



COMMUNITY BENEFIT REPORT

Fiscal Year 2018

V St. Louis
Regional Hospital
A Part of Verity Health



About St. Louise Regional Hospital

A part of Verity Health System, St. Louise Regional Hospital (SLRH), a California nonprofit corporation, is a 93-bed acute care hospital in Gilroy, CA, which serves South Santa Clara and San Benito Counties. St. Louise Regional Hospital is the largest hospital serving these communities with only one other hospital in the area. We also operate an urgent care and breast care center on our Morgan Hill campus, the De Paul Health Center.

Our nonprofit hospital plays a vital role in continuing to emphasize high-quality, compassionate service to the underserved. The hospital has served the community since 1989. In December of 2015, the Daughters of Charity Health System (DCHS) transitioned leadership to Verity Health System. We are a non-religious, nonprofit hospital.

St. Louise Regional Hospital provides the only emergency services within 30 miles, is a Certified Primary Stroke Center and has diagnostic services, ICU, and general medical surgical services including obstetrics. A CALSTAR emergency helicopter transport is based on the premises. St. Louise also provides minimally invasive surgical procedures, general medicine including specialties that are not often seen in a small community hospital, maternal and child health services, wound care and hyperbaric medicine with two hyperbaric oxygen chambers on site, stroke and a telemedicine program, physician referral services, and support groups. The hospital's remodeled Breast Care Center in Gilroy provides digital mammography, other methods of cancer detection, and bone density screening. The hospital's NEW Breast Care Center in Morgan Hill also provides digital mammography.

Communities Served

St. Louise Regional Hospital serves residents of all ages living throughout South Santa Clara County and San Benito County. The community served does not exclude low-income or underserved populations.

For almost a decade, the area has experienced a rise in inequality. The top income families earn almost 16.4 times more than low income families in Santa Clara County. In 2018, the median household income in Santa Clara County is \$96,310, however in the City of Gilroy it is \$83,027 - with 15% of residents living below the poverty level. 38% of the children in Santa Clara County are eligible for free or reduced-price lunch, however that number grows to 55.3% in the Gilroy Unified School District. 9% of Santa Clara County residents are uninsured. Santa Clara County housing costs are high - the 2018 median home price is over \$1 million and average monthly rents are more than \$2,600, creating a High Housing Burden on 39% of households.

About Verity Health System

The employees and physicians of Verity Health System are proud to carry on a long history of serving diverse communities as a regional health system in California. With four hospitals in Northern California and two in Southern California, Verity partners with our community physicians to provide quality, compassionate care to our patients and their family members.

Today, Verity Health System seeks to build upon the legacy left by the Daughters of Charity Health System through a transformation of our health care practices. That work includes a focus on more efficient delivery of quality health care and an enhanced alignment with our physician partners.

With more than 8,000 employees and physicians, the System is governed by the independent Verity Health System Board of Directors. It is a non-profit, non-religious health care system with 1,650 inpatient beds, six active emergency rooms and a host of medical specialties, committed to providing community benefit through a variety of community-based outreach programs and wellness activities.

Our Values

The word “verity” refers to the state of being true. For all of us associated with Verity Health System, that means we will be authentic in our interactions with our patients, their family members and with each other. We choose to align ourselves with the following values, aspiring to live into these values each day so that they may guide our actions.

RESPECT

We demonstrate that we value others and ourselves through our words and actions.

CARING

We provide our patients and their families with compassionate, quality care, treating them and each other with kindness.

INTEGRITY

We act with honesty and transparency and do the right thing.

PASSION

We are dedicated to making a difference in the health of our communities and in the lives of those we serve.

STEWARDSHIP

We are committed to being wise stewards of our resources, creative in our approach to challenges and opportunities, and accountable for the results we want to achieve as a charitable organization.

Community Health Needs Assessment

In 2016, St. Louise Regional Hospital participated in the Community Health Needs Assessment (CHNA) conducted by the Santa Clara County Community Benefits Coalition. The CHNA report may be found on the hospital website:

<https://stlouis.verity.org/about-us/community-benefit/>

St. Louise Regional Hospital's Focus

St. Louise Regional Hospital acknowledges there are many pressing community needs. We have chosen to focus our efforts on activities that build upon the foundation set by our previous community benefit initiatives (serving the poor, minority populations, elderly and children). The activities St. Louise Regional Hospital focused on during fiscal year 2018 fall into the five priority areas: Obesity and Diabetes, Behavioral Health, Access to Healthcare, Violence & Abuse, and Birth Outcomes.

The programs and activities we support are based on the following:

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

For the purpose of this report, the activities St. Louise Regional Hospital prioritized in fiscal year 2018 will be reported and categorized by benefits for persons living in poverty and benefits for the broader community.

St. Louise Regional Hospital Community Benefits Fiscal Year 2018	
Benefits for Persons Living in Poverty	\$238,881
Benefits for Broader Community	\$454,956
Total Quantifiable Benefits	\$693,837
Unpaid Costs of Medicare Program	\$15,642,135

St. Louise Regional Hospital Community Benefits Activities	
Benefits for Persons Living in Poverty	Benefits for Broader Community
Charity Care	Community Health Education
Partnerships with Community Organizations	Community Health Fairs and Screenings
Health Benefits Resource Center	Health Professions Education
Unreimbursed Cost of Public Programs	Partnerships with Community Organizations

Benefits for Persons Living in Poverty

In fiscal year 2018, St. Louise Regional Hospital provided more than **\$693,000** in community benefit activities. The activities that fall into this category intend to improve access to care for low-income individuals, the medically underserved and other vulnerable populations. These activities include providing health care services to the underinsured and uninsured community members, operating the Health Benefits Resource Center, and partnering with community programs that care for the underinsured and uninsured.

Health care services to the underinsured and uninsured

In fiscal year 2018, St. Louise Regional Hospital provided more than **\$552,000** in costs of charity care services. Charity care is the cost of care for services provided to individuals with no means of paying.

Health Benefits Resource Center

The St. Louise Regional Hospital Health Benefits Resource Center (HBRC) is a one-stop informational and referral service that advocates for those living in poverty. The principle objectives of the center are to improve access to affordable healthcare by providing information and application assistance; perform outreach and education about programs and services available; conduct case management; serve as referral source for staff and affiliated physicians to provide support services for patients (such as CalFresh – food stamps); and assist with Covered California enrollment needs. Services are provided in English, Spanish, and Vietnamese. In fiscal year 2018, the net cost for St. Louise Regional Hospital to operate the program, which provided services to 3080 people, was **\$238,881**.

Partnership with RotaCare Bay Area

St. Louise Regional Hospital provided **\$10,000** in grant funds to RotaCare Bay Area to further their mission to provide free medical care for those who have the greatest need and least access. St. Louise Regional Hospital funded the development and implementation of Diabetes/Hypertension Health Education Classes at the RotaCare Gilroy Clinic to impact patient dietary habits and practices to reduce rates of obesity, diabetes, and hypertension within our community.

Partnership with Foothill Community Center

St. Louise Regional Hospital provided **\$40,000** in grant funds to provide obesity and diabetes education to further their mission to create awareness, provide education and to give patients the tools to take control of their health by furthering access. The program conducted multiple screenings and workshops throughout the Gilroy, San Martin and the Morgan Hill areas.

Partnership with School Health Clinics

St. Louise Regional Hospital provided **\$18,427** in grant funds to increase access to health care to those without coverage. The funds were used to support the hiring of a part-time staff member that assisted uninsured patients enroll in the appropriate program for their situation. These activities were implemented with the goal of providing those who were previously not receiving preventative care, such as immunizations, or stock medications due to cost.

Partnership with Rebekah Children's Services

St. Louise Regional Hospital provided **\$20,000** in grant funds assist in the prevention of child abuse through the Abriendo Puertas/Opening Doors program in Gilroy and Morgan Hill. The evidence-based program increases positive parenting skills, strengthens the family unit, creates connected communities, and fosters each parent's ability to promote the social, emotional and language growth of their children.

Benefits for the Broader Community

St. Louise Regional Hospital supports a wide range of programs and activities that provide information and resources to improve the health and welfare of the broader community, providing more than **\$454,000** in community benefit activities in fiscal year 2018. Activities included presenting community health education classes, participating in community health fairs and screenings, providing health professions education, and partnerships with community organizations.

Partnership with Gavilan College

St. Louise Regional Hospital provided **\$51,233.40** in grant funds to conduct a Laerdal Simulation Program assessment, which is a comprehensive assessment of the current simulation program at the Gavilan College Nursing Program. It also covered training workshops on simulation.

Partnership with The YMCA – Project Cornerstone

St. Louise Regional Hospital provided **\$20,000** in grant funds in support of Project Cornerstone, which helps create caring school communities to reduce youth violence. Fifteen public elementary and preschools in Morgan Hill and Gilroy school districts participated in the following activities: Parent engagement programs, Take It Personally parent workshops and Expect Respect workshops.

Community Health Education

St. Louise Regional Hospital presents a series of no-cost childbirth and family education classes for new families to learn more about the birthing process and how to care for newborns. In fiscal year 2018, more than 800 individuals attended.

Community Health Fairs and Screenings

Each year, St. Louise Regional Hospital is pleased to partner with and participate in community events and health fairs by providing health education information and screenings. Our community health team provided a variety of health screenings at multiple hospital events.

Partnerships with Community Organizations

St. Louise Regional Hospital believes in community-based collaboration and is committed to working with partners to build a healthier community. We work with the American Cancer Society, American Heart Association/American Stroke Association, Stroke Awareness Foundation, and many more organizations to achieve goals that are greater than what the hospital or organization can accomplish alone.

St. Louise Regional Hospital Community Benefit Strategy for Fiscal Years 2017-2019

This report summarizes the plans for St. Louise Regional Hospital to sustain and develop new community benefit programs that address prioritized needs from the 2016 Community Health Needs Assessment (CHNA) conducted by St. Louise Regional Hospital and the Santa Clara County Community Benefits Coalition.

Target Area

St. Louise Regional Hospital serves residents of all ages living throughout South Santa Clara County and San Benito County. The community served does not exclude low-income or underserved populations. Despite the fact that half of households in Santa Clara County earn more than \$100,000 per year, according to the U.S. Census Bureau, one in five (20%) county residents live below 200% of the federal poverty level. In addition, one third of the children in Santa Clara County are eligible for free or reduced-price lunch (33%).

Health Needs and How Priorities Were Established

The 2016 CHNA was conducted by the Santa Clara County Community Benefit Coalition. Members of the Coalition include: El Camino Hospital, Hospital Council of Northern & Central California, Kaiser Permanente, Lucile Packard Children's Hospital at Stanford, O'Connor Hospital, St. Louise Regional Hospital, Santa Clara County Public Health Department, Stanford Hospital & Clinics and United Way Silicon Valley. The Coalition contracted with Resource Development Associates to create a compendium of secondary data. The team also contracted with Applied Survey Research to conduct primary research, synthesize primary and secondary data, facilitate the process of identification and prioritization of community health needs and assets and document the process and findings into a report.

Community input was obtained during the fall of 2015 via key informant interviews with local health experts, focus groups with community leaders and representatives, and resident focus groups. Health needs were identified by synthesizing primary qualitative research and secondary data, and then filtering those needs against a set of criteria. Needs were then prioritized by the Coalition using a second set of criteria.

St. Louise Regional Hospital Priority Health Needs

The St. Louise 2016 Community Benefit Advisory Committee (CBAC) met on April 27, 2016 and reviewed countywide health needs identified by the Community Benefit Coalition. The CBAC is comprised of hospital representatives, including seven clinical directors, two non-clinical directors, and the Chief Nursing Executive. Following the collaborative review of the countywide health needs, this group identified health needs to be prioritized for the community directly served by St. Louise Regional Hospital. The criteria used were:

- Severity of need: The potential to cause death or disability, and its degree of poor performance against the relevant benchmark.
- Magnitude/scale of the need: The number of people affected by the health need.
- Clear disparities or inequities: Differences in health outcomes by subgroups. Subgroups may be based on geography, languages, race/ethnicity, culture, citizenship status,

economic status, sexual orientation, age, gender, or others.

- Multiplier effect: A successful solution to the health need has the potential to solve multiple problems. For example, if rates of obesity go down, diabetes rates could also go down.

The CBAC discussed all of the county-wide health needs and determined through discussion and group consensus the five that were a priority to the St. Louise Regional Hospital community. Each member ranked their top seven, followed by each individual presenting their prioritization and their reasoning. This led to an engaging discussion. Some members of the group then re-prioritized their lists. The final lists were reviewed and the health needs ranked according to the votes they received. The following top five health needs, in order of priority, were deemed applicable to the community served by this hospital.

1. **Obesity and Diabetes**
2. **Behavioral Health**
3. **Access to Healthcare**
4. **Violence & Abuse**
5. **Birth Outcomes**

Obesity and Diabetes is a health need as marked by relatively high rates of diabetes among adults in Santa Clara County. County-wide, diabetes prevalence is at 8% (no better than the state average), but for the county's Latino population, a population served by SLRH, diabetes prevalence is 11%. A major driver of diabetes rate is obesity, directly linked to poor nutrition and lack of exercise, and physical environment such as availability of fresh food versus convenient, fast food.

Obesity is a health need as indicated by high rates of obese youth (24-31 %) and adults (21%) in Santa Clara County, and high rates of overweight as well (14% and 36% respectively). St. Louise Regional Hospital plans to provide educational activities to targeted populations in different languages. By presenting information in a native language, St. Louise Regional Hospital hopes to reach a larger number of community members and enable them to make healthier choices when it comes to food and exercise. It is anticipated that education will improve the prevalence of diabetes and obesity over time.

Behavioral Health is prioritized as a health need and includes mental health (including depression and anxiety) and substance abuse. Community input indicates high concern about stress and depression specifically and the rising rates of marijuana and binge drinking among youth. Primarily through our emergency department, St. Louise Regional Hospital encounters community members with behavioral health issues. While overall, St. Louise Regional Hospital does not have the resources or expertise to address behavioral health issues, through referral services, St. Louise Regional Hospital can continue to assist with this health need.

Access to Healthcare services is a health need in Santa Clara County because socioeconomic conditions (poverty, low levels of education, lack of quality health insurance) as well as factors including language and transportation barriers all impact access to care, which negatively impacts health. St. Louise Regional Hospital will continue to meet the community's health care needs by providing charity care and caring for those with public

insurance. Health education programs offered by St. Louise Regional will expand to cover new topics and will be presented in languages other than English. St. Louise Regional will continue to support programs that provide health professions education opportunities to improve the healthcare workforce. Through these actions, it is anticipated that the community will improve in overall health and well-being. It is also anticipated that through these actions, individuals will have increased access to health care services.

Violence and Abuse is a rising health need. In addition to other indicators, the rate of youth homicide in Santa Clara County is higher than Healthy People target and the county has seen an increase in homicides in recent years. Domestic violence and child abuse rates also miss the benchmark for some ethnic subgroups. Drivers of this health need include mental health and social determinants of health such as poverty and unemployment. While overall, St. Louise Regional Hospital does not have the resources or expertise to address issues of Violence and Abuse, through referral services, St. Louise Regional Hospital can continue to assist with this health need.

Birth Outcomes are a health need in Santa Clara County as marked by the percentage of low birth weight babies, which is no better than the state average, though below Healthy People 2020 targets. Ironically, in the community served by St. Louise Regional Hospital, high birth rates are also a concern. While low birth rates often accompany premature births, high birth rates are typically associated with health concerns for the pregnant woman, such as diabetes. High birth rates are dangerous for delivered infants. In addition to immediate health concerns, babies born with either low or high birth weights may face disproportionately more pediatric health issues. A driver of this health need is inadequate early prenatal care. On a county-wide level, the percentage of women who receive early prenatal care is worse than in California overall.

SAINT LOUISE REGIONAL HOSPITAL

Community Benefit Report

Report Period: Q1-Q4 FY 18 (July 2017-June 2018)

	Number of Programs or Activities	Persons Served	Total community Benefit (CB) Expense	Total CB Expense as a Percent of Total Expense	Direct Offsetting Revenue	Net Community Benefit Expense
Benefits for Persons Living in Poverty						
Charity Care at Cost			\$ 552,272	0.00%	\$ -	\$ 552,272
Unreimbursed costs of public programs - Medi-Cal - Other Indigent Programs			\$ 39,334,461	0.00%	\$ 33,277,556	6,056,905
Community Health Improvement Services	1	3,080	\$ 238,881	0.00%	\$ -	238,881
Health Professions Education				0.00%	\$ -	-
Subsidized Health Services				0.00%	\$ -	-
Cash and in kind Contributions to Community Groups				0.00%	\$ -	-
Community Building Activities including CB operations			\$ -	0.00%	\$ -	-
Total quantifiable community benefits for persons living in poverty	1	3,080	40,125,614	0.00%	\$ 33,277,556	6,848,058
Benefits for the Broader Community						
Community Health Improvement Services	2	4,556	\$ 24,662	0.00%	\$ -	24,662
Health Professions Education	1	138	\$ 225,595	0.00%	\$ -	225,595
Subsidized Health Services	1	-	\$ 5,239	0.00%	\$ -	5,239
Research				0.00%	\$ -	-
Cash and in kind Contributions to Community Groups	1	340	\$ 44,328	0.00%	\$ -	44,328
Community Building Activities including CB operations	1	-	\$ 155,132	0.00%	\$ -	155,132
Total quantifiable community benefits for the broader community	6	5,034	\$ 454,956	0.00%	\$ -	454,956
Total Quantifiable Benefits	7	8,114	\$ 40,580,570	0.00%	\$ 33,277,556	\$ 7,303,014
Unpaid Costs of Medicare Program	1		\$ 10,100,620	0.00%	24,923,164	15,642,134.74