specific demographic information about the population served.

Collaborative Partners:

LA County Dept of Health Services; SFMC Compton Family Health Clinic; DeNovo Clinic; Whitefield Laboratories; and Intra Drugs.

FY13 Program

Accomplishments:

1,631 people received essential primary care services at no cost through the SFMC Compton Community Health Clinic.

Patient Transportation

Patient Transportation is provided to individuals without any means of transportation for outpatient care and treatment. This includes appointments for imaging services, radiation therapy, and physical therapy. Transportation is also arranged for individuals receiving inpatient behavioral health services at SFMC.

Community Health Need:

Access to Health Care and Overall Health Improvement

Goal:

Improve health care outcomes by enabling patients who lack the re-

sources for reliable transportation to keep scheduled health screening and treatment appointments.

Objectives:

Provide free transportation services to 3,500 low income individuals.

Ensure 80% of patients keep scheduled pick-ups and appointments.

Outcome Indicators:

Total number of patients assisted with transportation services.

Percent of patients who are scheduled for transportation services who utilize the service and keep their health care appointments.

Collaborative Partners:

Fiesta Taxi.

FY13 Program

Accomplishments

3,534 patients provided transportation services for outpatient care at SFMC and for LA County legal appointments (Objective = 4,000).

Data on percent of kept vs. missed pick-ups will be recommended for 2014.

Welcome Baby

Initiated this year through a grant from First 5 LA, **Welcome Baby** is a key component of a multi-faceted approach to providing primary health prevention, parent education, and linkage to social services for St. Francis Medical Center's maternity patients.

Welcome Baby offers personalized prenatal, post-partum, and hospital visits with a professionally trained Parent Coach, from pregnancy through the baby's first 9 months for families living within First 5 LA's Best Start Communities. Families residing outside of the Best Start Communities are eligible for the Welcome Baby hospital visit and up to three additional home visits, if needed.

Available at no cost to all maternity patients, the Welcome Baby continuum of care also includes breastfeeding support from Welcome Baby staff (who are all Certified Lactation Educators), referrals to community resources, and an in-home visit by a registered nurse within the first week following mom and baby's discharge from the hospital.

Welcome Baby addresses the First 5 LA goal areas: 1) That children

maintain a healthy weight; 2) That children are safe from abuse and neglect; and 3) That children are ready for kindergarten. First 5 LA and partner hospitals work together to reach these goals by focusing on health and wellness before a baby's birth and continuing through a child's first critical months.

Using Parent Coaches, Welcome Baby addresses prenatal testing, home planning/safety, labor signs, breastfeeding, depression screening, family nutrition, observation for jaundice and hydration, infant assessments, and growth and development milestones. Through both prenatal and postpartum hospital and home-based visits, Parent Coaches develop a relationship with the families and provide education in a convenient and comfortable setting, and help to ensure parents are connected to appropriate health care services.

Community Health Need:

Access to Health Care and Health Education

Goal:

Improve access to primary health prevention, parent education, and

linkage to social services for St. Francis Medical Center's maternity patients.

Objectives:

Provide personalized prenatal, postpartum, and hospital visits with a professionally trained Parent Coach, from pregnancy through the baby's first 9 months for families living within First 5 LA's Best Start Communities.

Provide breastfeeding support by Certified Lactation Educators, referrals to community resources, and an in-home visit by a registered nurse within the first week following mom and baby's discharge from the hospital.

Enhance the parent-child relationship and the health, safety and security of the baby, by providing intervention services immediately before and after birth.

Enroll 2,000 expectant mothers in the first year.

Outcome Indicators:

Number of expectant mothers enrolled into the program.

Collaborative Partners:

First 5 LA; Oxford HealthCare.

Indigent Care

Patients who cannot afford private health insurance and who do not qualify for government-based insurance often are unable to personally cover the cost of care. Although SFMC may receive partial reimbursement from county funding, the remaining expense for **Indigent Care** is absorbed by the hospital.

Community Health Need:

Access to Health Care

Goal:

Ensure essential health care services are provided to those living in poverty.

Objective:

Link patients to regular sources of care.

Outcome Indicators:

Number of patients assisted through Indigent Care funding.

Collaborative Partners:

Daughters of Charity Foundation.

Numbers Assisted:

In FY13, **1,801** patients benefited from Indigent Care funding.

Through SFMC's and DCHS' ongoing advocacy efforts, the hospital promotes equal access to care and just reimbursement for services.

Charity Care, Unreimbursed Cost of Care, Safety Net

St. Francis Medical Center also helps to improve access to health care through its commitment to provide **Charity Care** for patients who do not qualify for public health insurance or have the means to afford private insurance. SFMC follows the practices outlined in the Daughters of Charity Health System Charity Care and Financial Discount Policy.

In **FY13**, SFMC provided more than **11,161** people with **\$25.9 million** in Charity Care, exceeding the \$14.7 million expected, but below the expected 19,000 number of people served. This may indicate that the cost of care per person is increasing. The medical center anticipates serving approximately the same number of people at a similar cost in Charity Care in 2014, espe-

cially as the Affordable Care Act should help to move uninsured individuals into Covered California health plans.

Similarly, St. Francis Medical Center continues to serve a substantial number of patients who are insured through **Medi-Cal**. Reimbursement rates can be variable and may not cover the full cost of services provided. Last year, SFMC provided more than \$16.6 million in unreimbursed care to 72,680 Medi-Cal recipients.

In addition, SFMC subsidizes **Trauma, Safety Net, and OB services** to help ensure that critical health care is available around the clock to the community. This is especially crucial as Trauma and Emergency Services have closed at many surrounding hospitals within

the last decade.

FY 2013 Program Accomplishments of Emergency, Trauma, and Family Life Center

74,896 patients were treated in the Emergency Department.

22,318 of the Emergency patients were children.

2,322 Trauma patients were treated.

17,767 Paramedic Runs were coordinated with 33 paramedic squads.

4,973 babies were born in the Family Life Center.

436 of the babies born received care and treatment in the Neonatal Intensive Care Unit.



Programs Targeting Our Community's Priority Health Needs High Rates of Heart Disease, Stroke, Hypertension, Diabetes, Obesity



Healthy Community Initiatives

Healthy Community Initiatives (HCI) brings health screenings, immunizations, and health education directly to area schools, churches, businesses and community organizations via its HCI nurse, educator, staff, and mobile unit. For individuals and families without access to primary care, HCI provides them with important preventive services and health care resources.

With data showing high incidences of diabetes, obesity, and chronic illness in our service area, HCI health screenings for blood pressure, cholesterol, glucose, body fat (BMI), and height and weight provide the first step in identifying health conditions and linking individuals to essential follow-up care and treatment.

Immunizations for diphtheria, pertussis, Haemophilus influenzae type B, measles, mumps, rubella, polio, and chicken pox help to prevent childhood diseases and help

students meet school enrollment requirements. Vision and audio screenings at private and public elementary schools help to identify health issues early on so that students can receive corrective interventions and eliminate barriers to learning.

A distinct advantage of HCI is its ability to respond quickly to changing community needs. For the last several years, the Mobile Unit has offered free flu shots to students, adults, and seniors at local city locations to help prevent the spread of this serious seasonal virus. For the past three years, HCI has also provided free pertussis (whooping cough) vaccines for children, in response to the outbreak in the region identified in 2010.

HCI also offers community health education and school-based educational programs to children and adults throughout Southeast Los Angeles to enhance their well-being. Classes address growth and

development, dental health, diabetes, nutrition, behavioral risk factors, parenting, and childbirth, and a series of four educational classes for senior citizens.

In recent years, particularly in light of growing disparities in health status among various socio-economic and cultural groups, there has been a greater interest in understanding the impact that environment—where we are born, live and work and the conditions that exist there—has on our physical and mental health and life expectancy. Social determinants of health have emerged as arguably some of the most important and powerful factors in determining our susceptibility to chronic conditions and potentially fatal disease. The area served by St. Francis Medical Center has been characterized by poverty, high unemployment, educational deficiencies, high teen pregnancy rates, high rates of crime and violence, a lack of health insur-

Healthy Community Initiatives, cont.

ance coverage, and racial and ethnic disparities in health—social factors that have been shown to contribute to poor health outcomes.

Yet the effects of these social factors *can be mitigated*. The HCI program actively seeks to alleviate the social determinants of health that place so many Southeast Los Angeles residents at a distinct disadvantage in terms of achieving and maintaining optimal health and wellness.

Community Health Need:

High rates of Coronary Heart Disease, Stroke, Hypertension, Diabetes, and Obesity.

Goal:

Prevent Heart Disease, Stroke, Hypertension, Obesity, and Diabetes

Objectives:

Empower residents to lower their behavioral risk factors for certain conditions including heart disease, stroke, hypertension, obesity, and diabetes by increasing the number of low income, underserved children, adults and seniors who receive culturally and linguistically appropriate health education — providing information to approximately 19,000 (in conjunction with the Vida Sana program).

Prevent the spread of communicable disease by increasing immunization rates for low-income, underserved and uninsured children in Southeast Los Angeles—providing approximately 10,800 immunizations.

Promote community health by offering childbirth education, parenting classes, behavioral risk factor educational programs in schools, and a

series of wellness classes—educating over 5,200.

Outcome Indicators:

Total number of adults and children provided with health screenings.

Total number of people provided with immunizations.

Total number of adults and children provided with health care education.

Collaborative Partners:

AppleCare Medical Group; Omnicare Medical Group; St. Francis IPA; St. Francis Career College; Immunize LA: Huntington Park Senior Center and Southeast Community Development Corp.; American Red Cross; American Heart Association; American Cancer Society; SPA 6; SPA 7; American Diabetes Association; WIC; Central Water Basin; City of Lynwood Parks and Recreation; City of Huntington Park; Charles Drew Head Start Program; LA Care; 5-A-Day; California Department of Public Health; City of Bell Parks and Recreation; Mexican Consultant; CDC Schools; Immunization Coalition of Los Angeles; City of Paramount; area schools and churches; local law enforcement agencies; parks and recreation services; other community-based organizations; and various local clinics and physicians.

FY13 Program

Accomplishments:

4,602 adults & children provided with free health screenings, immunizations, and health education (Objective = 5,000).

5,873 adults and children received health education, and parenting and childbirth education (Objective

= 5,200).

2,100 people received **5,250** immunizations (Objective = 10,800 immunizations).

Breakdown of Overall Totals

1,657 students received **4,655** immunizations through HCI/SFMC Clinics.

217 people were provided with the flu vaccine; **16** received Tdap vaccine.

253 people participated in English and Spanish parenting classes.

266 people received childbirth class education.

2,332 students received health screenings at Daughters of Charity (DOC) schools.

2,474 children and **404** parents were provided with health education at **88** presentations at (DOC) elementary schools.

432 Vision screenings and **330** Audio screenings completed at DOC schools.

55 students and **43** parents participated in **11** education sessions at DOC schools.

210 students received **362** immunizations at Lynwood, Downey, and Montebello Unified schools.

1,427 students and **951** adults attended **86** health education sessions offered at Lynwood and South Gate schools and community locations.

Healthy Community Initiatives—Vida Sana Community Wellness

The **Vida Sana/Healthy Life Community Wellness** Program promotes healthier communities through a six-month, coordinated program that advances heart health, diabetes, and obesity awareness; disease prevention and education; diet and nutrition classes; stress reduction; and physical fitness activities to establish healthy lifestyle habits. Led by promotoras recruited from the community, the program includes health screenings, exercise sessions, and nutrition and health education. Trained instructors lead activities which integrate cardiovascular exercise, strength, and flexibility. Healthy eating classes teach participants how to maintain their traditional dishes with minor healthy alterations.

Because the traditional Latino cultural values prioritize the well-being of the family over the well-being of the individual, the program focuses on the participation of the entire family. Family Health screenings are conducted at the beginning, middle, and end of the program. Regular fitness activities accommodate all levels and ages.

Web-based data collection has been established in partnership with the National Health Foundation. The system allows SFMC to record baseline data on health indicators such as height, weight, glucose, cholesterol, blood pressure, and BMI (body mass index). In fiscal year 2013, the Vida Sana program was integrated into the hospital's Health Community Initiatives' community wellness program.

Last year, SFMC was awarded a grant from Anthem Blue Cross Foundation to enhance the commu-

nity's medical consumerism skills. The grant allowed SFMC to augment the Vida Sana program with a patient empowerment module entitled Health Options for Patient Empowerment (HOPE). The module focuses on improving patient communication skills with physicians and on helping them understand how to navigate the health care system for optimal and appropriate utilization of medical resources.

HOPE is being rolled out through the hospital's Vida Sana promotoras, or community health promoters, and has been integrated into the 12-week health and wellness program at seven of the Vida Sana sites in Southeast Los Angeles. The program includes diabetes and healthy lifestyle courses, along with the added patient empowerment module which addresses the following:

- Taking responsibility for your medical care decisions and health.

- Improving communication skills with physicians.

- Understanding options for appropriate utilization of medical services.

- Setting health-related goals.

- Collaborating with others who have a vested interest in your health.

- Becoming smart medical consumers.

- Staying safe in the health care environment.

- Adhering to health care decisions jointly derived by you, your health care team, and family.

As part of the HOPE module, Vida Sana participants take a pre- and post program survey to assess specific Patient Activation Measures.

The surveys evaluate the degree to which individuals are engaged in their own health. At specific intervals throughout the 12-week session, participants also measure their biometric indicators for diabetes, including glucose and cholesterol levels, blood pressure, and body mass index. The biometric results are used to determine the effectiveness of the HOPE module on decreasing a participant's diabetes risk factors.

Measuring biometric indicators for diabetes is important because one of the most significant and preventable challenges facing our community is the rapidly growing incidence of diabetes, particularly among the Latino population. The most effective countermeasure is patient empowerment. Self-managing health and understanding how to best utilize available health care resources can have a tremendous positive impact on a person's health and well-being, as well as provide a sense of control over one's own life.

Community Health Need:

High rates of Coronary Heart Disease, Stroke, Hypertension, Diabetes, and Obesity.

Goal:

Prevent Heart Disease, Stroke, Hypertension, Obesity, and Diabetes and Improve Overall Health Status

Objectives:

- Enroll 2,000 participants (adults and children) in the Vida Sana program.

- Conduct 54 health screening events in conjunction with 7 partner churches.

- Conduct education and fitness ses-

Vida Sana/Healthy Life Community Wellness, cont.

sions 3 days a week at each partner church.

Achieve 50% participation of enrolled Vida Sana members at each education and fitness session.

Promote disease prevention by providing 32,000 preventative health screenings to 5,000 Vida Sana participants and other low income, underserved children, adults and seniors in Southeast Los Angeles through the Vida Sana program.

Educate 1,400 Vida Sana participants through the HOPE patient empowerment module.

Outcome Indicators:

Total number of adults and children enrolled.

Total number of people provided with health screenings.

Total number of education courses offered.

Total number of adults and children who received health care education.

Total number of fitness courses pro-

vided.

Total number of fitness class participants.

Total number of people screened for diabetes and referred for diabetes education and management..

Total number enrolled in HOPE module.

Collaborative Partners:

St. Michael's Church, Los Angeles; Tower of Faith, Compton; Our Lady of Victory Church, Compton; Sacred Heart, Compton; St. Albert the Great, Compton; St. Gertrude's Church, Bell Gardens; St. Lawrence of Brindisi Church, Los Angeles; and St. Aloysius Gonzaga Church, Los Angeles; Anthem Blue Cross Foundation.

FY13 Program

Accomplishments

5,635 Total Participants (Objective = 5,000).

Enrolled **1,006** New Participants (Objective = 2,000); 2,704 new participants registered.

150 Screening Events at seven partner churches held (Objective = 54).

10,532 people received **74,981** health screenings, with 6,155 diabetic screenings (Objective = 5,000 people and 32,000 screenings).

165 Special Events held.

426 Healthy Eating and Diabetes Intervention Classes held with **9,522** participants.

283 Diabetes Type 2 Classes held with **4,298** participants.

975 Fitness Sessions conducted with **35,801** participants.

840 HOPE Module participants as of midway through program period (Overall Objective = 1,400).



Stroke Awareness and Prevention

Stroke is the second leading cause of death in Service Planning Areas 6 and 7. In response to the high incidence of stroke and a lack of designated stroke centers within the community, SFMC is in the process of becoming a Certified Stroke Care Center.

As part of the hospital's coordinated effort, the Vida Sana, Healthy Community Initiatives, and SeniorCircle Wellness programs have integrated specific classes and seminars on Stroke Awareness and Prevention into their ongoing health edu-

cation series.

Classes feature health care professionals explaining the causes and symptoms of stroke, and how a person can identify and respond to an episode. Some of the courses include personal testimonies from stroke survivors, discussions with representatives from local Stroke Associations, presentations by clinical dietitians speaking on eating to support overall good health, and an exercise session by a trained fitness instructor.

A pre- and post test will be admin-

istered to assess level of understanding before and after the session.

Becoming a Certified Stroke Center supports the hospital's Mission to meet the health care needs of the community.

STEMI (heart attack) Receiving Center

SFMC is also in the process of becoming a designated STEMI (ST-elevation myocardial infarction) Receiving Center, again filling a service gap for this type of care in the surrounding community.

Programs Targeting Our Community's Priority Health Needs

Low Breastfeeding Rates

Baby Friendly

In 2012, St. Francis Medical Center was awarded a three-year grant from First 5 LA to support its transition to become a **Baby Friendly** designated hospital. Baby Friendly hospitals are recognized for providing an "optimal level of care for infant feeding" through a health care culture that reinforces and encourages breastfeeding for newborns.

Breastfeeding has many proven benefits for babies, including a reduced risk for obesity and diabetes, meaning healthier children and adults in the long term. Breastfeeding is therefore aligned with SFMC's Mission of building community wellness. In addition, breastfeeding nurtures the important bond between mother and baby, supporting both emotional health and well-being.

Before its Baby Friendly initiative, SFMC had among the lowest Exclusive Breastfeeding Rates in Los Angeles County, with only an 8.9 percent rate in 2010. SFMC has since integrated the Baby Friendly best practice model. It includes:

Having a written breastfeeding policy that is routinely communicated to all health care staff.

Training all health care staff in skills necessary to implement the policy.

Informing all pregnant women about the benefits and management of breastfeeding.

Helping mothers initiate breast-

feeding within one hour of birth.

Showing mothers how to breastfeed and how to maintain lactation even if they are separated from their infants.

Giving newborn infants no food or drink other than breast milk, unless medically indicated.

Practicing "room in" – allowing mothers and infants to remain together 24 hours a day.

Encouraging breastfeeding on demand.

Giving no pacifiers or artificial nipples to breastfeeding infants.

Fostering the establishment of breastfeeding support groups and referring mothers to them on discharge from the hospital or clinic.

Community Health Need:

Low Breastfeeding Rates

Goal:

Increase breastfeeding rates through education of health care providers and maternity patients and programs and practices that support exclusive breastfeeding.

Objectives:

Inform 100% of maternity patients about the benefits and management of breastfeeding.

Educate and provide breastfeeding support to 4,000 delivering moms in year 2.

Help mothers initiate breastfeeding within one hour of birth.

Practice "rooming in" to allow mothers and infants to remain together 24 hours a day to encourage breastfeeding on demand.

Foster the establishment of breastfeeding support groups and refer mothers to the groups upon hospital discharge.

Achieve 30% exclusive breastfeeding rate.

Outcome Indicators:

Total number of mothers educated through Baby Friendly program.

Percent of delivering mothers who exclusively breastfeed.

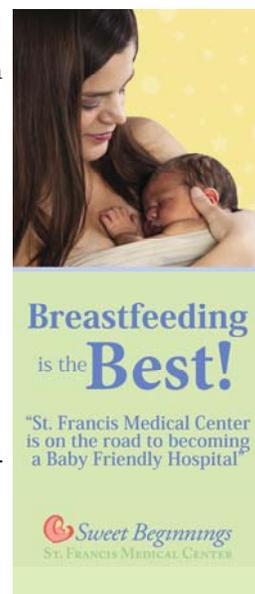
Collaborative Partners:

First 5 LA; Welcome Baby program; SFMC Community Clinics; Breastfeed LA; Regional Hospital Breastfeeding Consortium (RHBC); SFMC Medical Staff; and Women/Infant/Children (WIC).

FY13 Program Accomplishments:

20% Exclusive Breastfeeding Rate attained.

1,000 mothers received breastfeeding education and support.



Programs Targeting Our Community's Priority Health Needs Poor Overall Health Status

St. Francis Medical Center provides numerous community outreach programs which support overall improved health, as well as address the underlying social and economic issues which contribute to poor health. These issues range from Violence and Injury and Homelessness, to Low Academic Achievement and Lack of Appropriate Clothing to Attend School.

In Service Planning Area 6, a lower percentage of residents perceive their community as safe from crime

than SPAs 7 and 8. Also in the ten primary cities SFMC serves, only 52% of adults did not complete high school as compared to 24% in LA County as a whole. In addition, the average annual household income is \$19,271, and 23.5% of households are below the federal poverty level.

High rates of neighborhood crime and violence lead to increased rates of trauma and injury. Low academic achievement prevents individuals from obtaining jobs and employee/family health benefits. Pov-

erty forces families to choose between buying food or clothing, including school uniforms which are required to attend many schools, and other appropriate clothing which promote self-confidence and self-worth.

By addressing these community concerns, SFMC strives to enable and empower children and adults to enjoy self-reliance with dignity, to achieve their full personal and professional potential, and to live healthy, fulfilled lives.

SeniorCircle Wellness Program

The **SeniorCircle Wellness Program** offers activities and educational sessions that are tailored for seniors. Bi-monthly dinners on SFMC's main campus are for local senior citizens 55 years and older and offer nutritious and balanced meals and entertainment. Wellness programs address health concerns specific to seniors, with this past year's sessions covering Diabetes Management, Healthy Heart and Lifestyle Choices for Seniors, Annual Exams, and Aging and Memory Loss. Flu immunization clinics are also held. Through these activities, seniors benefit from opportunities for regular socialization and health education.

Community Health Need:

Poor Overall Health Status

Goal:

Improve health and well-being of seniors through age-specific health education and opportunities to socialize with other seniors.

Objectives:

Hold bi-monthly (6) senior dinner events.

Coordinate 6 health and wellness education sessions, including seminars addressing Stroke Prevention and Awareness.

Provide 2 free senior flu clinics.

Outcome Indicators:

Total number of seniors served through senior dinners and wellness outreach events.

Total number of events held.

Collaborative Partners:

AppleCare and Omnicare Medical Groups; ; Stroke Association of Southern California; Alzheimer's Association, Southern California Chapter; local Senior Centers; SFMC Dietary Services; SFMC Healthy Community Initiatives and the Mobile Unit.

FY13 Program

Accomplishments:

1,102 seniors served through SeniorCircle Wellness Program.

6 Senior Dinners events held.

7 Senior Wellness education sessions conducted.

2 flu immunization clinics held.

Wellness presentation topics included:

- ◆ Controlling Diabetes
- ◆ Growing Older Gracefully and Healthier
- ◆ The Annual Physical Exam for Seniors
- ◆ Memory Loss and Aging



Trauma and Injury Prevention Program

The **Trauma & Injury Prevention Program** works with schools, hospitals, and other public and private organizations to help prevent traumatic injury. The program addresses safety, suicide, bullying, domestic and gang violence.

With firsthand knowledge of the devastating effects of violence and injury on patients and family members, SFMC's Trauma Team of physicians, nurses, and staff serve as presenters at violence prevention conferences, organize safety and injury prevention programs for students and youth, and work with elected officials and community groups to coalesce prevention efforts.

St. Francis Medical Center dedicates a full-time associate to developing and coordinating trauma and injury prevention programs, represent SFMC at coalition meetings, and organize school-based programs that engage and empower students to develop peer-to-peer teaching formats, such as You Tube videos.

This past year, the Injury Prevention Coordinator established the Lynwood High After-School Film Project in partnership with Tribeca Film Institute, the nonprofit arts organization founded by Robert De Niro, Jane Rosenthal, and Craig Hatkoff. The program teaches students the art of film-making. Under the guidance of a teaching artist, the students write, shoot, act in, direct, and edit the films, which are produced as public service announcements and aired on YouTube. The films address bullying, teen suicide, domestic and gang violence, and other issues directly affecting kids in the community.

While keeping students off the street, the project introduces them to future careers in the film industry and features visits from actors, directors, writers, musicians, and other artists who share their personal experiences. With the success of the first year, the project has now been expanded to include Hosler Middle School in Lynwood.

Another new program is WAGEES, a collaboration with A Better LA and Southern California Crossroads. The program assists underprivileged young adults from low income families in violence-plagued communities. WAGEES provides GED preparation, job training and placement, and support services, with the goal of helping young men and women transform their lives and achieve positive, productive lifestyles. The program reaches out to the hospital's trauma patients who are victims of violence, including ex-offenders and high school drop-outs, and other patients identified as "at risk." To date, the program is on pace to change the lives of up to 75 people this first year.

The Trauma and Injury Prevention Program is predicated on the principle that saving lives begins before the gurney. Through these programs, SFMC endeavors to lay a promising path for young people ages 14-24 — the most critical and impressionable years — and to educate and equip the community's youth with the tools and knowledge that will give them alternatives to actions and attitudes that perpetuate violence. Every young person deserves the chance to feel safe and supported, and to lead a healthy, productive life.

Community Health Need:

Poor Overall Health Status/Safe Community

Goal:

Increase education and awareness among the community's youth about choices they can make to help prevent trauma and injury to themselves and others.

Objectives:

Facilitate coalition building within South Los Angeles that addresses violence and injury prevention and awareness.

Provide safety education events to 4 local elementary, middle, and high schools.

Actively engage 15 high school students in the development of safety and violence/injury prevention programs.

Plan and participate in 10 injury prevention awareness workshops.

Outcome Indicators:

Total number of students provided with Trauma/Injury Prevention education.

Total number of education sessions provided.

Total number of students reached through peer developed programs (videos and public service announcements).

Collaborative Partners:

Violence Prevention Coalition; HAVEN (Hospitals Against Violence-Empowering Neighborhoods); Safe Kids; Peace Over Violence; LAVITA (LA Violence Intervention Training Academy); A Better LA; Southern California Crossroads; Cerritos Col-

Trauma and Injury Prevention Program, cont.

lege; YDKML Productions; Lynwood Unified School District; Aflerbaugh Juvenile Detention Camp; Hospital Assn. of Southern California; Tribeca Film; California Gang Investigators Assn.; Unusual Suspects; local organizations focused on violence and injury prevention.

FY13 Program Accomplishments

Organized 4 Injury Prevention Workshops in collaboration with the Violence Prevention Coalition and HAVEN (Objective = 10).

300+ participants at HAVEN Gang Intervention Conference.

175 students provided direct Trauma/Injury Prevention education through 6 education sessions.

1,000 students reached through YouTube videos and public service announcements about injury prevention.

200 sports safety helmets distributed.

Served as key presenters at **3+** major Injury and Violence Prevention

conferences in Los Angeles and Orange Counties.

Presenter at the 26th Annual **EAST** (Eastern Association of Surgery for Trauma) conference in Arizona in January 2013.



Casa de Esperanza

Casa de Esperanza provides temporary shelter, housing and support services to assist homeless families achieve stability and self-sufficiency and transition into safe homes. Families are referred by Catholic Charities of Long and the Department of Health and Human Services Multi-Service Center in Long Beach. Casa de Esperanza houses up to four families at a time for up to five months. During their stay, families are required to meet regularly with the Casa Esperanza director, a Spiritual Care chaplain, for counseling and support sessions. The director provides employment counseling, and links families to social service agencies and community resources that will ensure that the heads of households are on track to transition successfully to a stable home environment within the five month time frame.

Community Health Need:

Overall Health Status/Safe Home Environment

Goal:

Transition homeless families to stable living situations.

Objectives:

Provide temporary housing for 8-10 families for up to 5 months each.

Provide safe living environment for women who are victims of domestic violence and their children.

Successfully transition 8 families to a safe, permanent home situation.

Link families to health care and social services.

Provide counseling and support services to help adults find stable employment.

Outcome Indicators:

Total number of families and family members who successfully transition into safe, permanent homes.

Collaborative Partners:

Catholic Charities Long Beach; Department of Health and Human Services Multi-Service Center in

Long Beach; and SFMC Health Benefits Resource Center.

FY 2013 Program Accomplishments

Sheltered and assisted **7** homeless families; **35** family members (Objective = 8-10 families).

Successfully transitioned **5** families (16 individuals) to permanent, safe housing (Objective = 8 families).

The **2** remaining families transferred to another transitional housing program.

Delivered **265** hours of general support & counseling to help residents achieve self-sufficiency.



Children’s Counseling Center—School-based Counselor

The **Children’s Counseling Center** was established in 1984 in response to the lack of intervention and treatment services available for abused and neglected children in Southeast Los Angeles. Today, the Center provides behavioral health services for children, adolescents and their parents that range from intervention and treatment for the victims of child abuse to comprehensive prevention education programs.

The Center has developed a family-focused approach to providing services intended to foster healing and restore the dignity, trust and self-esteem of abused children and their families. It provides outpatient-based mental health services through individual, family and group counseling sessions and parent education classes at both its SFMC site and satellite office in South Gate and sessions on school campuses. In addition, mental health services and educational presentations are provided to area schools and organizations. Services are delivered in a culturally-sensitive, multi-ethnic manner.

In an effort to extend the Children’s Counseling Center’s reach and to

improve access to counseling services for families in need, the school-based counselor was established to provide counseling and educational services on the campuses of four Daughters of Charity Schools and public schools within the SFMC service area. The school-based counselor addresses emotional and behavioral distress, focusing on the issues that affect students at school and at home. Through early intervention, the counselor can help to reduce a significant barrier to successful learning.

Community Health Need:

Overall Health Status/Educational Deficiencies/Barriers to Learning

Goal:

Decrease symptoms of emotional and behavioral distress in elementary school-aged children, which is a barrier to learning and to future self-sufficiency.

Objectives:

Provide personalized counseling for elementary school students who display emotional and behavioral distress.

Restore dignity, self-esteem, and

trust to distressed children.

Provide education to promote mental health awareness to children, parents, school faculty and staff.

Provide counseling and education services in a culturally-sensitive environment.

Outcome Indicators:

Total number of children who are provided with counseling service.

Total number of children, parents, school faculty/staff provided with education.

Collaborative Partners:

LA County Department of Child and Family Services; LA Department of Mental Health; Lynwood & LA Unified School Districts; Our Lady of Talpa; Our Lady of Miraculous Medal; Mother of Sorrows School; St. Vincent; and Service Planning Areas 6 & 7.

FY13 Program

Accomplishments:

Provided **2,564** children and family members with counseling and educational presentations through targeted school-based counseling services.

Naseau Reading Program

The **Naseau Reading Program** is a remedial reading program designed for elementary school students whose reading, spelling and comprehension skills are two or more levels below their current grade level. The after-school program provides one-on-one instruction to participants and has grown

from accommodating 20 students per year to as many as 36 in fiscal year 2012.

Instructors from surrounding private and public schools refer students to the program. The program’s high level of individualized attention enables children to dramatically improve their English

language and reading skills, thus eliminating a significant obstacle to their development into self-sufficient, productive adults.

Community Health Need:

Overall Health Status/Educational Deficiencies

Naseau Reading Program, cont.

Goal:

Improve reading level of remedial elementary students and remove a barrier to successful learning and future self-sufficiency.

Objectives:

Enroll 30 elementary students into the program.

Achieve a program graduation rate of 50% (15 of 30) within the school year.

Outcome Indicators:

Total Number of students enrolled

within the school year.

Total Number of students who graduate within the school year.

Percent of students who graduate from the program.

Collaborative Partners:

Marshall Elementary School; Roosevelt Elementary; Cesar Chavez Elementary; St. Emydius School; Will Rogers Elementary; Wilson Elementary; Tweedy Elementary; and Washington Elementary.

FY13 Program

Accomplishments:

30 students enrolled in the reading program (Objective = 30).

10 students successfully improved their reading comprehension to grade level and graduated.

33% graduation rate (Objective = 33%).



Central Services Technician Course

The 18-week **Central Service Technician Training Course** prepares individuals to become certified central service technicians. A number of students are SFMC associates working toward advancing their careers. Others are recently or soon-to-be unemployed individuals who have been affected by the economic downturn. Unemployment statistics available at the time of the Community Health Needs Assessment cited SFMC's service area unemployment rate at 10.5%, with the city of Compton at 14% unemployment. Programs such as the Central Service Technician can provide important skills training for new careers in health care.

The course conducted at SFMC is offered privately and taught by the manager of the SFMC Materials Management department. Students receive weekly classroom instruction and course work on standard precautions, safety, disinfection, and sterilization procedures of supplies and equipment that support surgery, obstetrics, emergency

services, and other patient care areas.

SFMC provides the facility and offers opportunities for on-the-job volunteer service hours, a requisite for course completion and certification. Students are required to complete and pass the course in order to attain certification; however, there is not a mechanism in place at this time to track students' success on the state certification exam.

Community Health Need:

Overall Health Status/Skills Deficiencies

Goal:

Provide educational growth and career ladder opportunities for adults who are currently in entry-level health care positions as well as those seeking job re-training due to a loss of employment resulting from the economic downturn.

Objectives:

Offer two 18-week Central Services Technician Course training sessions.

Enroll 100 students (50 students each session) in the training course.

Graduate 100% of enrolled students.

Place 5% of students into on-the-job volunteer training positions at SFMC.

Outcome Indicators:

Total number of students trained.

Collaborative Partners:

SFMC Manager of Materials Management; and SFMC Volunteer Services.

FY13 Program

Accomplishments:

2 18-week sessions completed (Objective = 2).

128 student enrolled (Objective = 100).

112 students (88%) graduated (Objective = 100%).

10 students (8%) placed in on-the-job volunteer training positions at SFMC.(Objective = 5%).

St. Francis Career College—A New Sponsor, A Shared Mission

Since 1988, St. Francis Medical Center has operated St. Francis Career College (SFCC). SFCC began as a single Vocational Nursing Class of 14 in 1988 and grew to become a nationally accredited educational institution today. It was established in direct response to educational deficiencies in the community, providing a robust academic curriculum complemented by comprehensive support services that helped to ensure students' success.

The Career Training Division has been dedicated to preparing socio- and economically-disadvantaged students for fulfilling careers in the health care field by providing value-based education in an empowering and nurturing environment.

SFCC's various Career Advancement Programs have been offering SFCC students, alumni, SFMC associates, and other prospective students the opportunity to pursue a Registered Nurse Associates Degree in collaboration with East Los Angeles College.

Unfortunately, over the past few years, SFCC has faced ongoing challenges with the high cost to subsidize its operations. The college worked hard to streamline ex-

penses and made notable gains; however, rising costs and decreasing resources required further evaluation of the college's ability to continue its programs. Following a prayerful and thorough discernment process, it was determined necessary to identify potential new collaborative sponsors to operate SFCC.

On July 1, 2013, American Career College (ACC) assumed sponsorship of SFCC. With values in alignment with St. Francis Medical Center's and dedicated to building on the program SFCC had established, ACC will continue to provide career training in the Lynwood community as American Career College at St. Francis (ACCSF).

It is through a shared commitment to the Mission of the Daughters of Charity that SFMC and ACCSF will navigate a new direction which will enable the Career College to continue to meet the needs of the community.

Over the course of its 25-year history, SFCC has graduated hundreds of students, placed them in rewarding health care positions, and put them on the path for successful and meaningful careers in the field of medicine.

Collaborative Partners:

East Los Angeles College; Daughters of Charity Foundation; South Bay Workforce Investment Board; HUB-Cities Workforce Investment Board; Western Governors University; and numerous employer partners.

FY 2013 Program Accomplishments

Note: No new cohorts were begun in FY13 in anticipation of the transition of sponsorship.

92% continuing students were enrolled in Career Training (67) and Career Advancement programs (25).

Vocational Nursing Program

92% retention rate of students enrolled in Vocational Nursing programs (57 of 62).

80% NCLEX Licensure Pass Rate.

76% Workforce Placement Rate (not including students pursuing further education).

LVN-RN Bridge Program

90% Retention Rate.

86% NCLEX Licensure Pass Rate on 1st attempt.

91% Workforce Placement Rate.

Footprints

Footprints reaches out to help disadvantaged children in the community. The program was created when it was discovered that children in surrounding neighborhoods were being turned away from school because they had no shoes. Children were also found to be wearing second-hand shoes and clothing that were in poor condition or ill-fitting. This impacted the children's self-esteem and self-confidence. Through Footprints, children and families receive properly fitting new shoes, new clothing and school uniforms, toiletries and food items.

The majority of families are referred to the program through SFMC's Health Benefits Resource Center. Personalized appointments are scheduled to ensure that families receive the time and attention necessary to select and try-on the

shoes and clothing that are needed.

This past year, the primary need has been for children's shoes; therefore, Footprints is directing its resources toward the purchase of footwear and scaling back its inventory of school uniforms, clothing, and toiletries. Footprints works with two shoe companies, which provide footwear at a discounted price for our program.

Community Health Need:

Overall Health Status/Poverty

Goal:

Improve families' ability to provide shoes so that children can attend school appropriately dressed. Proper attire fosters self-confidence and dignity, which can help supports academic achievement. This lays the foundation for self-direction, a future career, and self-

sufficiency.

Objectives:

Provide new shoes for students whose families cannot afford to buy appropriate footwear for school.

Provide services in a respectful environment.

Outcome Indicators:

Total number of children who are provided with new shoes.

Total number of shoes provided.

Collaborative Partners:

BMW Charity Ride; Payless Shoes; Skechers Shoes; and private donors.

FY 2013 Program Accomplishments

1,822 children served through Footprints.

1,782 pairs of new shoes distributed.



Meeting the Needs of Body, Mind, and Spirit

Going beyond the priority needs identified in the Community Needs Health Assessment, St. Francis Medical Center lives out its Mission by addressing the needs of body, mind, and spirit – those which make a person whole and help them to reach their full human potential.

Through specialized programs which will be continued as part of SFMC's outreach to the community, SFMC helps to foster healing of the spirit, education and empowerment, and a Vincentian heart for community service.



Vincentian Fund

In keeping with SFMC's commitment to meeting our patients' health care needs -- *body, mind, and spirit* -- many individuals are assisted each year through the **Vincen-tian Fund**, which provides resources outside of the clinical setting. Food, clothing, emergency housing, transportation, medications, and medical equipment are made available to patients and families in need. Funding is provided through philanthropic support.

FY 2013 Program Accomplishments

1,903 total people were assisted through the Vincentian Fund.

513 people received assistance with paying for prescriptions.

1 person was assisted with housing.

1 person was assisted with utility payment.

145 people were provided with critical medical equipment.

226 people received food vouchers and meal tickets.

597 people were provided with transportation or bus tokens.

115 people received items of clothing.

16 families were provided with burial assistance for loved ones.

80 people received other assistance to support basic living needs.

Spiritual Care Support Groups

Support Groups are offered by SFMC's Spiritual Care Services team, including Mothers of Aids Patients (MAP), Gabriel Support Group (Sudden Infant Death Syndrome), and Bereavement Support Group, in addition to post-traumatic spiritual counseling. Support groups facilitate emotional healing for patients and family members who are facing illness, working through recovery, or adapting to life changes following sickness, death, or traumatic ex-

perience. Financial assistance is also provided to community members in need of food, meals, transportation, fuel, and parking.

FY 2013 Program Accomplishments

3,718 people were assisted through Support Groups, Trauma Counseling, and financial assistance for basic needs.

337 people participated in Support Groups.

1,251 hours of Trauma Counseling

services were provided to **931** patients.

412 people received financial assistance with food, gas, transportation, parking, meals, and prescriptions.

Approximately **780** people were provided with funds to cover the cost of food.

Brown Bag Lunch Drive/Thanksgiving Baskets/Christmas Toy Drive

The **Brown Bag Lunch Drive** provides bagged lunches to homeless individuals in downtown Los Angeles. Bags are assembled by SFMC associates and include both a tuna and a peanut butter and jelly sandwich, chips, nuts, cookies, bottled water, and fresh fruit. The goal each year is to provide 500 lunches. Through the generous donations of associates, 585 lunches were assembled and delivered to Our Lady of Angels Church, the Cardinal Manning Center, and La Placita Church in Los Angeles for homeless individuals who receive assistance through these centers.

FY 2013 Program Accomplishments

585 lunches were donated, assembled, and distributed to organizations serving the homeless community in the Los Angeles area.

100% participation from every department within SFMC was achieved either through food and/or cash donations or time volunteered to collect, assemble, and deliver the lunches.



Thanksgiving Food Baskets are prepared and donated each year to low income families who do not have the financial resources to celebrate the holiday with a traditional Thanksgiving meal. The baskets include a store gift card for a fresh turkey and food items for a full family dinner. SFMC works with

local schools and the hospital staff to identify families in need. Families who received a basket were from the following local schools: Abbott, Helen Keller, Lincoln, Lindbergh, Lugo, Mark Twain, Roosevelt, Thurgood Marshall, Rosa Parks, St. Emydius, Washington, Will Rogers, and Wilson. Other food basket beneficiaries included families from SFMC Community Service Programs; St. Francis Career College; Naseau Reading Program; and Casa de Esperanza transitional housing; and referrals from SFMC Health Benefits Resource Center, Patient Financial Services, and Spiritual Care Services.



FY 2013 Program Accomplishments

106 families received baskets, with approximately 718 family members fed.

100% of SFMC departments donated food items.

20 St. Francis Career College students joined 6 Christian Awareness Committee members and volunteered their time to sort food items and assemble baskets.

The **Christmas Toy Drive** collects new toys and clothing for children of families with limited resources. The drive is coordinated by the SFMC Foundation. Donations are received from businesses, organizations, community members, and

SFMC physicians and associates. Last year, approximately 2,100 toys, gift cards, and items of clothing were collected and presented as Christmas gifts to patients and family members in the SFMC Community Clinics, Pediatrics, Emergency/Trauma Center, Behavioral Health Unit, Naseau Reading Program, Footprints program, and Casa de Esperanza transitional housing; families of students attending Mother of Sorrows School in Los Angeles, Lugo Elementary School in Lynwood, and St. Francis Career College; and to families and community members in need residing in Lynwood, Compton, Watts, and South Central LA, as identified by Spiritual Care Services, SFMC Foundation, SFMC Health Benefits Resource Center, and Healthy Community Initiatives.

Collaborative Partners:

George Colman and the Law Offices of Stephenson, Acquisto & Colman; SFMC Laboratory; SFMC Labor and Delivery; Janney Sinclair; Lisa Cameron; Alexander Imports; Michael Stephen, MD; Los Angeles International Church of Christ; Andy Moosa, MD; George Quintero; RBB Architects Inc.; Wells Fargo; Bill Haddad (Compsec); Garth Flint (Beacon Point Advisors); and SFMC associates.

FY 2013 Program Accomplishments

Received more than **2,100** new toys, gift cards, and items of clothing for children and teens in the community.

Distributed toys and gifts to more than **800** children and **250** families.

The Prom Dress Project



The Prom is a highlight of high school, but the costs associated with this special occasion can make it out of reach for some students. Now in its second year, **The Prom Dress Project** gives teenage girls the opportunity to enjoy a full Prom Day experience.

Sponsored by the St. Francis Medical Center Foundation, The Prom Dress Project provides dresses, shoes, and accessories at no cost to young Southeast Los Angeles women so that they can attend important high school events, like prom and graduation, and be fully involved in their educational milestones. In doing so, the girls gain confidence and self-worth and are empowered with a sense of self-determination in the future.



This year, the project was expanded to offer both young women *and* men free prom fashions as well as business

attire that is appropriate for a college or employment interview.

The Prom Dress Distribution takes place in spring, before Prom and Graduation season. The hospital auditorium is transformed into a

Prom Dress Boutique filled with contemporary, age-appropriate evening fashions, where more than three hundred students signed up last year to participate. To ensure a private, respectful setting, individualized appointments were made for each student, giving her or him the time needed to make clothing and shoe selections and to work with a mentor and make-up



consultant.

All of the dresses, suits, accessories, and cosmetics are donated by friends and supporters of the St. Francis Medical Center Foundation, hospital employees, local businesses, and area residents.

Community support is also extensive, and the Project has had a galvanizing effect on donors and volunteers. This is highlighted by the special group of women and men who give their time to individually help each young woman or man find a dress, suit, and accessories that will make her or him feel special, confident and self-assured.

“We call our volunteers Fairy Godparents because of the support, encouragement, and guidance they provide to these young women and men,” stated Grace Mendez, SFMC Foundation Associate Director, Special Events. “For many of us, this project is very personal because of our own high school experience,” Mendez continued. “I did not go to

my prom because I couldn’t afford a dress.”

SFMC believes every student should have the opportunity to attend the prom, and all of the volunteers feel honored to work with the community’s young women and men who show so much initiative in joining the hospital in this project.

Collaborative Partners:

SFMC Foundation; SFMC associates; SFMC medical staff; George Colman and the Law Offices of Stephenson, Acquisto & Colman; Sean Perrone and Kaplan/Perrone Entertainment; Littler Mendelson P.C.; Downey Chamber of Commerce; MOMS Club International of Seal Beach; and other service organizations, businesses, and community members.

FY13 Program Accomplishments

More than **350** local high school students were provided with prom, graduation, and business/college interview attire.



Volunteer Services

The Volunteer Services Program delivers orientation, training and supervision for volunteers to support SFMC's day-to-day operations. The program benefits student volunteers by introducing them to future health care careers and providing job skills training as they bring administrative and customer service support to the hospital. The program also helps students fulfill community service hours required for high school graduation.

Adult and senior volunteers benefit

from interpersonal interaction that supports their mental, emotional, and spiritual well-being while they contribute their talent and experience to various programs and departments. While imparting and improving customer service and support service skills, the Volunteer Services Program also enhances service delivery to patients, patients' families, visitors, and SFMC associates.

Collaborative Partners:

Retired Seniors Volunteer Program (RSVP); Senior Community Service Employment Program (SER Jobs for Progress); SFMC Central Services Technician Course; and local schools.

FY 2013 Program Accomplishments

548 volunteers supported more than **60** departments.

More than **37,737** volunteer service hours were logged.

COPE Clinical Care Extender Internship

Initiated in 2010, the **COPE Clinical Care Extender Internship** program provides training to young, bright and motivated student health professionals from area colleges, universities, and trade schools. The program builds and sustains a competent workforce that is committed to the care of the community and reflects the community's culture and demographics. The students gain valuable work experience as they support SFMC's patient care, ancillary, and support services. In 2011, collaborative

partnerships were expanded to educational institutions nationwide.

Collaborative Partners:

COPE Health Solutions; USC; UC Berkeley; UCLA; UC Irvine; UC Riverside; Cal State LA; Cal State Dominguez Hills; Cal State Long Beach; Mt. Saint Mary's; Drew University; Cerritos College; Long Beach Community College; Compton College; LA Trade Tech; New York University; Amherst; Cornell; and Columbia.

FY 2013 Program Accomplishments

523 health care interns supported more than **23** clinical care and ancillary and support services.



Vincentian Service Corps (VSC)

Initiated in fiscal year 2004, the **Vincentian Service Corps** volunteer program places recent college graduates for one year into organizations throughout the nation that provide services to the poor and underserved. SFMC piloted the program with two volunteers in the first year. Volunteers' training and

interests are matched with needs throughout the medical center, and they are then assigned to clinical, community services, and ancillary services departments.

Collaborative Partners:

Vincentian Services Corps West.

FY 2013 Program Accomplishments

3 VSC volunteers served as an RN in the Family Life Center; an EMT in the Emergency Department, and a Community Affairs Intern in the Community Affairs Department.

Paramedic Training and Education

Paramedic Training and Education is provided to SFMC mobile intensive care nurses (MICN) as part of the Emergency Department's pre-hospital care coordination. This training is open to MICNs, paramedics, and Emergency Medical Technicians (EMT) throughout the community to ensure consistent delivery of the highest standards of quality care by health care professionals. Training and education includes Emergency Medical Services updates, field care

audits, paramedic base station updates, and CPR review. The program enables health care first responders the opportunity to complete required education hours for license renewal.

Collaborative Partners:

LA County Fire Dept.; LA City Fire Dept.; Bowers Ambulance; Downey Fire Dept.; Montebello Fire Dept.; American Medical Response; Priority One Medical Transport; and Schaefer Ambulance Service.

FY 2013 Program Accomplishments

218 total non-SFMC participants from area fire stations and ambulance companies received training and education.



Critical Care Symposium

The **Critical Care Symposium** is offered annually to the community's health care providers and addresses specific topics affecting health care delivery in the critical care environment. The symposium provides doctors, nurses, and ancillary and support staff the opportunity to network with colleagues from other hospitals and organizations, and to share ideas and best practices that support and improve care for the critically-ill patient.

Last year, the symposium addressed current trends in Surgical Critical Care; caring for Obstetrical Emergencies in the ICU; Cardiac Advances; Value-Based Purchasing; and Accountability and Teamwork.

Collaborative Partners:

SFMC Trauma and Critical Care Teams and Education Department; and local health care companies.

FY 2013 Program Accomplishments

244 total participants from **38** area health care organizations, including **146** non-SFMC associates.



Continuing Medical Education

SFMC's **Atrial Fibrillation Continuing Medical Education (CME)** program presented best practices and the interaction between disciplines as associated with the care of Atrial Fibrillation and how teams can collectively work to improve patient outcomes. Physicians specializing in Primary Care, Internal Medicine, Family Practice, Cardiology, and Emergency Medicine, Pharmacists, and Registered

Nurses were the target audience.

The CME was funded through an educational grant from Bristol-Myers Squibb/Pfizer Pharmaceuticals Partnership to the Team-A Collaborative to support activities that improve the treatment of patients with Atrial Fibrillation.

Collaborative Partners:

Physicians' Institute for Excellence in Medicine; Team-A; Anantjit

Singh, MD; Christopher Ho, MD; Peter Ty, Pharm.D., Ceonne Houston-Raasikh, RN, DNPc, CPHQ, NEO-BC; and Marlene Vanleeuwen, RN.

FY13 Program Accomplishments:

92 health care professionals from the Southern California region participated.

School and Community Tours

Throughout the year, St. Francis Medical Center receives requests from various schools and community organizations for tours of the hospital. The Community Affairs Department and the SFMC Foundation respond to these requests and coordinate tours that educate students and community members on the functions of various departments and the roles of the doctors, nurses, and staff members in each unit. The tours also introduce students to a variety of health care career options. Tour groups have included elementary school groups, high school health and safety classes, international medical students, girl and boy scout troops, and girls and boys clubs.

Last year, SFMC hosted school and community tours for Notre Dame University—Urban Plunge Program students (South Bend, IN), Firebaugh High School in Lynwood, and Hosler Middle School in Lynwood.

Students from all of these schools were part of community service programs. Students involved in Notre Dame's Urban Plunge sought to experience first hand the challenges faced by marginalized communities through this intensive social responsibility program. Firebaugh High School students were members of the Button Club, who raised \$511.05 through the sale of handmade Breast Cancer Awareness promotional buttons. The members

donated the earnings to help fund 3D mammograms for women who could not afford breast cancer screenings. Hosler Middle School students collected and donated new toys to the SFMC Christmas Toy Drive for families in need. The tours gave students the opportunity to see how their volunteer service and donations would benefit individuals and families within the community.

FY 2013 Program Accomplishments

54 middle school, high school, and college students toured 6 hospital departments and learned how the SFMC Mission responds to patients' and the community's health care needs.



Community Board Participation

Community Board Participation encompasses SFMC representation on boards of community agencies and organizations. Through the ongoing collaboration of SFMC with organizations which share a commitment to meeting the community's health care needs and to addressing the issues that affect overall health and well-being, resources are strengthened and best practices are optimized resulting in outreach programs with the greatest positive

impact. More than 186 hours were dedicated to serving on boards, chambers, and service agencies/organizations.

Collaborative Partners:

Service Planning Area 7; Compton Task Force; the Huntington Park Chamber of Commerce; LA Immunization; Compton Collaborative; and Compton Alumni Board of Directors.

FY 2013 Program Accomplishments

186 hours were dedicated to serving on boards, chambers, and service agencies/organizations

Community Benefit Planning and Reporting

Community Benefit Planning and Reporting includes staff and staff time dedicated to planning and reporting the organization's community benefit programs and to facilitating the triennial Community Health Needs Assessment.

Community benefit program directors and community affairs staff use tracking software and the SFMC Community Health Needs Assessment and other service area

data to support the monitoring and development of community benefit programs.

More than 268 hours of planning and reporting were completed.

Collaborative Partners:

More than 26 SFMC departments and directors who facilitate the hospital's community benefit programs.

FY 2013 Program Accomplishments

Dedicated more than **268** hours to planning and reporting SFMC's community benefit programs and to coordinating the 2013 Community Health Needs Assessment.

Foundation Support of Community Benefit Programs

The SFMC Foundation supports community benefit programs and services offered by SFMC through grant applications and other fundraising special events/projects, and the securing of major gifts from corporations and individuals. Key foundation staff and activities are dedicated to securing funding for community benefit programs.

Collaborative Partners:

Daughters of Charity Foundation; Carrie Estelle Doheny Foundation; California Community Foundation; RGK Foundation; First 5 LA, Anthem Blue Cross Foundation; AETNA Foundation; Pfizer Foundation; Variety Tent 25—The Children's Charity of Southern California in partnership with the Will

Rogers Institute; Wells Fargo, CVS, Carl E. Wynn Foundation, Union Pacific, City of Paramount; LA County Department of Health Services, and private donors.

FY 2013 Program Accomplishments

More than \$4.2 million raised by the Foundation in support of community benefit programs.

Community Benefit Report Summary—Fiscal Year 2013

	Persons Served	Total Comm Benefit \$	Direct Offsetting Revenue \$	Net Community Benefit \$
Benefits for Persons Living in Poverty				
Traditional Charity Care	11,161	25,985,372	- - -	25,985,372
Unpaid Costs of Public Programs (MediCaid)	72,680	196,972,691	(180,285,412)	16,687,279
Community Health Improvement Services	64,999	3,408,996	- - -	3,408,996
Health Professions Education	92	1,486,843	---	1,486,843
Subsidized Health Services	-	8,837,578	---	8,837,578
Financial & In-Kind Contributions	3,303	8,937	---	8,937
Community Building Activities	578	175,563	---	175,563
Benefits for Broader Community				
Health Professions Education	1,121	276,969	---	276,969
Financial & In-Kind Contributions	---	27,921	---	27,921
Community Building Activities	12	9,570	---	9,570
Community Benefit Operations	-	946,223	---	946,223
Total Benefits				
Total	153,946	238,136,663	(180,285,412)	57,851,251
Unpaid Costs of Medicare	35,707	91,931,531	(83,606,516)	8,325,015
Total with Medicare	189,653	330,068,194	(263,891,928)	66,176,266



St. Francis Medical Center
3630 E. Imperial Highway
Lynwood, CA 90262
(310) 900-8900
stfrancismedicalcenter.org

Community Benefit Plan and Update

St. Francis Medical Center's (SFMC) Community Benefit Plan and Update is developed in conjunction with SFMC's strategic planning process that is based on the Community Health Needs Assessment, organizational capacity, and resource allocation. Reports on community benefit activities and outcomes are provided by managers and directors responsible for specific community benefit programs.

Quarterly reports are presented to the SFMC Board of Directors and Daughters of Charity Health System corporate offices. An annual update summarizing the fiscal year's community benefit programs is prepared and presented to the SFMC Board of Directors.

The annual update is made available to medical center leadership, the medical staff, key stakeholders, DCHS, and the community through the medical center's website at stfrancismedicalcenter.org. The annual Community Benefit Plan and Update is presented to the California Office of Statewide Health Planning and Development, in accordance with SB697.

