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MEDICAL CENTER
our mission is life

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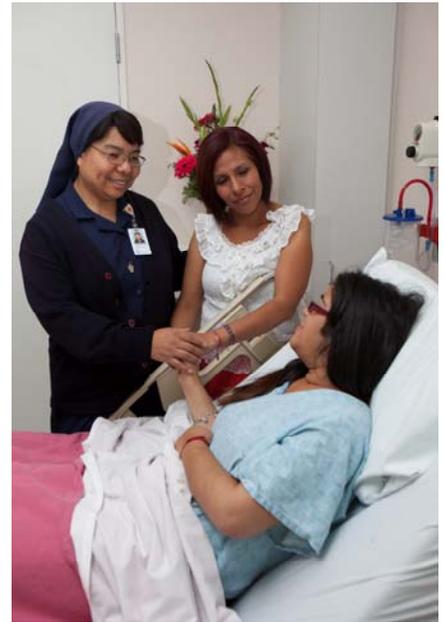
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Community Benefit Plan 2015

Including: Fiscal Year 2014 Update





St. Francis Medical Center Community Benefit Plan 2015

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

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

Sister Joyce Weller, DC
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A Message to the Community from the President and Chief Executive Officer

For more than 380 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 2015 is on the pages that follow, along with a summary of our fiscal year 2014 community benefit activities and achievements. We are pleased to report that more than 317,000 children and adults benefited from charitable services provided by St. Francis Medical Center last year, totaling more than \$85 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

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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 18,777 inpatient admissions last year and 184,703 outpatient visits, SFMC operates 4 community-based health clinics and one of the largest and busiest private emergency trauma centers in Los Angeles County. Our Family Life Center delivered 5,102 babies this past year,

456 of whom were cared for in the state-of-the-art Neonatal Intensive Care Unit. Our Heart and Vascular Center, Maternal-Child Health Program, Imaging Services, Behavioral Health and Wound Care facilities offer comprehensive services to the community. This past year, SFMC was proud to attain designation as an approved Primary Stroke Center and an approved STEMI Receiving Center for Los Angeles County, filling a major gap in these critical services in Southeast Los Angeles.



In addition to our 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. SFMC's ultimate goal is to dramatically improve the health of the community.

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 households speak Spanish.

Education: 52.0% of the primary



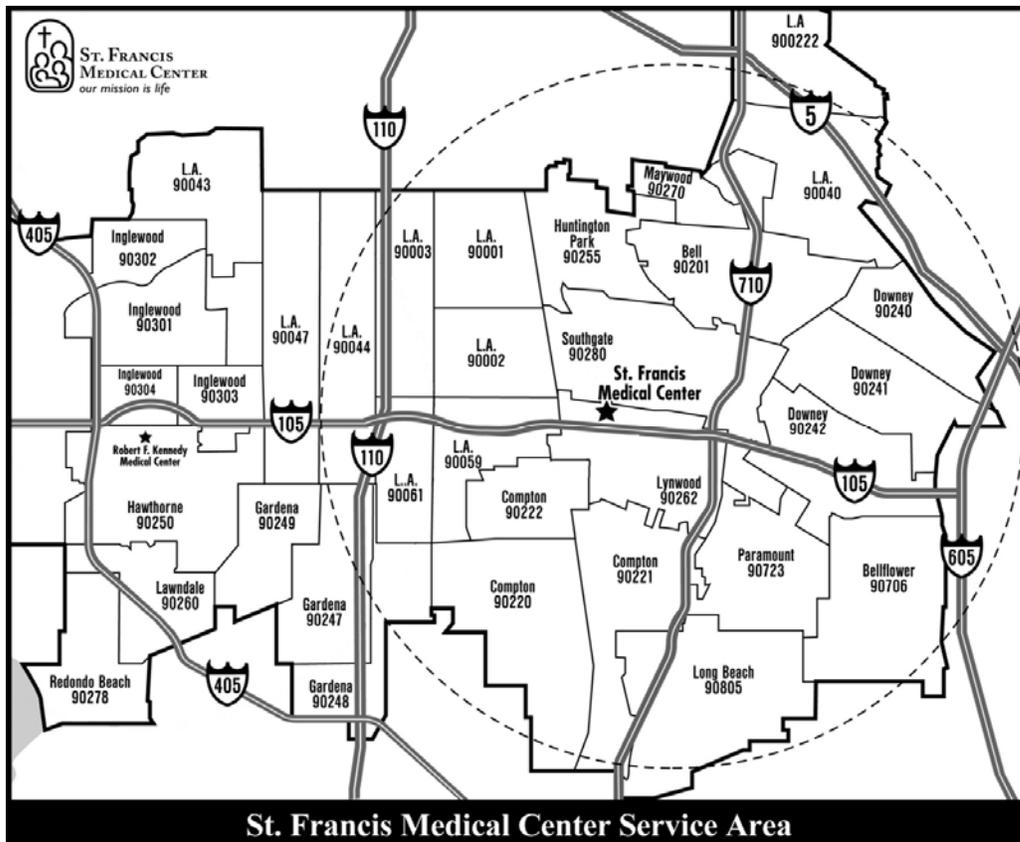
service area did not complete high school.

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.

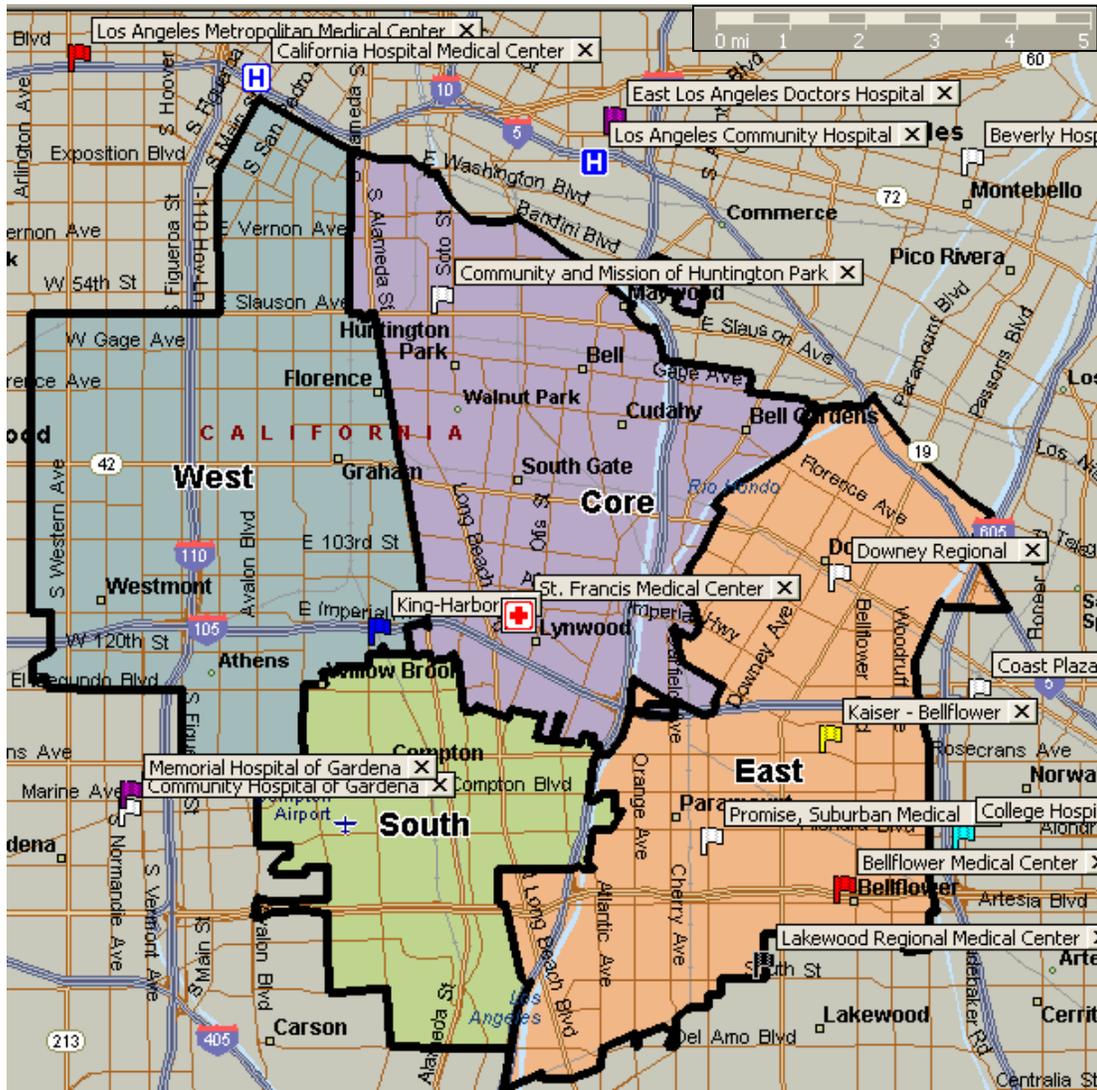
Payor Mix: 74% of reimbursements for health care services are derived from Medi-Cal, Medicare, and Los Angeles County.

Our Service Area



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

Hospitals Within the Surrounding Service Area



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. The new Martin Luther King, Jr. Community Hospital is scheduled to open in 2015 under new leadership. SFMC will continue to work collaboratively with the County of Los Angeles to ensure critical health care needs are met.

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 targeted 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 characteristics 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.

County of Los Angeles SPAs

SPA 6: Athens, Compton, Crenshaw, Florence, Hyde Park, Lynwood, Paramount, and Watts.

SPA 7: Artesia, Bell, Bellflower, Bell Gardens, Cerritos, City of Commerce, City Terrace, Cudahy, Downey, East Los Angeles, Hawaiian Gardens, Huntington Park, La Habra Heights, Lakewood, La Mirada, Los Nietos, Maywood, Montebello, Norwalk, Pico Rivera, Santa Fe Springs, Signal Hill, South Gate, Vernon, Walnut Park, Whittier, and others.

SPA 8: Athens, Avalon, Carson, Catalina Island, El Segundo, Gardena, Harbor City, Hawthorne, Inglewood, Lawndale, Lennox, Long Beach*, Hermosa Beach, Manhattan Beach, Palos Verdes Estates, Rancho Dominguez, Rancho Palos Verdes, Redondo Beach, Rolling Hills, Rolling Hills Estates, San Pedro, Wilmington, and others.

* City of Long Beach has its own Health Department

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 also 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 projec-

tions 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, 74% 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 lim-

ited 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.

SFMC’s response included its participation in HealthFirst!, an integrated outreach program with the Daughters of Charity Health System hospitals to reach and educate more than 99,000 individuals in Los Angeles, San Mateo, and Santa Clara Counties about the Affordable Care Act and Covered California, the state’s health benefit exchange, from July 1, 2013 through

December 2014. HealthFirst! was funded through a \$750,000 grant from Covered CA. SFMC was one of the first organizations to receive Covered CA funding.

SFMC also received designation as a Certified Enrollment Entity. Its specially-trained Certified Enrollment Counselors in its Health Benefits Resource Center assist individuals with the Covered CA enrollment process.



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. With the roll-out of the Affordable Care Act this past year, a decrease in the number of uninsured is anticipated.

In SPAs 6 and 7, leading causes

of death from 2000 to 2009 are:

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

What the Data Says, cont.

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.

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 significantly 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 2015. 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.

A key consideration in the continuation of the hospital's outreach programs in 2015 is the impending sale of Daughters of Charity Health System, of which SFMC is a member, due to ongoing financial challenges. It is with hope that a new owner will also commit the resources necessary to maintain essential programs that respond to community needs.



Priority Needs Addressed By SFMC

In 2015, 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 2015 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. Cessation of 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 health and social 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 2015 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.

FY 2015 Goal: Health Care Access

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

FY 2015 Objectives:

Complete 7,200 one-on one Health Eligibility Screenings with families.

Complete 2,600 new health-related applications for medical coverage and submit to designated health program administrator.

Complete 480 re-certifications of health-related applications and

submit to designated health program administrator.

Maintain 95% approval rate for Medi-Cal applications.

FY2015 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).

FY 2015 Objectives:

Complete 2,500 one-on-one CalFresh Eligibility Screenings with families.

Complete 792 new CalFresh applications for CalFresh benefits and submit to designated program administrator.

Complete 168 re-certifications for CalFresh-related applications and submit to designated program administrator.

Maintain 85% approval rate for CalFresh applications.

Health Benefits Resource Center, cont.



FY 2015 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.

FY 2015 Objectives:

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

Transition 75% of uninsured inpatients processed by HBRC to health care coverage.

Transition 85% of self-pay outpatients processed by HBRC to health care coverage.

FY 2015 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.

FY 2015 Objectives:

Refer 4,320 uninsured adults to government and/or private safety net medical providers - Local County Ability to Pay; Outpatient Re-

duced 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, Footprints shoe and clothing program.

FY 2015 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.

FY 2015 Objectives:

Assist 900 families with finding a physician for their medical needs and/or change physician through primary care change form.

FY 2015 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.

FY 2015 Objectives:

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

Screen callers for needs and refer

and register 2,400 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: Specialized wellness programs and dinners for seniors.

Healthy Community Initiatives: Community health fairs and special events.

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

Right to Health workshops.

FY 2015 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.

FY 2015 Objectives:

Distribute 784 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.

Health Benefits Resource Center, cont.

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 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.

FY 2014 Program Accomplishments:

Health Care Access

10,699 Health Eligibility Screenings conducted with families. (Objective = 5,800)

Exceeded goal by 4,899 due to the expansion of the Affordable Care Act (ACA).

2,870 Health-related applications for medical coverage completed and submitted to designated health program administrator. (Objective: = 2,340)

Exceeded goal by 530 due to the expansion of the ACA.

473 Re-certifications of health-related applications completed and submitted. (Objective = 600)

Did not meet goal due to roll-out of ACA and Dept. of Public Social Services computer issues, resulting in 4-5 month delay in processing.

97% Medi-Cal Application Approval Rate achieved. (Objective = 95%)

HBRC was able to exceed goal through excellent partnership with LA County.

CalFresh Program Access

2,800 CalFresh Eligibility Screenings conducted with families. (Objective = 2,200)

Exceeded goal by 600 due to ACA providing new education opportunities.

794 New CalFresh Applications completed and submitted to program administrator. (Objective = 780)

174 Re-certifications for CalFresh applications completed and submitted. (Objective = 150)

89% CalFresh Application Approval Rate achieved. (Objective = 85%)

HBRC was able to exceed goal through excellent partnership with LA County.

Uninsured Conversion to Coverage

100% of patients referred to HBRC were contacted and screened for available health care options. (Objective = 100%)

75% of uninsured inpatients referred to HBRC were converted to a health plan. (Objective = 75%)

85% of uninsured outpatients referred to HBRC were converted to a health plan. (Objective = 85%)

Social Resources

4,634 "Uninsurable" adults referred to government and/or private safety net medical providers including Local County Ability to Pay; Outpatient Reduced Simplified Application (ORSA), Public Private Partnership (PPP), and

Prescription Program Assistance (PPA). Families also referred to programs for immediate needs such as 211 Information Line, food banks, housing emergency shelters, So. Cal Edison, legal services, Footprints shoe and clothing program. (Objective = 4,100)

Exceeded goal by 534 due to expansion of the ACA.

Physician Referral

898 Physician Referrals completed to link client to a medical home or physician provider. (Objective = 1,000)

Did not meet goal due to ACA limiting options to a Covered CA health plan.

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

100% of incoming call to HBRC were answered during hours of operation. (Objective = 100%)

42,996 Incoming Callers were referred and/or registered to appropriate resource, including SFMC physician; Sweet Beginnings Baby Shower, Maternity Tour, and Childbirth Classes; Footprints shoe and clothing program; SeniorCircle wellness program; Healthy Community Initiatives health fairs and special events; Right to Health Project workshops; community educa-



Health Benefits Resource Center, cont.

tion classes; and Vida Sana community wellness events. (Objective = 18,000)

Exceeded goal by 24,996, with all incoming calls during HBRC business hours screened and appropriately referred/registered.

Daughters of Charity and Private School Outreach; Community Outreach

233 Community Outreach Events attended by HBRC to increase awareness of HBRC services and promote collaborative partnerships. (Objective = 100)

Exceeded goal by 133 due to Covered CA grants requiring outreach education as part of scope of work.

90% HBRC participation in scheduled parent meetings and school events. (Objective = 90%)

Met goal and educated 437 people on HBRC programs and services.

Covered California



As part of St. Francis Medical Center's efforts to improve health care access, 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) in July 2013. The \$750,000 grant enabled St. Francis Medical Center to work collaboratively with Covered California to provide culturally and linguistically relevant outreach to millions of Californians who became 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 have been part of an

integrated program with member hospitals of DCHS. The system-wide project known as *HealthFirst!* partnered 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! utilized 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. Using certified, trained Promotoras, or Community Health Educators, who were from the local area and had a connection to residents, the program reached out to individuals and families through their work, faith-based organizations, schools, community meetings and events, and popular locations for shopping and recreation. Certified staff provided and continue to provide outreach and education to individuals.

Through this collaboration with Covered California, St. Francis Medical Center has increased the number of residents with health

insurance, with the goal of improving the quality of health care, reducing health care coverage costs, and ensuring the region's diverse community has fair and equal access to quality health coverage.

In an underserved community where many people face significant challenges, including limited English proficiency and lack of health insurance coverage or loss of coverage due to loss of work, this grant has given SFMC the opportunity to reach out to these individuals and include them in the important health care conversation that helped to lead them to make an informed health plan choice for themselves and their family.

To provide eligible individuals with a full continuum of support, SFMC's Health Benefits Resource Center applied for and was approved as a Covered CA Certified Enrollment Entity. The certification enabled HBRC staff to undergo specialized training to become Certified Enrollment Counselors. As HBRC's FY 2014 achievements show on the previous page, through our participation with Covered CA, our Certified Enrollment Counselors have been able to link more individuals and families to expand-

Covered California, cont.

ed health and social service resources.

Special Recognition

This past year, Covered CA executive director Peter Lee recognized SFMC as one of Covered CA's best collaborators at its March 13, 2014 Olvera Street Community Rally to encourage enrollment.

In May 2014 at the Covered CA regional meeting hosted at SFMC, the office of California Assembly Member Anthony Rendon presented a Certificate of Recognition to St. Francis Medical Center and the hospital's Health Benefits Resource Center for contributing to the success of Covered CA's outreach, education, and enrollment.

As the initial grant concludes in December 2014, SFMC was awarded a new Navigator Grant through Covered CA for the period of October 2014 through June 2015 to

facilitate health benefit enrollment in year 2 of the Affordable Care Act.

Community Health Need:

Access to Health Care and Overall Health Improvement.

FY 2015 Goal:

Increase awareness and understanding of the Affordable Care Act and its health care options and assist eligible community members to enroll.

FY 2015 Objectives:

Assist 350 individuals to successfully enroll into a Covered CA health insurance plan.

Outcome Indicators:

Number of people approved for enrollment into a Covered CA plan.

Collaborative Partners:

Covered California.

FY 2014 Program

Accomplishments:

183 community events attended. (Objective = 254) Note: Continued outreach events are scheduled through Dec. 2014.

9,304 people served through outreach activities. (Objective = 5,260)

16,142 people received Covered CA education. (Objective = 12,775)

25,446 people reached through Covered CA outreach and education. (Objective = 18,035)



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 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 asth-

ma 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.

FY 2015 Goal:

Improve health care outcomes for low-income families.

FY 2015 Objective:

Provide legal support services to 200 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.

FY 2014 Program

Accomplishments:

209 individuals were provided with legal support services. (Objective: 230)

6,218 people were educated on the Right to Health Project, and **244** people received a one-on-one meeting with the attorney.

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 family practice 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.

This past year, in an effort to optimize clinic operations and service to the community, SFMC Administration, in collaboration with the Clinic medical leadership and management teams and Daughters of Charity Health System (DCHS), determined that new sponsorship of our community health centers would best serve to facilitate enhanced clinic efficiencies and provide the organizational structure necessary to ensure ongoing access to community-based care.

SFMC launched a formal search for health care providers with established clinic networks, a commitment to community-based access, and values in alignment with our own. Following an extensive dis-

cernment process, SFMC entered into two separate agreements. The first was with St. John's Well Child and Family Center, which assumed ownership of our Leavey Obstetrical clinic services here on our Lynwood campus. The second was with Daughters of Charity Health System Medical Foundation (DCHSMF). DCHSMF plans to assume ownership of our community health clinics in Huntington Park, Downey, and Compton, as well as our family practice/peds clinic and our Industrial Medicine and Wound Care clinics on our Lynwood campus.

Both St. John's Well Child and Family Center and DCHSMF share a commitment with St. Francis to providing quality, compassionate service and access to care, and to meeting patients' needs -- body, mind, and spirit. St. John's Well Child and Family Center is a non-profit network of Federally Qualified Health Centers and school-based clinics serving Central and South Los Angeles and Compton, providing comprehensive health care along with support services that address educational, socioeconomic, and mental health concerns. DCHSMF is a patient-centered care delivery model that optimizes access and the provision of high quality, integrated care through affiliation and partnership with physicians and medical groups closely aligned with DCHS hospitals and DCHS Medical Foundation clinics and facilities in Northern and Southern California.

Patients will continue to receive the same level of care and access to our hospital's services as before.

Community Need:

Access to Health Care and Overall Health Improvement.

FY 2015 Goal:

Increase the community's access to primary health care services.

FY 2015 Objectives: (Pending transition of sponsorship to DCHSMF)

Provide clinic health care services to 11,000 individuals.

Provide family practice health care services to 4,000 adults.

Provide pediatric services to 6,700 children.

Outcome Indicators:

Number of patients provided health care access through the SFMC community clinics.

Number of adults and children provided clinic services.

Percentage of patients linked to a primary care physician.

Collaborative Partners:

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

FY 2014 Program Accomplishments:

39,254 Total patient visits.

11,950 Total number of patients served. (Objective = 12,000)

4,187 Family practice patients received care. (Objective = 4,500)

6,978 Pediatric patients served. (Objective = 7,500)

785 OB Patients were provided with health care services. (Objective = 800)

South Los Angeles Access to Care



South Los Angeles Access to Care is funded through a LA County Department of Health Services (DHS) grant. The 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

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

Prescription vouchers

Diagnostic radiology

Senior services

Community Health Need:

Access to Health Care and Overall Health Improvement.

FY 2015 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.

FY 2015 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.

Provide services to 2,000 people annually.

Note: The grant funding period is

through June 30, 2015 or until Martin Luther King, Jr. Community Hospital in South Los Angeles re-opens, therefore, the target number of people served in 2015 will decrease to 1,000 or less.

Outcome Indicators:

As specified in the grant, 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.

FY 2014 Program Accomplishments:

1,456 people received essential primary care services at no cost through the SFMC Compton Community Health Clinic.

The number of people served in FY14 was 175 people less than in FY13. In an effort to increase awareness of grant services during the year, the program manager ran low cost local newspaper ads and, with the approval of the grant funder, also made available covered health services to eligible patients through SFMC's Huntington Park and Downey Community Health Clinics. As outlined in the grant, only low income residents who resided in specified South Los Angeles communities qualified for benefits under the grant.

Welcome Baby



Initiated through a grant from First 5 LA in 2013, **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 ba-

by'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.

St. Francis has partnered with SHIELDS for Families, to provide hospital and home-based services to participating Welcome Baby patients. Serving more than 7,000 families each year, SHIELDS is a nonprofit organization that provides culturally sensitive, comprehensive services for high-risk families in South Los Angeles.

Due to the program's success, St. Francis Medical Center was awarded additional grant funding from First 5 LA to continue the Year 3 implementation of its "Welcome Baby" initiative.

In celebration of St. Francis Medical Center's program achievements, First 5 LA hosted an event on Sept. 2, 2014 at the medical center to promote awareness of the Welcome Baby/Intensive Home Visitation program among elected officials and community leaders.

Congresswoman Lucille Roybal-Allard D-Calif (40th CD) and Assemblyman Anthony Rendon (D-Lakewood) were among the

program participants.

Community Health Need:

Access to Health Care and Health Education.

FY 2015 Goal:

Improve access to primary health prevention, parent education, and linkage to social services for St. Francis Medical Center's maternity patients.



FY 2015 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.

Educate 1,500 moms and families about Welcome Baby services and provide opportunity to enroll.

Welcome Baby, cont.

Of the 1,500 enrolled participants, complete the following:

Provide 80% of moms with a nurse home visit.

Ensure 80% of parents schedule a pediatric well-baby visit within two weeks of birth.

Connect 80% to local food resources.

Provide 80% with a home safety and security screening.

Provide lactation education and support so that 80% of moms initiate breast-feeding at the hospital.

Ensure 80% of parents schedule a two-month well-baby visit.

Connect 30% to the First 5 LA Select Home Visitation Program.

Facilitate medical home link and health care coverage for 80% of babies within 9 months of birth.

Outcome Indicators:

Number of expectant mothers enrolled into the program and

percentage achieving measurable outcomes listed above.

The objectives are measured quarterly and monitored by the program director.

Collaborative Partners:

First 5 LA; SHIELDS for Families.

FY 2014 Program

Accomplishments:

500 moms were served through Welcome Baby.

90% of these moms received a nurse home visit.

92% received home safety and security screening and received baby-proofing and other resources to improve home safety.

97% of eligible infants were enrolled in Medi-Cal within two months of birth.

97% of babies had an appointment with their pediatrician for their two-month well-baby visit.



100% of babies had a medical home and health care coverage by their nine-month Welcome Baby visit.

100% of mothers were screened for depression at every engagement point.

69 cribs were provided to families through our Health Benefits Resource Center.

(FY 2014 Objective = 80% of participants provided with services)

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 who may need transportation for court appearances or following discharge from the hospital.

Community Health Need:

Access to Health Care and Overall Health Improvement.

FY 2015 Goal:

Improve health care outcomes by enabling patients who lack the resources for reliable transportation to keep scheduled health screenings, treatment, and court appearances, and after discharge.

FY 2015 Objectives:

Provide free transportation services to 2,000 low income individuals.

Outcome Indicators:

Total number of patients assisted with transportation services.

Collaborative Partners:

Fiesta Taxi.

FY 2014 Program

Accomplishments:

2,315 total patients provided transportation services for outpatient care at SFMC, and for transportation to LA County court appointments and transportation following discharge from the hospital for Behavioral Health inpatients. (FY 2014 Objective = 3,500)

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.

The Daughters of Charity Foundation provided subsidies to SFMC to cover these expenses.

Community Health Need:

Access to Health Care.

FY 2015 Goal:

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

FY 2015 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 FY14, **1,659** patients benefited from Indigent Care funding.

Note: In FY13, 1,801 patients benefited from Indigent Care funding. The assumption is that the decrease is due to the implementation of the Affordable Care Act and more individuals qualifying for health care coverage.

Through SFMC's and DCHS' ongoing advocacy efforts, the hospital will continue to promote 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 **FY14**, SFMC provided **11,131** people with **\$13.4 million** in **Charity Care**. The medical center experienced a decrease in overall Charity Care, which we believe is due to more people becoming eligible for Medi-Cal and health insurance coverage under the Affordable Care Act. SFMC anticipates a further decrease in FY15 as the second year

of the ACA rolls out and previously uninsured individuals are enrolled into Covered California health plans.

St. Francis Medical Center continues to serve a substantial number of patients who are insured through **Medi-Cal**. In fact, in FY 2014 SFMC served **109,201** Medi-Cal patients and provided **\$43.6 million** in unreimbursed health care. This is compared to FY 2013 during which we served 72,680 people with an unreimbursed cost of \$16.6 million. Again, previously uninsured individuals became eligible for Medi-Cal under the ACA. Reimbursement rates are variable and typically do not cover the full cost of services provided.

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 2014 Program Accomplishments of Emergency, Trauma, and Family Life Center:

78,953 patients were treated in the Emergency Department.

21,298 (27%) of the Emergency patients were children.

2,206 Trauma patients were treated.

20,624 Paramedic Runs were coordinated with 33 paramedic squads.

5,102 babies were born in the Family Life Center.

456 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/Vida Sana Community Wellness

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 four 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 fac-

tors, 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 insurance coverage, and racial and ethnic disparities in health—social factors that have been shown to contribute to poor

Healthy Community Initiatives/Vida Sana Community Wellness, cont.

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.

FY 2015 Goal:

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

FY 2015 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 14,000 individuals (plus another 3,000 through 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 1,200 immunizations.

Note: Immunizations provided through the SFMC community clinics will no longer be included in this total as the clinics will be transitioning sponsorship in FY 2015; therefore, the FY 2015 target number of immunizations has been de-

creased from the FY 2014 target of 10,800.

Promote community health by offering childbirth education, parenting classes, behavioral risk factor educational programs in schools, and a series of wellness classes—educating over 10,000 adults and students.

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; American Career College at St. Francis; 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 Consulate; 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.

FY 2014 Program

Accomplishments:

14,351 adults & children provided with free health screenings, immunizations, and health education through HCI mobile unit and education team. (Objective = 14,000)

5,804 adults and children received health education, and parenting and childbirth education. (Objective = 5,200)

955 students received **1,326** immunizations. (Objective = 10,800 immunizations) Variance due to SFMC Community Clinic immunizations no longer being reported under HCI in FY 2014.

Breakdown of Overall Totals

955 students received **1,326** immunizations through schools and Back-to-School Health Fair.

230 students were provided with the flu vaccine; **333** received Tdap vaccine.

184 people received childbirth class education.

2,600 students received health screenings at Daughters of Charity (DOC) schools.

2,435 children and **793** parents were provided with health education by the HCI registered nurse at **53** presentations at DOC elementary schools.

211 Vision screenings and **142** Audio screenings completed at DOC schools.

344 students and **1** parent participated in **8** education sessions provided by the HCI nurse educator at DOC schools.

174 students received **292** immunizations at Lynwood, Downey, and Montebello Unified schools.

Healthy Community Initiatives/Vida Sana Community Wellness, cont.

1,673 students and 374 adults attended 29 health education sessions offered at Lynwood schools and community locations.

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.

The purpose of Vida Sana is to create a community and family environment that promotes and supports family participants to adopt healthier lifestyles. The program uses the Healthy People 2020 goals which move the community toward becoming the change agents for physical, emotional, and spiritual well-being.

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 cul-



tural 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.

This past year, St. Francis Medical Center Foundation was awarded a **Choose Health LA Kids** (CHLAKids) grant. CHLAKids is part of a local, four-year Early Childhood Obesity Prevention Initiative of the Los Angeles County Department of Public Health (DPH), funded by First 5 LA. Choose Health LA Kids complements the Vida Sana program as it strives to promote healthy eating and active living in community settings. St. Francis received funding to implement a community-based public education and skills-building program focused on reducing the prevalence of obesity among children ages 0-5 in LA County. This obesity prevention program will also promote physical activity and provide resources to families with children ages 0-5 to build healthy lifestyles.

CHLAKids activities include:

Providing nutrition education

and skills-building to parents at community organizations serving young children and their families.

Grocery store tours and food demonstrations that will provide nutrition education and skills-building learning opportunities to parents and other care providers of children ages 0-5 in grocery stores and/or markets.

Convening a parent collaborative that will disseminate nutrition and physical activity resources and build support for civic engagement goals among parents/caregivers of children ages 0-5.

Disseminating countywide public education campaign material to promote specific nutrition and physical activity-related behaviors among children.

Promoting LA County Department of Public Health's recognition program for restaurants that provide healthy options for children, including a public education campaign to disseminate nutrition messages.

The program focuses on Lynwood, Compton, Watts, Willowbrook, and Paramount, in communities with the highest prevalence of childhood obesity and highest percentage of people living below the Federal Poverty Level.

St. Francis Medical Center Foundation was also awarded a three-year grant from the Los Angeles County Department of Public Health for the **Nutrition Education Obesity Prevention-Los Angeles (NEOP-LA)** project. This project is also aligned with Vida Sana, and utilizes promotoras to lead education classes to empower and enable low-income residents to select healthy

Healthy Community Initiatives—Vida Sana Community Wellness

foods and beverages and to increase physical activity. Participants are recruited from neighborhoods surrounding the Vida Sana program's partner churches. Its goal is to empower and enable Supplemental Nutrition Assistance Program-eligible participants to select healthy foods and beverages and to increase physical activity.

NEOP-LA core activities include:

Collaborate with the County Nutrition Action Plan (CNAP), share best practices and provide input during quarterly meetings, for the purpose of developing the CNAP.

Assess “walkability” and/or the food environment of target neighborhoods.

Participate in implementation of a **Food/Beverage Strategy** and healthy food program, led by LA County DPH, to increase access and consumption of healthy foods, and/or reduce the consumption of sugary beverages. Assist with the dissemination of materials, and meet with local leadership to promote healthy changes for their constituencies.

Participate in and promote **nutrition education media events** led by DPH.

Attend **Rethink Your Drink** training on healthy beverage options and promote healthy beverage options. Collaborate with DPH to develop of a list of environmental support strategies that increase and promote access to healthy beverages, advance and market strategies, and conduct evaluations.

In FY13, 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 focused 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 was rolled out through the hospital's Vida Sana promotoras, and was integrated into the 12-week health and wellness program at seven of the Vida Sana sites in Southeast Los Angeles. The program included diabetes and healthy lifestyle courses, along with the added patient empowerment module which addressed 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 took a pre- and post program survey to assess specific Patient Activation Measures.

The surveys evaluated the degree to



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

Vida Sana achieved its goal of educating 1,400 participants through this module. Although the grant period concluded last year, Vida Sana continues to offer this module because patient empowerment, self-management of 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.

FY 2015 Goal:

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

FY 2015 Objectives:

Increase physical activity of participants.

Increase consumption of fruits and vegetables.

Vida Sana/Healthy Life Community Wellness, cont.

Reduce weight or pace of weight gain.

Improve behaviors for a healthy lifestyle.

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

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

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 provided.

Total number of fitness class participants.

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

Collaborative Partners:

St. Michael's Church, Los Angeles; 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. Emydius Church, Lynwood; Roosevelt Middle School; Bradley Milken Youth and Family Center; Cesar Chavez Elementary School; Hosler Middle School; LA County Department of Health; First 5 LA.

FY 2014 Program

Accomplishments:

6,961 total Vida Sana participants. (Objective = 5,000)

258 screening events at 7 partner churches held. (Objective = 54)

3,897 new participants registered at screening events.

7,962 adults and **1,168** children received **33,724** health screenings, with **3,867** diabetic screenings and **585** referrals to the Diabetic Intervention Program at screening events. (Objective = 5,000 people and 32,000 screenings).

1,658 people received **12,615** health screenings at Vida Sana community health fairs.

1,774 Move More classes held with **69,224** participants.

485 Diabetes Type 2 classes held with **7,473** participants.

2,358 people served through Parish Nurse outreach, with **2,098** people provided with **14,154** health screenings at **118** Vida Sana Sundays.

4,277 people served at events coordinated through the Vida Sana Parish Nurse, with **4,015** people receiving **27,391** health screenings at **260** special events.

Stroke Awareness and Prevention

Coronary Heart Disease and Stroke are the leading and second leading causes of death in Service Planning Areas 6 and 7, respectively. In response to these critical health issues as well as the lack of designated STEMI (heart attack) and stroke centers in the community, SFMC dedicated a comprehensive array of resources integrated with long-range planning and partnerships to become an approved STEMI Receiving Center and an approved Primary Stroke Center for Los Angeles County.

SFMC successfully attained status

as an approved STEMI Receiving Center in March 2014, and an approved Primary Stroke Center in August 2014 by the LA County Emergency Medical Services Agency.

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 education series, and continue their established education on heart health.

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

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 breastfeeding mothers and their babies.

On October 27, 2014, SFMC was awarded Baby-Friendly designation by Baby-Friendly USA, the U.S. authority for the implementation of the Baby-Friendly Hospital Initiative, a global program sponsored by the World Health Organization and the United Nations Children’s Fund (UNICEF).

The Baby-Friendly designation is given after a rigorous onsite survey is completed. The award recognizes SFMC for successfully implementing the Ten Steps to Successful Breastfeeding:

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 breastfeeding 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.

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.

There are more than 20,000 designated Baby-Friendly hospitals and birth centers worldwide, with 214 active Baby-Friendly facilities in the U.S. The award is maintained by continuing to practice the Ten Steps.

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. As of July 2014,

SFMC had achieved an exclusive breastfeeding rate of **50%**, and is committed to continuous improvement.

Community Health Need:

Low Breastfeeding Rates.

FY 2015 Goal:

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

FY 2015 Objectives:

Continue to practice the Ten Steps as demonstrated by quality processes.

Outcome Indicators:

Percent of delivering mom who initiate breastfeeding in the hospital.

Percent of delivering mothers who exclusively breastfeed from birth to hospital discharge.

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).

FY 2014 Program

Accomplishments (July 2014 rates reported by Baby-Friendly USA, from onsite survey)

72% of delivering moms initiated breastfeeding in hospital.

50% of delivering moms practiced exclusive breastfeeding from birth to hospital discharge.

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 in SPAs 7 and 8. Also in the ten primary cities SFMC serves, 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. Poverty

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. 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.

FY 2015 Goal:

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

FY 2015 Objectives:

Hold bi-monthly (6) senior dinner events.

Coordinate 6 health and wellness education sessions, including seminars that continue to address

Stroke Prevention and Awareness and Heart Disease.

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 Health Unit; and SFMC affiliated physicians.

FY 2014 Program

Accomplishments:

1,370 seniors served through SeniorCircle Wellness Program.

4 Senior Dinner events held. (Objective = 6)

Note: Additional educational sessions were scheduled in lieu of Sen-

ior Dinners to support Stroke and Heart Disease education which corresponded with the opening of SFMC's Primary Stroke Center and STEMI Receiving Center, and to support Cal MediConnect education with the roll out in 2014 of California's Coordinated Care Initiative for seniors and people with disabilities who are dually eligible for Medi-Cal and Medicare.

16 Senior Wellness education sessions conducted. (Objective = 7)

3 flu immunization clinics held.

Wellness topics included:

- ◆ Understanding health care reform
- ◆ Warning Signs of a heart attack
- ◆ Stroke Signs and Symptoms
- ◆ Cal MediConnect education



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, and self-esteem.

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, its Injury Prevention Coordinator, to developing and coordinating trauma and injury prevention programs, representing SFMC at coalition meetings, and organizing school-based programs that engage and empower students to develop peer-to-peer teaching formats, such as YouTube videos.

Collaborative partnerships have strengthened SFMC's ability to reach at-risk youth and young adults. This past year, the hospital joined efforts with **Southern California Crossroads** (SCC) to estab-

lish an education and work skills program in our community. SCC is a non-profit organization committed to assisting underprivileged individuals living in violence-plagued neighborhoods lead healthy, peaceful and productive lives through prevention, intervention, and re-entry into society.

SCC received a \$200,000 "Work and Gain Education & Employment Skills (WAGEES) project grant in 2013 from The Latino Coalition, through A Better LA, to initiate SCC's violence intervention program. The program was organized by SFMC's Injury Prevention Coordinator, who also serves as the SCC program director. SFMC provides dedicated work space and facilities for the program in a nearby professional office building.

The Southern California Crossroads program provides GED preparation, job training and placement, and support services, with the goal of helping young men and women ages 18 to 24 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."

Participants engage in a variety of comprehensive services that enable them to continue their education and receive training and skills for future employment, and that help to prepare them to successfully compete in the labor market.

The program also develops linkages between the services of state correctional agencies, local parole offices, local drug and alcohol treatment

centers, and area workforce investment boards, and coordinates and leverages resources between other project grantees and training service providers.

In its first year, SCC's objective was to enroll 78 participants. Actual enrollment totaled 84. Its FY 2014 program accomplishments follow.

Due to its success, SCC was awarded a year 2 grant for \$200,000 to continue the program.

Another major component of SFMC's Trauma and Injury Prevention Program is the expanded **After-school Film Project**. The project was established two years ago by the hospital's Injury Prevention Coordinator 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 filmmaking. 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. Students learn to use filmmaking as a source of self-expression and a tool to facilitate awareness and understanding of personal struggles and systemic obstacles which confront them.

The Lynwood High School filmmak-



Trauma and Injury Prevention Program, cont.

ers' talents and efforts were recognized at the East Los Angeles Film Festival 2013, where their debut short film entitled, "Our First Movie," received an Outstanding Achievement by Youth Filmmakers award.

With the achievements of the first year, the project was expanded in fiscal year 2014 to include Hosler Middle School in Lynwood.

In June 2014, the After-school Film Project hosted its first community film screening at St. Francis Medical Center. More than 100 students, family members, SFMC Trauma team members, hospital leadership and staff, school officials, city officials, and media came in support of the students, and left feeling moved by the films' powerful messages. The event was covered by *The Los Angeles Times*.

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.

FY 2015 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.

FY 2015 Objectives:

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

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

Actively engage 30 high school and middle school students in the After-school film project.

Reach 400 students through Red Ribbon week to raise drug prevention and awareness.

Collaborate in the planning of the annual LA Gang Violence Prevention and Intervention Conference.

Southern California Crossroads FY 2015 Objectives:

78 participants will enroll in the Southern California Crossroads Violence Intervention Program.

62% (48 of 78) of out-of-school youth participants will be placed in a job, occupational skills training program, post-secondary education, or military.

50% of students placed in jobs will be remain employed for a minimum of one quarter.

30% of out-of-school participants will participate in SCC services supporting GED, Diploma, or Certificate attainment.

50% of out-of-school youth participants will obtain their high school diploma, GED, or Certificate.

75% of in-school youth participants will obtain their high school



diploma or GED.

90% of in-school youth who have not yet attained their Diploma or GED will remain in school.

Maintain no more than 20% recidivism rate for SCC participants who are incarcerated or had a period of incarceration within 12 months of enrolling into the program.

100% of SCC enrollees will participate in employment strategy activities.

33% of enrollees will participate in vocational training.

40% of enrollees will participate in education strategies.

75% of enrollees will participate in mentoring activities.

50% of enrollees will participate in restorative justice activities.

75% of enrollees will participate in community-wide efforts to reduce violence.

100% of enrollees will receive case management.

Outcome Indicators:

Collaborative partnerships established and/or maintained.

Total number of education events and number of students reached.

Trauma and Injury Prevention Program, cont.



Total number of After-school Youth Film project participants.

Successful organization of Annual Violence Prevention and Intervention Conference.

Measurable outcomes for Southern California Crossroads program.

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

FY 2014 Program Accomplishments:

Provided Law Enforcement Training to LA Sheriffs Department and LA Police Department for 30 officers each month. Violence intervention specialists helped to instruct law enforcement on the role of intervention workers and collaborative practices to safeguard communities.

Provided training and certification to 50 intervention workers employed by agencies with Gang Reduction and Youth Development contracts to reduce violence through mediation and intervention skills. SFMC's Injury Prevention Coordinator taught professionalism and hospital- and school-based intervention.

Distributed more than 500 safety helmets to third graders at local elementary schools and conducted class presentations on the importance of wearing a helmet. (FY13 and FY14 achievement)

Educated 400 students on the effects of drug use and how to stay drug-free, and passed out red ribbons, presented public service announcements, and facilitated discussion about drug abuse and prevention.

Collaborated in the planning and execution of the 2014 LA Gang Intervention and Prevention Conference. More than 350 attendees representing community stakeholders participated and shared best practices.

Hosted Injury Prevention Fair at SFMC with more than 75 SFMC associates and visitors educated.

Represented SFMC at public events, including Google conference; Eastern Association for the Surgery of Trauma (EAST) confer-



ence; Trauma Center Association of America (TCAA) annual conference; and others, to raise awareness and encourage other groups to create or support hospital-based intervention programs.

Awarded first place in the TCAA poster contest highlighting SCC program.

Enrolled 40 Lynwood High School and Hosler Middle School students into the After-school Film Project.

Produced 10 short films/public service announcements through the After-school Film Project and shared messages through You Tube and other social networking sites.

Held first annual After-school Film Project screening to promote awareness of student films.

Southern California Crossroads FY 2014 Accomplishments:

84 participants were enrolled into program. (Objective = 78)

62% (49 of 78) of out-of-school youth were successfully placed in jobs, occupational skills training, post-secondary education or military. (Objective = 60%)

50% (25 of 49) of out-of-school youth were retained in their job placement for one quarter or more. (Objective = 50%)

75% (59 of 78) of out-of-school youth participated in services for GED/ Diploma of Certificate obtainment. (Objective = 30%)

45% (27 of 59) of out-of-school youth received their GED/Diploma or Certificate. (Objective = 50%)

100% (3 of 3) of in-school youth obtained their high school diploma or GED. (Objective = 75%)

Trauma and Injury Prevention Program, cont.

School retention rate for in-school youth was not applicable since there were no ongoing students who did not yet graduate or obtain their GED.

2 participants were re-incarcerated. (Objective = 20%, or no more than 15 if all participants qualified for this measurement, and less than 15 if the number who qualified was less) The total number of participants who had been incarcerated within 12 months of enrolling into the program was not available at the time of this report.

100% (84 of 84) of enrollees participated in employment strategy activities. (Objective = 100%)

33% (28 of 84) enrollees participated in vocational training. (Objective = 33%)

69% (58 of 84) of enrollees participated in education strategies. (Objective = 40%)

79% (66 of 84) of enrollees participated in mentoring activities. (Objective = 75%)

57% (48 of 84) of enrollees participated in restorative justice activities. (Objective = 50%)



75% (63 of 84) of enrollees participated in community-wide efforts to reduce violence. (Objective = 75%)

100% (84 of 84) of enrollees received case management. (Objective = 100%)

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 Beach 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.

Casa de Esperanza responded to the following community health need:

Overall Health Status/Safe Home Environment.

Its objectives included:

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.

Conclusion of Program

Due to Daughters of Charity Health System financial challenges, Casa de Esperanza concluded in June 2014.

FY 2014 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 2014 Program Accomplishments:

Sheltered and assisted **7** homeless families; **21** family members. (Objective = 8-10 families)

7 families successfully transitioned to safe, permanent housing.

3 families were linked to needed health care and social services.

96 hours of general support and counseling were provided 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 ser-

vices 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.

FY 2015 Goal:

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

FY 2015 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.

FY 2014 Program

Accomplishments:

Provided **899** children and family members with counseling and educational presentations through targeted school-based counseling services, including individual children sessions, family sessions, case management and support services to families, and assistance to families in crisis.

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 up to 36.

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.

Due to financial challenges faced by the Daughters of Charity Health System, the Naseau Reading Program concluded in June 2014.

Naseau Reading Program, cont.

Community Health Need:

Overall Health Status/Educational Deficiencies.

Last Year's Goal:

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

Last Year's Objectives:

Enroll 30 elementary students into the program.

Achieve a program graduation rate of 50% 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.

FY 2014 Program Accomplishments:

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

Program concluded in June 2014.



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 unemployed individuals who have been affected by reductions in force at their workplace. 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.

FY 2015 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.

FY 2015 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.

FY 2014 Program Accomplishments:

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

106 students enrolled. (Objective = 100)

96 students completed the course.

100% (96 of 96) of students successfully graduated. (Objective = 100%)

10 students (10.4%) placed in on-the-job volunteer training positions at SFMC. (Objective = 5%)

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.

The primary need has been for children's shoes; therefore, Footprints directed its resources in 2013 toward the purchase of footwear and scaling back its inventory of school uniforms, clothing, and toiletries. Footprints works with Payless Shoes, which provides footwear at a discounted price for our program.

Due financial challenges faced by Daughters of Charity Health System, the Footprints program distribution office closed as of Sept. 2014. Community members with footwear needs are instead provided with gift cards to retail shoe sources through the Health Benefits Resource Center.

Community Health Need:

Overall Health Status/Poverty.

FY 2015 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 support academic achievement. This lays the foundation for self-direction, a future career, and self-sufficiency.

FY 2015 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; and private donors.

FY 2014 Program Accomplishments:

1,770 children served through Footprints.

1,770 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 **Vincentian 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 2014 Program Accomplishments:

2,845 total people were assisted through the Vincentian Fund.

255 people received assistance with paying for prescriptions.

2 people were assisted with emergency housing.

23 people were provided with critical medical equipment.

48 people received food vouchers and meal tickets.

2,400 people were provided with transportation or bus tokens.

117 people received items of clothing.

8 families were provided with burial assistance for loved ones.

Diapers, cribs, and other assistance to support basic living needs were also provided to people in need.

Spiritual Care Support Groups



Support Groups are offered by SFMC's Spiritual Care Services team, including our 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 experience. Financial assistance is also provided to community members in need of food, meals, transportation, fuel, and parking.

FY 2014 Program Accomplishments:

2,451 people were assisted through Support Groups, Trauma Counsel-

ing, and financial assistance for basic needs.

330 people participated in Support Groups.

1,153 hours of Trauma Counseling services were provided to **900** patients.

441 people received financial assistance for food, gas, transportation, parking, meals, and prescriptions.

Approximately **780** additional 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 2014 Program

Accomplishments:

536 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; 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 2014 Program

Accomplishments:

110 families received baskets, with approximately 700 family members fed.

100% of SFMC departments donated food items.

SFMC associates, Christian Awareness Committee members, and American Career College at St. Francis students 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 2,000 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 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; Alexander Imports; Michael Stephen, MD; Andy Moosa, MD; George Quintero; RBB Architects Inc.; Bill Haddad (Compsec); Garth Flint (Beacon Point Advisors); Disney Store; California Academy of Mathematics and Science (CAMS); Cesar Chavez Middle School; Jerry Boden; Susan Serrano; Vitas Innovative Hospice Care; Imperial Kennels; Ryan, Datomic & Mosely, LLP; Avalon Laboratories; Angeles-IPA; American Career College; Chad Druten and SFMC associates.

FY 2014 Program

Accomplishments:

Received more than **2,000** new toys, gift cards, and items of clothing for children/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 third year, **The Prom Dress Project** gives teenage girls and boys 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.



In fiscal year 2013, 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 approximately 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; Sean Perrone and Kaplan/Perrone Entertainment; Downey Chamber of Commerce; Cal State Long Beach; service organizations; businesses; and community members. Special thanks to our largest individual donor, Maria Bianca Nero, who donated nearly 1,000 dresses.

FY 2014 Program

Accomplishments:

More than **300** local high school students were provided with prom, graduation, and business/college interview attire.

Schools included Lynwood High School, Firebaugh High School, South Gate High School, Compton and Rancho Dominguez High Schools, Roosevelt High School, and Maryvale.



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.



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 2014 Program

Accomplishments:

383 volunteers supported more than **38** departments.

More than **45,453** 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 2014 Program

Accomplishments:

527 health care interns supported more than **17** clinical care and ancillary departments and

9 administrative departments.

Special projects included the Baby-Friendly initiative, post-discharge phone calls, menu collections, and community health fairs.



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 pro-

gram 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 Service Corps West.

FY 2014 Program

Accomplishments:

2 VSC volunteers served on our 7th floor and 8th floor medical/surgical units.

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 pro-

gram affords 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 2014 Program Accomplishments:

150 total non-SFMC participants from area fire stations and ambu-

lance companies received training and education. Fewer MICNs, paramedics, and EMTs were trained this fiscal year than in the prior year (FY13 = 218) due to the Paramedic Program educator position being unfilled for a portion of FY14.



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 Gamma Knife Stereotactic Radiosurgery for Neurological Conditions; Bioethical Considerations in the ICU; time management; Communication-proven Principles in 21st Century Critical Care; Pet Therapy in the ICU; Preventing Acute Respiratory Distress Syndrome Through Rotoproning; and Catheter Associated Urinary Tract Infections: What's New in ICU.

Collaborative Partners:

SFMC Trauma and Critical Care Teams and Education Department; local health care companies; Mark Linskey, MD, Professor of Neurosurgery, UCI; Steve Wilkinson, Captain, Northwest Airlines (Retired); Terri Moss, Author and Publisher; Faith Duran, RN, BSN, CCRN, MATN, SFMC Education Team; Enrique Serratos;

Almaas Shaikh, MD; and Michael Stephen, MD, SFMC Chief of Staff and SFMC Co-Director of Bioethics. With representatives from Armstrong Medical, ARMY, Eloquist, Hospira, ICU Medical, KCI USA, OneLegacy, Corpak, Smith's Medical, Grand Canyon University, Phoenix University, Redlands University, West Coast University, and Resch Uniforms.

FY 2014 Program Accomplishments:

285 total participants from **45** area health care organizations, including **218** non-SFMC associates.



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),

Lynwood High School Parents Center, and University of California, Los Angeles (UCLA) law students.

Students and parents 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. Parents from **Lynwood High School's Parent Center** were interested in learning about the programs and services at SFMC which could benefit students and family members throughout the year, and receiving information they could share with other parents. The **UCLA law students** were enrolled in a law school seminar series about Medical-Legal Partnerships. In the weeks following the tour, each of the UCLA law

students participated in an internship rotation through SFMC's medical-legal partnership program in the Health Benefits Resource Center.

FY 2014 Program Accomplishments:

60 high school students, parents, and law school students toured **9** hospital departments, including the Health Benefits Resource Center, Neonatal Intensive Care Unit, Emergency Department, Mobile Unit, Women's Imaging Center, Cardiology, Wound Care Center, Children's Counseling Center, and Spiritual Care Services. Students and parents learned how the SFMC Mission responds to patients' health care needs and the community's health and social service concerns.



Community Building Activities / 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 104 hours were dedicated to serving on boards, chambers, and service agencies/organizations.

Collaborative Partners:

LA Immunization; Lynwood Health Advisory Committee; Elizabeth Street Health Academy Steering Committee.

FY 2014 Program Accomplishments:

104 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 160 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 2014 Program Accomplishments:

Dedicated more than **160** hours to planning and reporting SFMC's community benefit programs.

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; Covered California; UniHealth

Foundation; First 5 LA; Annenberg Foundation; LA County Department of Health Services; Raskob Foundation; RGK Foundation; 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; Jim Mora Count on Me Foundation; Wells Fargo; CVS; Carl E. Wynn Foundation; Union Pacific, City of Compton; City of Paramount; SFMC physicians and associates; and public and private donors.

FY 2014 Program Accomplishments:

\$4.4 million raised by the Foundation in support of community benefit programs.



Community Benefit Report Summary—Fiscal Year 2014

	Persons Served	Total Comm Benefit \$	Direct Offsetting Revenue \$	Net Community Benefit \$
Benefits for Persons Living in Poverty				
Traditional Charity Care	11,131	13,465,756	- - -	13,465,756
Unpaid Costs of Public Programs (MediCaid)	109,201	162,253,790	(118,629,866)	43,623,924
Community Health Improvement Services	139,909	4,007,961	(3,060,754)	947,207
Subsidized Health Services	-	7,690,035	---	7,690,035
Financial & In-Kind Contributions	1,086	6,480	---	6,480
Community Building Activities	132	105,002	(26,603)	78,399
Benefits for Broader Community				
Community Health Improvement Services	3,153	2,578,264	(1,663,095)	915,169
Health Professions Education	991	388,353	---	388,353
Financial & In-Kind Contributions	---	7,267	---	7,267
Community Building Activities	443	169,100	---	169,100
Community Benefit Operations	-	1,267,219	---	1,267,219
Total Benefits				
Total	266,046	191,939,227	(123,380,318)	68,558,909
Unpaid Costs of Medicare	51,786	89,369,064	(72,153,074)	17,215,990
Total with Medicare	317,832	281,308,291	(195,533,392)	85,774,899

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.

