

Mission Hospital FY 2009 Community Benefit Report



Mission Hospital

Fiscal Year 2009 COMMUNITY BENEFIT REPORT



EXECUTIVE SUMMARY

Our Mission

To extend the healing ministry of Jesus in the tradition of the Sisters of St. Joseph of Orange by continually improving the health and quality of life of people in the communities we serve.

Our Vision

We bring people together to provide compassionate care, promote health improvement and create healthy communities.

Our Values

The four core values of St. Joseph Health System -- Service, Excellence, Dignity and Justice -- are the guiding principles for all we do, shaping our interactions with those whom we are privileged to serve.

Who We Are and What We Do

Mission Hospital has a lengthy history of community service to the residents of south Orange County. As a member of the Saint Joseph Health System, Mission Hospital is committed to improving the health status and quality of life of the people it serves. The values of Dignity, Excellence, Service, and Justice are the guiding principles which help to direct the mission of the hospital, and have compelled the Sisters of St. Joseph of Orange and all of their sponsored ministries to dedicate resources to the care of the medically underserved, and to advocate for the alleviation of conditions which limit access to basic health services. Policies have been established which mandate periodic assessments of the health needs of the poor and vulnerable. A specific percentage of net income is allocated to outreach programs to address specific unmet health needs, separate from the ordinary vehicle of acute health care delivery. **For the fiscal year ended June 30, 2009, the amount of dollars spent on community benefit activities overall at Mission Hospital excluding unpaid costs of Medicare (in alignment with CHA guidance) totaled \$23,558,200.** Medicare costs for FY09 totaled \$29,433,000.

Mission Hospital is a 301 bed acute care, full service facility serving all of southern Orange County. The hospital has a medical staff of more than **629 physicians** representing 50 specialties and sub-specialties. Currently there are more than **1,900 employees** and over **1,200 volunteers**. Mission Hospital is fully accredited by the Joint Commission on Accreditation of Healthcare Organizations. Since 1980, the hospital has housed the region's designated trauma center that served **949** patients this past fiscal year.

As the largest medical center in the area, Mission Hospital's full-service facilities provide quality medical care to all residents of south Orange County. The hospital's areas of specialization include: trauma and 24-hour emergency care; maternity services including high-risk obstetrics, perinatology and a fetal diagnostic center; orthopedic and sports medicine services; Mission Regional Cancer Care Center and Regional Breast Center; Mission Regional Heart Center and Chest Pain Center; Vascular Institute and Stroke Center; Center for Rehabilitation/Sports/Wellness; Mission Health ED Center;

Mission Rehabilitation Center; Women's Wellness Center, Center for Nursing Excellence and a health information line and physician referral service. Mission hospital is the proud recipient of the Ernest A. Codman award for excellence in quality healthcare presented by the Joint Commission on Accreditation of Healthcare organizations for our Traumatic Brain Injury Protocol and Rapid Response Nursing Team.

Organizational Structure and Community Involvement

Mission Hospital demonstrates organizational commitment to the community benefit process through the allocation of staff, financial resources, participation and collaboration. Full engagement of the Hospital's Community Benefit Committee, Board of Trustees and Executive Management Team occurred in the review of the health needs assessment data and members actively participated in the prioritization of the programs and services necessary to impact the health and quality of life within the areas with disproportionate unmet needs.

Financial Assistance Policy

Our mission is to provide quality care to all our patients, regardless of ability to pay. We believe that no one should delay seeking needed medical care because they lack health insurance. That is why St. Joseph Health System has a **Patient Financial Assistance Program** that provides free or discounted services to eligible patients.

In FY09 Mission Hospital provided a total of **\$4,288,000** through our Financial Assistance program, serving over **5,900** of the most vulnerable community members in south Orange County.

Community Plan Priorities

Based on results from the FY08 Health Needs Assessment, Mission Hospital, along with our community partners, selected five key areas of focus for the FY09 – FY 11 Community Benefit Plan. Our initiatives focus on Primary Care, Depression, Childhood Obesity, Post Secondary Education and Affordable Homes. Significant efforts and resources were allocated with the expectation of clear and measurable outcomes. Each initiative is based on evidenced based practices in the field of community health and the Advancing the State of the Art in Community Benefit (ASACB) criteria.

Below is a brief description of each initiative.

Primary Care

The Primary Care Initiative outcome goal is to increase access to primary care at Camino Health Center. The strategies to increase access focus on enhancing revenue streams for the clinic, enhancing and implementing information technology systems, strengthening provider teams to provide high quality and efficient care, and improving efficiencies of workflow by using performance improvement methodologies.

Depression

The Depression Initiative outcome goal is to increase the # of persons 300% below FPL from south Orange County who engage in services for depression (services include counseling, support services & medication). The strategies used focus on increasing early identification and intervention for individuals and families, increasing community awareness and acceptance of depression, increasing capacity to provide services, increasing availability of services and increasing cultural and linguistic appropriateness of providers.

Childhood Obesity

The Childhood Obesity outcome goal is to reduce the prevalence of obesity in underserved children 3-11 years old. The strategies used focus on increasing regular practice by families around healthy foods and physical activities, increasing the number of new or expanded school-based nutrition/ physical activity programs addressing obesity, and increasing community options for healthy foods and physical activities.

Post-Secondary Education

The Post-Secondary Education outcome goal will be to increase participation of youth in post-secondary education/training within three years of graduation with a focus on students in San Clemente, Dana Point and San Juan Capistrano. The strategies used focus on changing expectations about post-secondary education/ training careers with teachers, students, parents and the community; increasing exposure to careers, educational options and the process; and empowering students to take control of their futures.

Affordable Homes

The Affordable Homes outcome goal is to increase affordable homes in south Orange County, with a special focus on the cities of San Clemente, Dana Point, San Juan Capistrano and Mission Viejo. The strategies used focus on increasing the number of public or private policies that support affordable homes, increasing broad based community advocacy groups/organizations that identify and act on affordable homes as a priority, and collaborating to create new affordable homes.

In FY09, much work was put into the development of the coalitions that would support the work of the five key initiatives identified. Key stakeholders were engaged and they helped to guide the formation of the outcome measure and key strategies. The Community Benefit Strategic plan leads also went through a series of trainings to ensure that the initiatives stayed on track and that reliable baseline and targets were established for each initiative. All the groundwork established in this year will set a strong foundation for the initiatives in the year to come ensuring that we will have measurable outcomes and long-lasting partnerships with key stakeholders and community members.

Mission Hospital is committed to living out the loving legacy of the Sister's of St. Joseph of Orange. Much like the sisters started their work in 1650 in Le Puy France, we look forward to working in collaboration with our community partners and the community to accomplish the ambitious goals that have been outlined in this plan. We are confident

that together we will improve the health and quality of life of the people in the communities we serve.

INTRODUCTION

Who We Are and What We Do

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As the largest medical center in the area, Mission Hospital's full-service facilities provide quality medical care to all residents of south Orange County. The hospital's areas of specialization include: trauma and 24-hour emergency care; maternity services including high-risk obstetrics, perinatology and a fetal diagnostic center; orthopedic and sports medicine services; Mission Regional Cancer Care Center and Regional Breast Center; Mission Regional Heart Center and Chest Pain Center; Vascular Institute and Stroke Center; Center for Rehabilitation/Sports/Wellness; Mission Health ED Center; Mission Rehabilitation Center; Women's Wellness Center, Center for Nursing Excellence and a health information line and physician referral service. Mission hospital is the proud recipient of the Ernest A. Codman award for excellence in quality healthcare presented by the Joint Commission on Accreditation of Healthcare organizations for our Traumatic Brain Injury Protocol and Rapid Response Nursing Team.

In FY09 a significant amount of work and resources were dedicated to the further development of our Community Benefit Strategic Plan. The plan focuses on Primary Care, Depression, Childhood Obesity, Post-Secondary Education and Affordable Homes. A key accomplishment for all of the initiatives was the development of a collaborative that is meant to further engage the community and to help maximize the

resources that already exist in the community. Although Mission Hospital helped to facilitate each collaborative each partnering organization has also taken ownership of the plan and includes it as part of their organizational progress.

Overview of Community Needs and Assets Assessment

Mission Hospital utilized a variety of data sources to compile the FY08 Health Needs Assessment. Data was taken from the Orange County Health Needs Assessment, the St. Joseph Health System Professional Research Consultants Survey, the Mission Hospital Professional Research Consultants Survey, Census Data and focus groups in target communities. Specific emphasis was put on data collected through the Mission Hospital Professional Research Consultants Survey and the focus groups since they targeted our priority communities.

Mission Hospital partnered with Saddleback Memorial Hospital in Laguna Niguel and Saddleback Memorial Hospital in San Clemente in the implementation of the needs assessment due to our similar service area. Representatives from Mission Hospital and Saddleback Hospital were engaged early on in the design of the survey to ensure that key pieces of data were collected that would meet both our needs.

In order to engage community residents, focus groups were implemented in the Cities of San Clemente, Dana Point and San Juan Capistrano, with a total of 40 community residents participating. Residents for the focus groups were recruited by several community leaders. The focus groups were implemented by Rigoberto Rodriguez, PhD from California State University Long Beach. The focus groups were developed as a class project for several undergraduate students in the department of Chicano Latino Studies.

Below is a brief summary of key indicators that were reviewed to determine Community Benefit Priorities for FY09-11.

Mission Hospital FY 2009 Community Benefit Report

Data Source	Health Insurance Coverage*	Access Difficulties	Primary Care*
	No Insurance	Financial, transportation etc	Yes-% w/in past year
OCHNA 2007 (Orange County) N=5,000	4.8% (Adult), 3.4% (Children)	37.5% Financial (Child)	92.90%
SJHS PRC Survey N= 500	11.03% (Adults)	25.80%	QNA
MH PRC 2008 (San Clemente, Dana Point, San Juan Capistrano) (Each %= 935 People) N= 1000	18.4% (Adults) 80.7% (Children out of 22 respondents)	23.6% (Adults)	64.2%, 71.3% have a specific source of ongoing care.
Community Focus Groups (San Clemente N=20) San Juan Capistrano (N=20)	Residents in San Juan Capistrano expressed lack of insurance coverage for adults that are undocumented.	Residents in San Clemente expressed difficulty getting to local community clinics due to a lack of bus routes.	Community residents in San Clemente and Dana Point expressed need of an affordable and accessible community clinic

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Data Source	Mental Health*			
	Diagnosed Major Depression	Fair Poor Rating	Poor Mental Health last 30 days	Extreme Stress*
OCHNA 2007 (Orange County) N=5,000	21.40%	QNA	1.90%	QNA
SJHS PRC Survey N= 500	6.96%	7.90%	QNA	2.20%
MH PRC 2008 (San Clemente, Dana Point, San Juan Capistrano) (Each %= 935 People) N= 1000	7.1% 26.7% report Chronic Depression	8.40%	1.80%	11.80%
Community Focus Groups (San Clemente N=20) San Juan Capistrano (N=20)	Residents in San Juan Capistrano cited high rates of depression in the community due to the stressful situation in which they live in.	Residents in San Clemente asked for family Mental Health Services.	Residents in San Clemente and San Juan Capistrano expressed the need for mental health services for youth.	

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Data Source	Heart Disease		Asthma	
	Hypertension*	Cholesterol*	Adults	Children
OCHNA 2007 (Orange County) N=5,000	QNA	QNA	QNA	QNA
SJHS PRC Survey N= 500	27.35%	31.85%	3.83%	14.02%
MH PRC 2008 (San Clemente, Dana Point, San Juan Capistrano) (Each %= 935 People) N= 1000	26.4% have been told that blood pressure is high.	26.9% have been told cholesterol was high.	12.70%	8.60%
Community Focus Groups (San Clemente N=20) San Juan Capistrano (N=20)				

Mission Hospital FY 2009 Community Benefit Report

Data Source	Obesity			Cancer*
	Adults*	Children*	NO Access to Recreation	Skin
OCHNA 2007 (Orange County) N=5,000	40.5% Overweight	6.7% Overweight	10.50%	QNA
SJHS PRC Survey N= 500	18.04	14.40%	QNA	7.68%
MH PRC 2008 (San Clemente, Dana Point, San Juan Capistrano) (Each %= 935 People) N= 1000	16.7% are Obese	6.4 are Overweight	4.6% lack of outdoor areas, 3.6% neighborhood concerns.	9.20%
Community Focus Groups (San Clemente N=20) San Juan Capistrano (N=20)		Resident sin Dana point expressed concerns for high level of obesity ion the community.	Residents in Dana Point and San Juan Capistrano expressed the need for activities to keep youth active. Residents in San Juan Capistrano mentioned lack of space for adult recreation.	

Mission Hospital FY 2009 Community Benefit Report

Data Source	Mammogram	Pap Smear	Influenza Vaccinations*	
	Past 2 years	Past 3 years	18-64 (Have Not)	65+ (Have Had)
OCHNA 2007 (Orange County) N=5,000	95.30%	96%	24.3% have not had a flu shot.	QNA
SJHS PRC Survey N= 500	79.88%	88.58%	27.40%	72.60%
MH PRC 2008 (San Clemente, Dana Point, San Juan Capistrano) (Each %= 935 People) N= 1000	85.40%	84.10%	65.6% have not had a flu shot.	77.2% received a flu shot in the past year.
Community Focus Groups (San Clemente N=20) San Juan Capistrano (N=20)				

Mission Hospital FY 2009 Community Benefit Report

Data Source	Pneumonia Vaccinations*		Alcohol Use
	18-64	65+	Binge Drinking
OCHNA 2007 (Orange County) N=5,000	QNA	QNA	9.5 % (avg. 5+ drinks in the past 30 days.)
SJHS PRC Survey N= 500	21%	61.90%	16.57%
MH PRC 2008 (San Clemente, Dana Point, San Juan Capistrano) (Each %= 935 People) N= 1000	27.8% have received.	69.2% have received.	18.40%
Community Focus Groups (San Clemente N=20) San Juan Capistrano (N=20)			

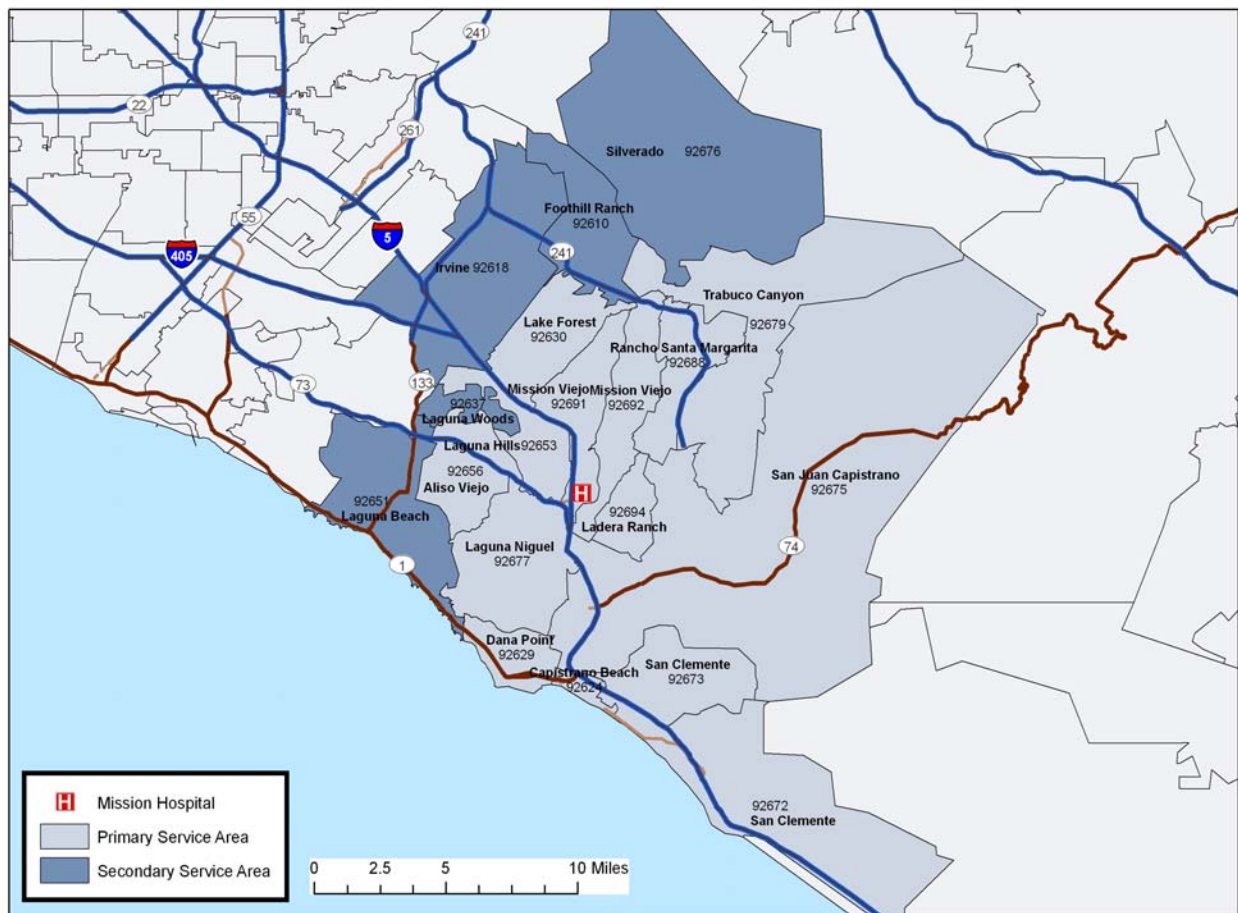
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Data Source	Affordable Housing	Median Contract Rent	Household Size	Rent 35% Greater than HH Income	Education
	Hardship	\$	5+	Yes-%	No HS Diploma
OCHNA 2007 (Orange County) N=5,000	QNA	QNA	21.70%	QNA	1.16%
SJHS PRC Survey N= 500	QNA	QNA	12.40%	QNA	6.60%
MH PRC 2008 (San Clemente, Dana Point, San Juan Capistrano) (Each %= 935 People) N= 1000	17% worked extra job/hours to pay rent. 75.4% rate availability fair/poor.	19.8% pay \$1,500 or more on rent, 19.5% spend \$2,500 or more on rent	QNA	QNA	9.30%
Community Focus Groups (San Clemente N=20) San Juan Capistrano (N=20)				Residents in San Clemente, Dana Point and San Juan Capistrano expressed the issue of household overcrowding due to the high cost of rent in the area.	Community residents in San Juan Capistrano expressed the need for career and education preparation programs for youth in the community.

Mission Hospital is a 301 bed acute care, full service facility serving all of southern Orange County. The hospital's service area extends from the junction of the 405 and 5 freeways in the north to Camp Pendleton in the south. Geographically, South County is bordered by the Pacific Ocean to the west, the Santa Ana Mountains to the north and east, and the marine base Camp Pendleton to the south. Our Primary Service Area

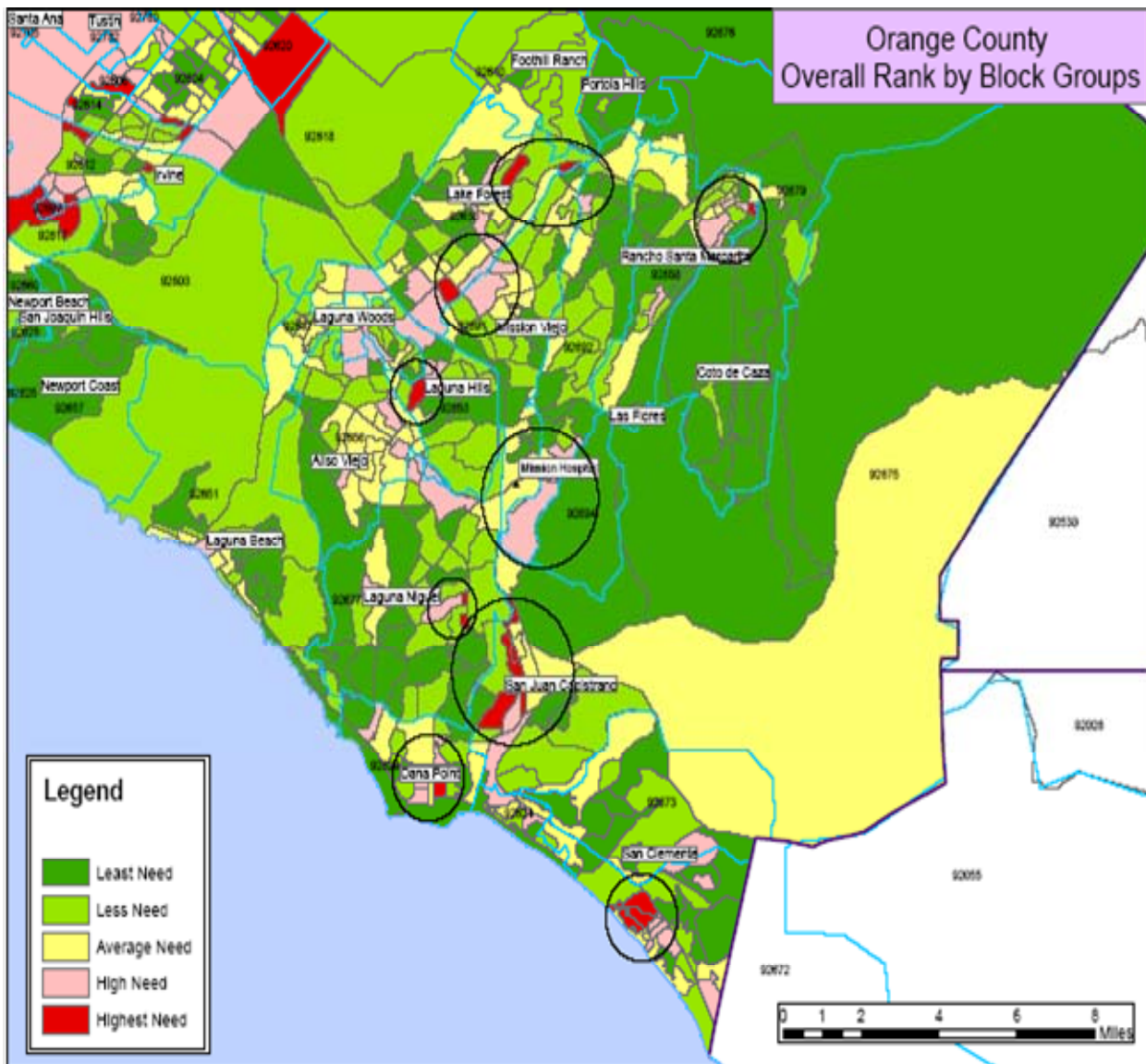
includes the cities of Mission Viejo, Laguna Niguel, San Juan Capistrano, San Clemente, Rancho Santa Margarita, Lake Forest, Laguna Hills, Dana Point Ladera Ranch Trabuco Canyon, Capistrano Beach and Aliso Viejo. This includes a population of approximately 623,000 people, an increase of 4% from the prior assessment. Mission Hospital's Secondary Service area includes Laguna Beach, Laguna Woods, Irvine, Foothill Ranch and Silverado. South Orange County is a relatively affluent community with a median household income of \$92,124 compared to the Orange County median household income of \$58,605 (US Census Quick Facts). The average household size is 2.70 compared to the Orange County wide household size of 3.00.

Demographically, the area is primarily Caucasian (78%, an increase of 8% from prior assessment), with the Hispanic population growing to 19.2%, an increase of 1.8% overall. The Asian representation is at 8.5%, an increase of 1.5% from the past assessment.



In general, Mission's service area reflects a high degree of health and quality of life. However pockets of high need were identified in the cities of San Clemente, Dana Point, San Juan Capistrano, Laguna Niguel, Mission Viejo, Lake Forest and Rancho Santa Margarita. These areas were determined based on Key Drivers for Community Vulnerability, which include median household income, number of people living in a

home, health insurance coverage, highest educational level, etc. The following map identifies these areas in random order.



Organizational Structure and Community Involvement

Mission Hospital demonstrates organizational commitment to the community benefit process through the allocation of staff, financial resources, participation and collaboration. Full engagement of the Hospital's Community Benefit Committee, Board of Trustees and Executive Management Team occurred in the review of the health needs assessment data and members actively participated in the prioritization of the programs and services necessary to impact the health and quality of life within the areas with disproportionate unmet needs. Additionally, quarterly presentations were made to the full Community Benefit Committee to allow them the opportunity to ask

questions and provide feedback on each initiative's progress. In addition to the above groups, the Hospital's Foundation Board and Business Development Executive and staff participated in the process.

The community was further engaged in the development of a collaborative for each of Mission Hospital's Community Benefit Initiatives. The collaborative helped to provide support to the initiative and helped in the development of baselines and targets.

Financial Assistance Policy

We believe that as a Catholic health service organization, SJHS has a social responsibility and moral obligation to make quality health services accessible to the medically poor. We further believe all persons have a right to an adequate level of health care and that the provision of health care for those who require it is an obligation of justice as well as charity or mercy (A Vision of Value, 1986, Rev. 1991).

Our mission is to provide quality care to all our patients, regardless of ability to pay. We believe that no one should delay seeking needed medical care because they lack health insurance. That is why St. Joseph Health System has a **Patient Financial Assistance Program** that provides free or discounted services to eligible patients.

In FY 09, Mission Hospital provided **\$4,288,000** in charity care to **5,924** persons.

Mission Hospital FY 09 – FY 11 Community Benefit Plan: FY 09 Progress

Primary Care

Key Community Partners:

- Camino Health Center Management Team
- Mission Hospital
- Community Benefit Committee Liaison and Camino Clinic Board of Directors



Unmet Health-Related Group: Cities of San Clemente, Dana Point and San Juan Capistrano

Goal: Increase access to Primary Care

How will we measure success?:

Increase the number of unduplicated medical patients from SJC, SC, and DP.

- **Strategy 1.: Enhance revenue**
- **Strategy 1 Measures:** Net revenue for Primary Care (Includes total dept revenue for Camino Clinic, Mobile Medical unit and Diabetes Management Mobile Van)
- **Strategy 2: Enhance Information Technology (IT) Systems**
- **Strategy 2 Measures:** Percent of components that are implemented
- **Strategy 3.: Strengthen provider team**
- **Strategy 3 Measures:** Provider vacancy rate as of June 30th, 2009
- **Strategy 4: Improve Work Flow Efficiencies and Clinical Quality**
- **Strategy 4 Measures:** Number of improvements implemented and sustained

Accomplishments:

In FY09 Camino Health Center **served 3,294 unduplicated patients** from San Juan Capistrano, Dana Point and San Clemente. The support for these services was provided by the 3.9 out of 5.9 vacant FTE's that were filled in FY09. Camino Health center also implemented CCPro.net, which is their new Patient Management System (PMS). One of the outcomes of this new system was the implementation of a scheduling module which allows scheduling staff to identify available appointments with greater ease and allows for the customization of types and number of appointments that can be scheduled. This new system has also helped to increase by **20% the number of appointments available** and a reduction in the inefficient use of clinical time. In the Clinical Quality area Camino Health Center focused on the documentation of adult

immunizations on CCpro.net which has allowed for determination of vaccination rates against Pneumococcal disease for patients 65 and over. The result has been a **74%** vaccination rate for patients 65 and older that have been seen at Camino Health Center. A policy was also created to outline the adult immunization process and staff responsibilities. In FY09, Camino Health Center also had a total of **\$2,360,014 in net revenue** for Primary Care Services.

Depression

Key Community Partners:

- *Cal Optima*
- *Camino Health Center*
- *Children's Bureau*
- *Community Services Programs, Inc.*
- *Human Options*
- *Help Me Grow*
- *Mission Basilica*
- *Mission Hospital*
 - *Community Health Improvement Services*
 - *Perinatal Education*
 - *Spiritual Care*
- *Mission Lutheran Church*
- *Saddleback Valley Memorial Hospital*
- *St. Edwards Parish*
- *St. Timothy's*
- *San Clemente Presbyterian*
- *South County Senior Services*
- *Toby's House*
- *WECARE*
- *Western Youth Services*



Unmet Health-Related Group: *San Clemente, Dana Point, San Juan Capistrano*

Goal: Increase # of persons 300% below FPL from SOC who engage in services for depression (services include counseling, support services & medication)

How will we measure success?:

of persons* who attend 3 or more sessions/services

- **Strategy 1.: Increase early identification and intervention for individuals and families**
- **Strategy 1 Measure:** # of Primary Care Practices that make referrals for depression

- **Strategy 2: Increase community awareness and acceptance of depression**
- **Strategy 2 Measure:** # of people seeking information or help

- **Strategy 3.: Increase capacity to provide services**
- **Strategy 3 Measure:** # of providers serving targeted area

- **Strategy 4: Increase availability of services**

- **Strategy 4 Measures:** # of services in non-clinical settings
- **Strategy 5.: Increase cultural/linguistic appropriateness**
- **Strategy 5 Measures:** # of service providers who are bilingual/bicultural

Accomplishments

In FY09 the South Orange County Depression Coalition provided a total of **1,518 services for depression** to people 300% below the federal poverty level. The focus of the Coalition was on strategies 1 and 3. The coalition created a survey that was sent out to all Cal Optima PCP's, OBGYN's and Internists to assess the doctors that our target population receives treatment from. The survey showed that **94%** of the doctors were making referrals for depression, **54.5%** reported using a standardized assessment for Depression in their practice and **54.5%** reported that they would benefit from someone providing education at their office on Depression. Additionally, **91%** requested a Depression resource list. One of our partner organizations, Human Options updated a resource list that had been created in FY05 as a result of the Mission hospital Mental Health Gap Analysis. In FY09, a total of **120 providers** were engaged in the work of the South Orange County Depression Collaborative, an **increase of 6%** from the initial FY09 baseline (75). Part of these 120 providers were 10 community residents that completed a leadership training for Chronic Disease Self Management-Healthy Living and another **20 volunteers** were trained to be Friendly Visitors for the senior population at St. Timothy's Catholic Church.

Childhood Obesity

Key Community Partners:

- *Las Palmas Elementary*
- *UCI Medical Center*
- *Esperanza School*
- *Boys and Girls Club of Capistrano Valley*
- *Mission Hospital*
- *South Coast YMCA*
- *Healthy 4 Life Program*
- *UC Cooperative Extension*
- *Dairy Council of California*
- *Saddleback Unified School District Recreation and Community Services*
- *Capistrano Unified School District*
- *City of San Juan Capistrano*
- *City of San Clemente*
- *Beach Cities YMCA*
- *Orange County TOPS*
- *Saddleback memorial Medical Center*
- *Great Opportunities*
- *American Heart Association*
- *CHOC at Mission*
- *The Ecology Center*
- *Orange County Human Relations*
- *Help Me Grow*
- *Orange County Marathon*
- *CalOptima*
- *Western Youth Services*
- *Orange County Health Care Agency*
- *Camino Health Center*
- *Laguna Hills Community Center*



Unmet Health-Related Group: Children ages 3-11 in south Orange County.

Goal: *Reduce the prevalence of obesity in underserved children 3-11 years old.*

How will we measure success?:

Decrease percentage of underserved children 3 – 11 years old with BMI's \geq 85th percentile.

- **Strategy 1.:** Increase regular practice by families around healthy foods and physical activities

- **Strategy 1 Measures:** Number of families effecting positive changes in physical activities and/or eating behaviors, based on self-report
- **Strategy 2:** Increase number of new or expanded school-based program/policies addressing student obesity
- **Strategy 2 Measures:** Number of new or expanded school-based nutrition &/or physical activity programs/policies added
- **Strategy 3.:** Increase accessible community options for healthy foods and physical activities
- **Strategy 3 Measures:**
 - **a)** Number of new, culturally appropriate, affordable food options within walking distance of low-income neighborhoods
 - **b)** Number of accessible, new or expanded, community-based physical activity options

Accomplishments:

In FY09 the South Orange County Childhood Obesity Coalition helped to **reduce by 8%** (original baseline 39%) the # of children ages 3-11 with BMI's greater or equal to the 85th percentile (7 children out of 84). A total of **18 new programs** were started or expanded to promote school-based nutrition and/or physical activity. **85%** of families participating in the Childhood Obesity program made positive changes in physical activities and/or eating behaviors. The Healthy 4 Life program which is part of a SJHS Southern California regional effort was implemented at **9 schools** in the Mission Hospital Service Area to increase the level of physical activity of school aged children. In FY09, Mission hospital implemented the community-based "Play More. Eat Better", social marketing campaign. A total of **12 block parties** were held with over **1,700 children attending**. The children played games, had their BMI's measured, attended cooking demos and registered for further nutrition education classes. Community gardens were also established through the Gardens 4 Life program to encourage physical activity through gardening and nutrition education tied to the produce the kids are growing. Several community aerobics classes were also started with over **150** moms attending.

Post-Secondary Education

Key Community Partners:

- *CUSD Adult and Community Education*
- *SOC Community College District*
- *Orange County Human Relations*
- *Capo Valley High School*
- *ROP CVHS*
- *San Clemente High School*
- *Center for Educational Partnerships, UCI*
- *CREER Cominidad y Familia*
- *CUSD SSA Bridges Project*
- *Marco Forster Middle School*
- *Saddleback College EOPS Program*
- *Mission Hospital Community Benefit Committee*
- *Mission Hospital*
- *Saddleback Memorial Medical Center*
- *Unico Foundation*
- *Community College District, Saddleback College*
- *CUSD Dana Hills High School*
- *CUSD Capistrano-Laguna Beach High School, ROP*
- *San Juan Capistrano Residents*
- *Shorecliffs Middle School*
- *St. Margaret's Episcopal School*
- *Taller San Jose*



Unmet Health-Related Group: High School students at Capo Valley High School, Dana Hills High School and San Clemente High School.

Goal: *Increase participation of Youth in post secondary education training within 3 years after graduation.*

How will we measure success?:

% of youth who start post-secondary education or training within 3 years after graduation.

- **Strategy 1.:** Change expectations about post-secondary education/training careers with teachers, students, parents and community
- **Strategy 1 Measures:** % of graduating youth who believe they can pursue education/ training/ career to realize their greatest potential.
- **Strategy 2:** Increase exposure to careers, educational options, and process
- **Strategy 2 Measures:** # of total students and parents participating in career/ educational programs and events

- **Strategy 3:** Empower students to take control of their futures
- **Strategy 3 Measures:** Students' sense of control, measured through periodic survey

Accomplishments:

In FY09, Mission Hospital helped to establish the Capistrano Pathways to Higher Education (CPATHE) Collaborative. This collaborative is comprised of key education stakeholders from the Capistrano Unified School District and community advocates and residents that are committed to increasing the number of students that start post-secondary education or training within three years of graduation (current baseline **81.25%** -class of 2006 graduating seniors). Mission Hospital coordinated **6** meetings for the English Learning Advisory Council (ELAC) at Marco Forster Middle School, with a total of **107 parents attending**. These trainings provided information to parents on higher education and techniques to support your child to go to college or career programs. Over **120 parents attended** a series of basic computer classes to help parents better communicate with their child's teacher through the Capistrano Unified School District School Loop program. Several events were also held for parents and students to expose them to educational options. Saddleback College held a "College Access" program that targeted Latino first generation college students. Approximately **250 students and 60 parents** attended the event. A Science Extravaganza program was established with the University of California, Irvine to help expose students to math and science careers. Over **40 students** attended learning how to make rockets, examine strawberry DNA and create lava lamps. Orange County Human Relations provided youth empowerment workshops for **50 students** at Shorecliffs Middle School in San Clemente. At these workshops key youth concerns were identified as well as interests and motivations. As part of these workshops and community events, self-esteem and self-efficacy tools were implemented, with a mean score of **30.43**(out of a 40 pt. scale) for self esteem and **68.7** (out of a 100 pt. scale) for self-efficacy.

Affordable Homes

Key Community Partners:

- *City of Dana Point*
- *City of Mission Viejo*
- *City of San Clemente*
- *City of San Juan Capistrano*
- *CREER Cominidad y Familia*
- *Dayle McIntosh Center*
- *Kennedy Commission*
- *Kotzer Health Consulting*
- *Mary Erickson Housing*
- *Mission Hospital*
- *Mission Hospital Community Benefit Committee*
- *Mission Hospital Foundation*
- *Orange County Human Relations*
- *St. Joseph Health System*
- *Total Access Living*
- *Saddleback Memorial Medical Center, Manager*
- *MDM Associates*
- *Welcome Inn*
- *Our Lady of Fatima Catholic Church*
- *Urban West Ventures*
- *Neighborhood Housing Services of OC*
- *Habitat for Humanity of OC*
- *San Juan Capistrano Housing Advisory Board*
- *Hanover Pacific*



Unmet Health-Related Group: Cities of Mission Viejo, San Juan Capistrano, Dana Point and San Clemente.

Goal: *Increase affordable homes in south Orange County*

How will we measure success?:

of new homes approved for households with low moderate income levels.

- **Strategy 1.:** Increase # of public or private** policies that support affordable homes
- **Strategy 1 Measures:** Weighted Score: # of polices passed and active
- **Strategy 2:** Increase broad-based community advocacy groups/organizations that identify and act on affordable homes as a priority

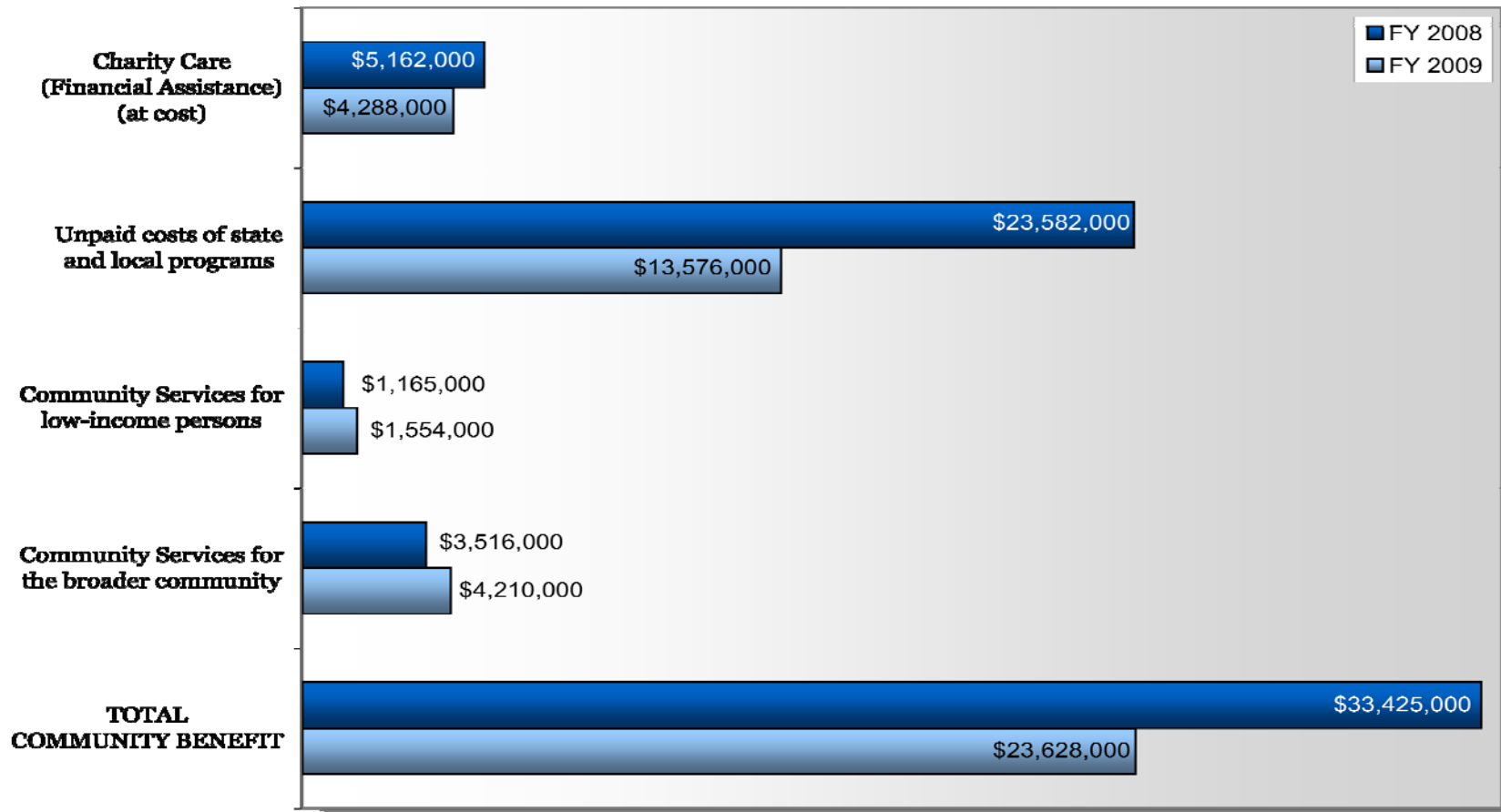
- **Strategy 2 Measures:** # of groups/ organizations that identify and act on housing initiatives
- **Strategy 3:** Collaborate to create new affordable homes
- **Strategy 3 Measures:** Weighted Score: # of initiatives, weighted by phase

Accomplishments:

In FY09 the South Orange County Alliance for Housing Our Communities (**SOCAHOC**) was formed to help guide the efforts of the Affordable Homes Strategic Plan. A total of **71 organizations** were engaged that acted on housing initiatives. A key success was successfully advocating for an affordable homes development for seniors in the City of San Clemente. Local city councils were invited to a president's Breakfast at Mission Hospital to educate them on Mission Hospital's Community Benefit strategic priorities and to encourage them to support affordable homes development in their communities. The City of Mission Viejo was engaged and hosted the first community dialogue sponsored by SOCAHOC. **120 individuals** attended and discussed current affordable home trends and developments in our local community. SOCAHOC also created an **affordable housing dashboard** that provides each city with a score based on housing policies and affordable home developments. Initial scoring shows a total of **54.25%** (217/400 pts.) for policy development and **24.3%** (97.2/400 pts) for construction. On the advocacy arena with the support of the St. Joseph Health System Advocacy Department, the group analyzed and when appropriate acted on SB 16, SB 36, AB 1334 and AB 34.

Community Benefit Investment 2008 and 2009

Fiscal Year 2008 - 2009
Community Benefit Investment
Mission Hospital



Mission Hospital FY 2009 Community Benefit Report

Community Benefit Investment Narrative

In FY09 Mission hospital provided a total of \$23,628,000 towards meeting the health and quality of life of the community.

Charity Care: \$4,288,000 (at cost)

Charity Care is provided for households at or below 500% of the Federal poverty Level. In FY09 Charity Care Costs were lower by 17% than FY08 due to more patients qualifying for government programs. The patient would first have to apply for other programs before we would approve financial assistance. Mission Hospital also contracted with OVAG which helped to track patient finances overseas.

Unpaid Costs of State and Federal Programs: \$13,576,000

In FY09, Costs were low due to Medi-Cal. There were less acute charges and cost to charge ratios were lower compared to FY08.

Community Services for the Low Income: \$1,554,000

In FY09 there was an increase due to an increase in Camino Health Center losses. A total of \$1,471,000 was received from the SJHS Foundation in FY09 and are included as part of the total for Community Services for the Low Income.

Community Services for the Broader Community: \$4,210,000

In FY09, costs were high due to an increase in "Access for Uninsured patients" program as a result of the economic crisis. There was a \$100K increase in donated medical supplies to Liga Internacional. There was also an increase of \$272K in Community Benefit Operations and a \$148K increase in Community Health Improvement Services.

Unpaid Costs of Medicare: \$29,433,000

Unpaid cost of Medicare are not counted as part of total Quantifiable Community Benefit in alignment with CHA USA guidelines. In FY09, costs were lower due to higher acute charges and higher reimbursement.

St. Joseph Health System
500 S. Main St., Ste. 1000
Orange, CA
stjhs.org



St. Joseph Health System (SJHS) is an integrated healthcare delivery system providing a broad range of medical services. The system is organized into three regions--Northern California, Southern California, and West Texas/Eastern New Mexico - and consists of 14 acute care hospitals, as well as home health agencies, hospice care, outpatient services, skilled nursing facilities, community clinics, and physician organizations. The ministries that comprise SJHS offer a wide variety of services within each of the three regions. From well-established acute care hospitals to clinics in non-traditional settings like school rooms and shopping malls, SJHS is establishing a "continuum of care," that is, a system that links and coordinates an entire spectrum of health services.