



**Each Mind Matters: Stigma Reduction Campaign
Community Event 2020**

ST. JOSEPH HOSPITAL

*FY20 Community Benefit Report
Progress on FY18-FY20 CB Plan/Implementation Strategies Report*

St. Joseph Health 
St. Joseph Hospital

A member of the St. Joseph Hoag Health alliance

A member of Providence St. Joseph Health

To provide feedback about this Community Benefit Report, email:
Cecilia.Bustamante-Pixa@stjoe.org

TABLE OF CONTENTS

	PAGE #
EXECUTIVE SUMMARY	3
MISSION, VISION, AND VALUES	5
INTRODUCTION – WHO WE ARE AND WHY WE EXIST	6
ORGANIZATIONAL COMMITMENT	6
Community Benefit Governance and Management Structure	
PLANNING FOR THE UNINSURED AND UNDERINSURED	8
Financial Assistance Program	
Medi-Cal (Medicaid)	
COMMUNITY	
Definition of Community Served	
COMMUNITY NEEDS AND ASSETS ASSESSMENT PROCESS AND RESULTS	15
Summary of Community Needs, Assets, Assessment Process, and Results	
Identification and Selection of Significant Health Needs	
Community Health Needs Prioritized	
COMMUNITY BENEFIT PLAN	26
Summary of Community Benefit Planning Process	
Addressing the Needs of the Community: FY18 – FY20 Key Community Benefit Initiatives and Evaluation Plan	
Other FY20 Community Benefit Programs and Evaluation Plan	
FY20 COMMUNITY BENEFIT INVESTMENT	37
Telling Our Community Benefit Story: Non-Financial Summary of Accomplishments	
Governance Approval	
Providence St. Joseph Health	

EXECUTIVE SUMMARY

St. Joseph Health, St. Joseph Hospital is an acute-care hospital founded in 1929, is located at Orange, California and is a member of [Providence St. Joseph Health](#). [Providence St. Joseph Health](#) is a new organization created by Providence Health & Services and St. Joseph Health with the goal of improving the health of the communities it serves, especially those who are poor and vulnerable.

St. Joseph Hospital Orange has 465 licensed beds, 379 of which are currently available, and a campus that is approximately 38 acres in size. St. Joseph Hospital has a staff of more than 3,100 and professional relationships with more than 1,000 local physicians. Major programs and services include cardiac care, critical care, diagnostic imaging, emergency medicine and obstetrics.

In response to identified unmet health-related needs in the community needs assessment, during FY18-20 St. Joseph Hospital will focus on Access to Health Care, Mental Health, and Diabetes/Obesity/Food and Nutrition for the broader and underserved disadvantaged members of the surrounding community.

Due to the fast pace at which the community and health care industry change, St. Joseph Hospital anticipates that implementation strategies may evolve and therefore, a flexible approach is best suited for the development of its response to the St. Joseph Hospital Community Health Needs Assessment (CHNA). On an annual basis St. Joseph Hospital evaluates its CB Plan, specifically its strategies and resources; and makes adjustments as needed to achieve its goals/outcome measures, and to adapt to changes in resource availability.

Community Benefit Investment

St. Joseph Health, St. Joseph Hospital invested \$45,678,633 in community benefit in FY 2020. For FY20, St. Joseph Health, St. Joseph Hospital had an unpaid cost of Medicare of \$31,428,326.

FY18-FY20 CB Plan Priorities/Implementation Strategies

In FY20 the hospital implemented the following strategies addressing priorities as developed in its FY18-FY20 Community Benefit Implementation Plan.

- Access to Health Care for the Uninsured and Underinsured
- Mental Health
- Diabetes/Obesity/Food and Nutrition

Responding to COVID-19 Pandemic

Community Benefit Programs were disrupted by the SARS-COV-2 virus and COVID-19, which has impacted all of our communities. Our commitment first and foremost is to respond to the needs of our communities, particularly individuals who are disproportionately impacted by the economic and social effects of COVID-19. While this is a dynamic situation, we recognize the greatest needs of our communities will change in the coming months, and it is important that we adapt our efforts to respond accordingly. We are committed to supporting, strengthening, and serving our communities in ways that align with our Mission, engage our expertise, and leverage our Community Benefit dollars in the most impactful ways.

PROVIDENCE ST. JOSEPH HEALTH

[Providence St. Joseph Health](#) is a new organization created by Providence Health & Services and St. Joseph Health with the goal of improving the health of the communities it serves, especially those who are poor and vulnerable.

Together, our 120,000 caregivers (all employees) serve in 50 hospitals, 1,085 clinics and a comprehensive range of services across Alaska, California, Montana, New Mexico, Oregon, Texas and Washington. The Providence St. Joseph Health family includes: Providence Health & Services, St. Joseph Health, Covenant Health in West Texas, Facey Medical Foundation in Los Angeles, Hoag Memorial Presbyterian in Orange County, Calif., Kadlec in Southeast Washington, Pacific Medical Centers in Seattle, and Swedish Health Services in Seattle

Bringing these organizations together is a reflection of each of our unique missions, increasing access to health care and bringing quality, compassionate care to those we serve, with a focus on those most in need. By coming together, Providence St. Joseph Health has the potential to seek greater affordability, achieve outstanding and reliable clinical care, improve the patient experience and introduce new services where they are needed most.

It begins with heritage

The founders of both organizations were courageous women ahead of their time. The Sisters of Providence and the Sisters of St. Joseph of Orange brought health care and other social services to the American West when it was still a rugged, untamed frontier. Now, as we face a different landscape – a changing health care environment – we draw

Providence Health & Services

In 1856, Mother Joseph and four Sisters of Providence established hospitals, schools and orphanages across the Northwest. Over the years, other Catholic sisters transferred sponsorship of their ministries to Providence, including the Little Company of Mary, Dominicans and Charity of Leavenworth. Recently, Swedish Health Services, Kadlec Regional Medical Center and Pacific Medical Centers have joined Providence as secular partners with a common

commitment to serving all members of the community. Today, Providence serves Alaska, California, Montana, Oregon and Washington.

St. Joseph Health

In 1912, a small group of Sisters of St. Joseph landed on the rugged shores of Eureka, Calif., to provide education and health care. The ministry later established roots in Orange, Calif., and expanded to serve Southern California, the California High Desert, Northern California and Texas. The health system established many key partnerships, including a merger between Lubbock Methodist Hospital System and St. Mary Hospital to form Covenant Health in Lubbock Texas. Recently, an affiliation was established with Hoag Health to increase access to services in Orange County, Calif.

MISSION, VISION, AND VALUES

Our Mission

As expressions of God's healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.

Our Vision

Health for a Better World.

Our Values

Compassion

Dignity

Justice

Excellence

Integrity

INTRODUCTION – WHO WE ARE AND WHY WE EXIST

As a ministry founded by the Sisters of St. Joseph of Orange, St. Joseph Hospital lives out the tradition and vision of community engagement set out hundreds of years ago. The Sisters of St. Joseph of Orange trace their roots back to 17th century France and the unique vision of a Jesuit Priest named Jean-Pierre Medaille. Father Medaille sought to organize an order of religious women who, rather than remaining cloistered in a convent, ventured out into the community to seek out “the Dear Neighbors” and minister to their needs. The congregation managed to survive the turbulence of the French Revolution and eventually expanded not only throughout France but throughout the world. In 1912, a small group of the Sisters of St. Joseph traveled to Eureka, California, at the invitation of the local Bishop, to establish a school. A few years later, the great influenza epidemic of 1918 caused the sisters to temporarily set aside their education efforts to care for the ill. They realized immediately that the small community desperately needed a hospital. Through bold faith, foresight and flexibility, in 1920, the Sisters opened the 28 bed St. Joseph Hospital Eureka and the first St. Joseph Health ministry.

St. Joseph Health, St. Joseph Hospital is an acute-care hospital founded in 1929, is located at Orange, California and is a member of [Providence St. Joseph Health](#) (PSJH). PSJH is a new organization created by Providence Health & Services and St. Joseph Health with the goal of improving the health of the communities it serves, especially those who are poor and vulnerable.

St. Joseph Hospital Orange has 465 licensed beds, 379 of which are currently available, and a campus that is approximately 38 acres in size. St. Joseph Hospital has a staff of more than 3,100 and professional relationships with more than 1,000 local physicians. Major programs and services include cardiac care, critical care, diagnostic imaging, emergency medicine and obstetrics.

COMMUNITY BENEFIT INVESTMENT

St. Joseph Health, St. Joseph Hospital invested \$45,678,633 in community benefit in FY 2020. For FY20, St. Joseph Health, St. Joseph Hospital had an unpaid cost of Medicare of \$31,428,326.

ORGANIZATIONAL COMMITMENT

St. Joseph Hospital dedicates resources to improve the health and quality of life for the communities it serves, with special emphasis on the needs of the economically poor and underserved.

In 1986, St. Joseph Health created the St. Joseph Health Community Partnership Fund (SJH CPF) (formerly known as the St. Joseph Health System Foundation) to improve the lives of low-income individuals residing in local communities served by SJH Hospitals.

Up until 2019, St. Joseph Hospital allocated 10 percent of its net income (net realized gains and losses) to the St. Joseph Health Community Partnership Fund. 75 percent of these contributions are used to support local hospital Care for the Poor programs. 17.5 percent is used to support SJH Community Partnership Fund grant initiatives. The remaining 7.5 percent is designated toward reserves, which helps ensure the Fund's ability to sustain programs into the future that assist low-income and underserved populations. In 2020, St. Joseph Hospital utilized Care for the Poor Fund Reserves to support many of its community health programs.

Furthermore, St. Joseph Hospital will endorse local non-profit organization partners to apply for funding through the St. Joseph Health Community Partnership Fund. Local non-profits that receive funding provide specific services and resources to meet the identified needs of underserved communities throughout St. Joseph Health hospitals' service areas.

Community Benefit Governance and Management Structure

St. Joseph Hospital further demonstrates organizational commitment to the community benefit process through the allocation of staff time, financial resources, participation and collaboration. The Vice President of Mission Integration and Director of Community Benefit are responsible for coordinating implementation of California Senate Bill 697 provisions and Federal 501r requirements as well as providing the opportunity for community leaders and internal hospital Executive Management Team members, physicians and other staff to work together in planning and implementing the Community Benefit Plan.

The Community Benefit (CB) Management Team provides orientation for all new Hospital employees on Community Benefit programs and activities, including opportunities for community participation.

A charter approved in 2007 establishes the formulation of the St. Joseph Hospital Community Benefit Committee. The role of the Community Benefit Committee is to support the Board of Trustees in overseeing community benefit issues. The Committee acts in accordance with a Board-approved charter. The Community Benefit Committee is charged with developing policies and programs that address identified needs in the service area particularly for underserved populations, overseeing development and implementation of the Community Health Needs Assessment and Community Benefit Plan/Implementation Strategy Reports, and overseeing and directing the Community Benefit activities.

The Community Benefit Committee has a minimum of eight members including three members of the Board of Trustees. Current membership includes 6 members of the Board of Trustees and 6 community members. A majority of members have knowledge and experience with the populations most likely to have disproportionate unmet health needs. The Community Benefit Committee generally meets every other month.

Roles and Responsibilities

Senior Leadership

© CE and other senior leaders are directly accountable for CB performance.

Community Benefit Committee (CBC)

© CBC serves as an extension of trustees to provide direct oversight for all charitable program activities and ensure program alignment with Advancing the State of the Art of Community Benefit (ASACB) Five Core Principles. It includes diverse community stakeholders. Trustee members on CBC serve as ‘board level champions’.

© The committee provides recommendations to the Board of Trustees regarding budget, program targeting and program continuation or revision.

Community Benefit (CB) Department

© Manages CB efforts and coordination between CB and Finance departments on reporting and planning.

© Manages data collection, program tracking tools and evaluation.

© Develops specific outreach strategies to access identified Disproportionate Unmet Health Needs (DUHN) populations.

© Coordinates with clinical departments to reduce inappropriate ER utilization.

© Advocates for CB to senior leadership and invests in programs to reduce health disparities.

Local Community

© Partnership to implement and sustain collaborative activities.

© Formal links with community partners.

© Provide community input to identify community health issues.

© Engagement of local government officials in strategic planning and advocacy on health related issues on a city, county, or regional level.

PLANNING FOR THE UNINSURED AND UNDERINSURED

Patient Financial Assistance Program

The St. Joseph Health (SJH) Financial Assistance Program helps to make our health care services available to everyone in our community needing emergent or medically necessary care. This includes people who do not have health insurance and are unable to pay their hospital bill, as well as patients who do have insurance but are unable to pay the portion of their bill that

*ST. JOSEPH HOSPITAL
FY20 COMMUNITY BENEFIT REPORT*

insurance does not cover. In some cases, eligible patients will not be required to pay for services; in others, they may be asked to make partial payment. At St. Joseph Health, St. Joseph Hospital, our commitment is to provide quality care to all our patients, regardless of their ability to pay. We believe that no one should delay seeking needed medical care because they lack health insurance or are worried about their ability to pay for their care. This is why we have a Financial Assistance Program for eligible patients. In FY20, St. Joseph Health, St. Joseph Hospital Orange ministry, provided \$9,967,507 free and discounted care following a policy providing assistance to patients earning up to 500% of the federal poverty level. This was a 28% increase over FY19. This resulted in 13,570 patient accounts receiving free or discounted care.

For information on our Financial Assistance Program click:

<https://www.providence.org/obp/ca/orange-county-and-high-desert/financial-assistance>

Medi-Cal (Medicaid)

St. Joseph Health, St. Joseph Hospital Orange provides access to the uninsured and underinsured by participating in Medicaid, also known as Medi-Cal in California. In FY20, St. Joseph Health, St. Joseph Hospital Orange ministry, provided \$27,817,303 in Medicaid shortfall.

COMMUNITY

Definition of Community Served

St. Joseph Hospital provides Orange County communities with access to advanced care and advanced caring. The hospital's total service area extends from Yorba Linda in the north, Lake Forest in the south, Corona in the east and Huntington Beach in the west. Our Hospital Total Service Area includes the cities of Orange, Santa Ana, Tustin, Anaheim, Garden Grove, Villa Park, Westminster, Yorba Linda, Placentia, Irvine, Corona, Fullerton, Fountain Valley, Costa Mesa, Buena Park, Stanton, Silverado, Lake Forest, Cypress and Foothill Ranch. This includes a population of approximately 2,380,838 people, an increase of approximately 5% from the prior assessment.

Community Profile

The table and graph below provide basic demographic and socioeconomic information about the St. Joseph Hospital Orange Service Area and how it compares to Orange County, Riverside County, and the state of California. Riverside County data is included because nearly a quarter of the Secondary Service Area (SSA) population is in Riverside County. However, throughout this report, comparisons of the Total Service Area (TSA) are made to Orange County. 14

The TSA of St. Joseph Hospital Orange has nearly 2.4 million people, with a median household income of just under \$74,000. There are more children and fewer older adults in the TSA relative to Orange County and California. Compared to Orange County, the Primary Service Area has a

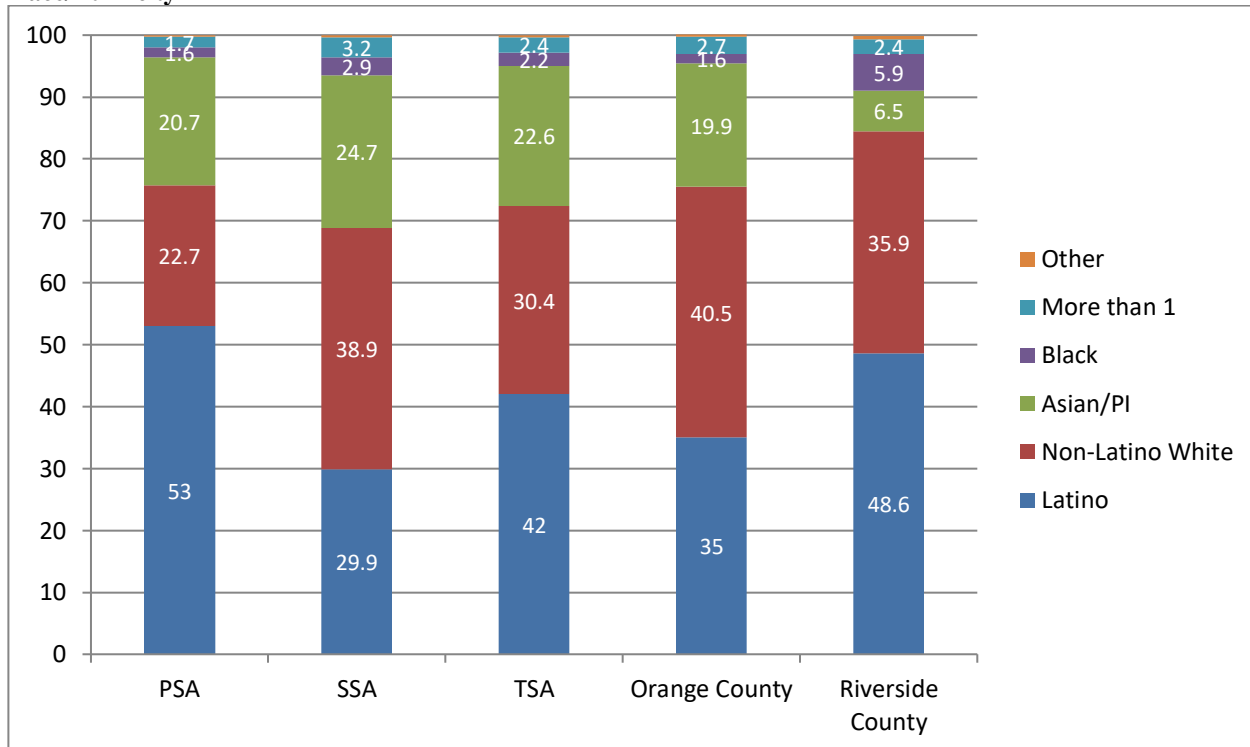
ST. JOSEPH HOSPITAL
FY20 COMMUNITY BENEFIT REPORT

much lower median household income and much higher rates of poverty while the SSA is better off on those same measures. The PSA has a higher percentage of Latinos and smaller percentage of non-Latino Whites than Orange County.

Service Area Demographic Overview

Indicator	PSA	SSA	TSA	Orange County	Riverside County	California
Total Population	1,253,825	1,127,013	2,380,838	3,172,848	2,341,521	38,986,171
Under Age 18	25.8%	23.1%	24.5%	22.9%	26.2%	23.6%
Age 65+	11.0%	11.7%	11.3%	13.5%	13.4%	13.2%
Speak only English at home	35.7%	57.2%	45.9%	54.4%	60.1%	56.2%
Do not speak English “very well”	31.9%	16.9%	24.8%	20.6%	15.3%	19.1%
Median Household Income	\$62,480	\$82,163	\$73,636	\$78,612	\$58,155	\$62,554
Households below 100% FPL	13.9%	7.9%	10.9%	9.2%	13.1%	12.3%
Households below 200% FPL	35.5%	20.0%	27.8%	23.5%	32.7%	29.8%
Children living below 100% FPL	25.2%	14.2%	20.2%	17.6%	23.4%	22.7%
Older adults living below 100% FPL	11.6%	7.5%	9.6%	8.7%	9.4%	10.2%

Race/Ethnicity



Race/Ethnicity data is based on self-reported responses in accordance with US Census categories.

Hospital Total Service Area

The community served by the Hospital is defined based on the geographic origins of the Hospital’s inpatients. The Hospital Total Service Area is comprised of both the Primary Service Area (PSA) as well as the Secondary Service Area (SSA) and is established based on the following criteria:

- PSA: 70% of discharges (excluding normal newborns)
- SSA: 71%-85% of discharges (draw rates per ZIP code are considered and PSA/SSA are modified accordingly)
- Includes ZIP codes for continuity
- Natural boundaries are considered (i.e., freeways, mountain ranges, etc.)
- Cities are placed in PSA or SSA, but not both

The Primary Service Area (“PSA”) is the geographic area from which the majority of the Hospital’s patients originate. The Secondary Service Area (“SSA”) is where an additional population of the Hospital’s inpatients reside. The PSA is comprised of Orange, Santa Ana, Tustin, Anaheim, Garden Grove, Villa Park, and Westminster. The SSA is comprised of another area, Yorba Linda, Placentia, Irvine, Corona, Fullerton, Fountain Valley, Costa Mesa, Buena Park, Stanton, Silverado, Lake Forest, Cypress and Foothill Ranch.

Table 1. Cities and ZIP codes

Cities/ Communities	ZIP Codes	PSA or SSA
Orange	92856, 92857, 92859, 92862, 92863, 92865, 92866, 92867, 92868	PSA
Santa Ana	92701, 92702, 92703, 92704, 92705, 92706, 92707, 92711, 92735, 92799	PSA
Tustin	92780, 92781, 92782,	PSA
Anaheim	92801, 92802, 92803, 92804, 92805, 92806, 92807, 92808, 92809, 92814, 92815, 92816, 92817, 92825	PSA
Garden Grove	92840, 92841, 92842, 92843, 92844, 92845, 92846	PSA
Villa Park	92861	PSA
Westminster	92683, 92864, 92685	PSA
Yorba Linda	92885, 92886, 92887	SSA
Placentia	92870, 92871	SSA
Irvine	92602, 92603, 92604, 92606, 92612, 92614, 92616, 92617, 92618, 92619, 92620, 92623, 92697	SSA
Corona	92877, 92878, 92879, 92880, 92881, 92882, 92883	SSA
Fullerton	92831, 92833, 92834, 92838	SSA

*ST. JOSEPH HOSPITAL
FY20 COMMUNITY BENEFIT REPORT*

Fountain Valley	92708, 92728	SSA
Costa Mesa	92626, 92627, 92628	SSA
Buena Park	90620, 90621, 90622	SSA
Stanton	90680	SSA
Silverado	92676	SSA
Lake Forest	92630	SSA
Cypress	90630	SSA
Foothill Ranch	92610	SSA

Figure 1 (on the following page) depicts the Hospital's PSA and SSA. It also shows the location of the Hospital as well as the other hospitals in the area that are a part of St. Joseph Health.

Figure1. St. Joseph Hospital Total Service Area

St. Joseph Hospital of Orange (SJO) Hospital Total Service Area



Map represents Hospital Total Service Area (HTSA). The Primary Service Area (PSA) comprises 70% of total discharges (excluding normal newborns). The Secondary Service Area (SSA) comprises 71% - 85% of total discharges (excluding normal newborns). The HTSA combines the PSA and the SSA. Includes zip codes for continuity. Cities are placed in either PSA or SSA, but not both. SJMC = St. Jude Medical Center; MH = Mission Hospital. Prepared by the St. Joseph Health Strategic Services Department, April 2016.

Community Need Index (Zip Code Level) Based on National Need

The Community Need Index (CNI) was developed by Dignity Health (formerly known as Catholic Healthcare West (CHW)) and Truven Health Analytics. The Community Needs Index (CNI) identifies the severity of health disparity for every zip code in the United States and demonstrates the link between community need, access to care, and preventable hospitalizations.

CNI aggregates five socioeconomic indicators that contribute to health disparity (also known as barriers):

- Income Barriers (Elder poverty, child poverty and single parent poverty)
- Culture Barriers (non-Caucasian limited English);
- Educational Barriers (% population without HS diploma);
- Insurance Barriers (Insurance, unemployed and uninsured);
- Housing Barriers (Housing, renting percentage).

This objective measure is the combined effect of five socioeconomic barriers (income, culture, education, insurance and housing). A score of 1.0 indicates a zip code with the fewest socioeconomic barriers, while a score of 5.0 represents a zip code with the most socioeconomic barriers. Residents of communities with the highest CNI scores were shown to be twice as likely to experience preventable hospitalizations for manageable conditions such as ear infections, pneumonia or congestive heart failure compared to communities with the lowest CNI scores. (*Ref (Roth R, Barsi E., Health Prog. 2005 Jul-Aug; 86(4):32-8.)*) The CNI is used to draw attention to areas that need additional investigation so that health policy and planning experts can more strategically allocate resources.

For example, the ZIP code 92703 (City of Santa Ana) on the CNI map is scored (in red) 4.2 - 5.0, making it a High Need community.

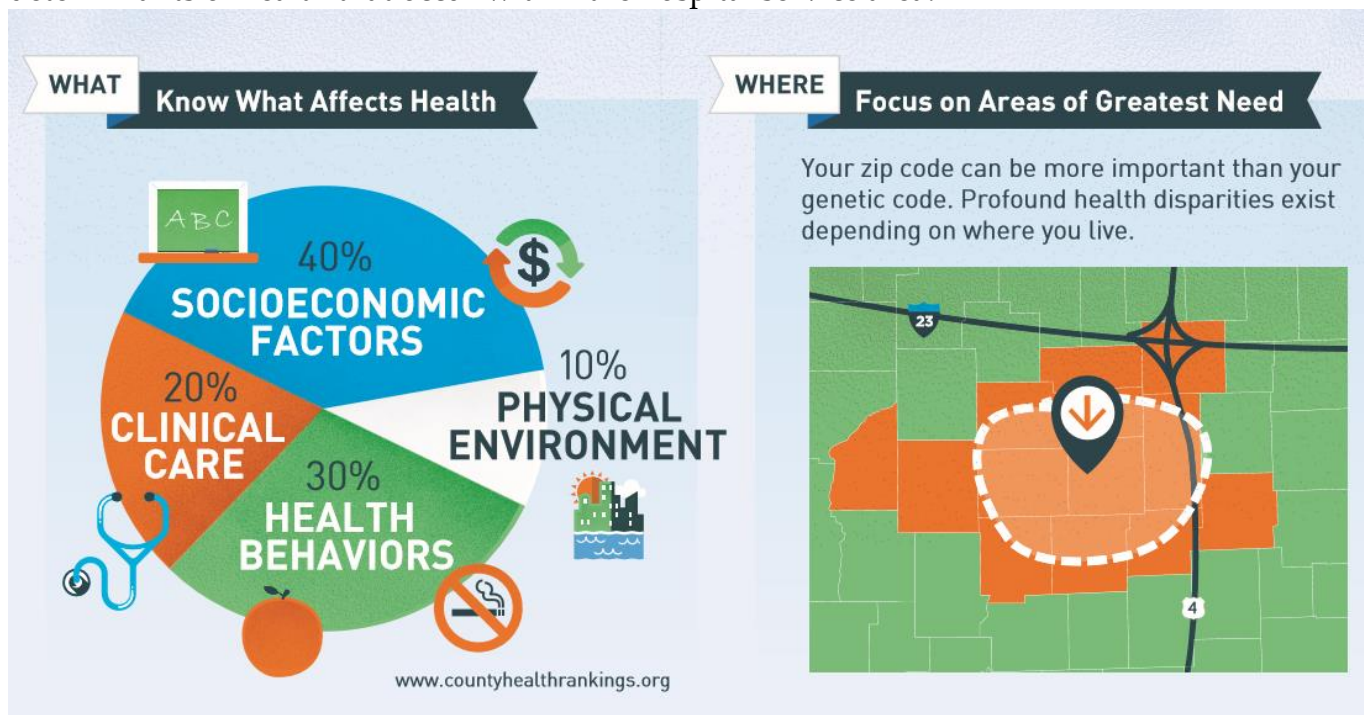
Figure 2 (in the following page) depicts the Community Need Index for the *hospital's geographic service area based on national need*. It also shows the location of the Hospital as well as the other hospitals in the area that are a part of St. Joseph Health.

COMMUNITY NEEDS AND ASSETS ASSESSMENT PROCESS AND RESULTS

Summary of Community Needs, Assets, Assessment Process and Results

The Community Health Needs Assessment (CHNA) process was guided by the fundamental understanding that much of a person's and community's health is determined by the conditions in which they live, work, play, and pray. In gathering information on the communities served by the hospital, we looked not only at the health conditions of the population, but also at socioeconomic factors, the physical environment, health behaviors, and the availability of clinical care. This framework, depicted in the graphic below from County Health Rankings and Roadmaps, focuses attention on the social determinants of health to learn more about opportunities for intervention that will help people become and stay healthy within their community.

In addition, we recognized that where people live tells us a lot about their health and health needs, and that there can be pockets within counties and cities where the conditions for supporting health are substantially worse than nearby areas. When data was publicly available, it was collected at the zip code level to show the disparities in health and the social determinants of health that occur within the hospital service area.



Examples of the types of information that was gathered, by health factor, are:

Socioeconomic Factors – income, poverty, education, and food insecurity

Physical Environment – crowded living situations, cost of rent relative to incomes, long commutes, and pollution burden

Health Behaviors – obesity¹, sugary drink consumption, physical exercise, smoking, and substance abuse

Clinical Care – uninsured, prenatal care, and the number of people per physician or mental health worker

In addition to these determinants of health, we also looked at the health outcomes of the people living in the service area, by zip code whenever possible. The health conditions that were examined included:

Health Outcomes – overall health condition, asthma, diabetes, heart disease, cancer, and mental health

Collaborative Partners

The Olin Group is a socially conscious consulting firm working across nonprofit, public, private, and philanthropic sectors to bring about community transformation. Based in Santa Ana, California, The Olin Group has 15 years of experience working on evaluation, planning, assessment, fundraising, communication, and other services for nonprofit organizations, and had previously supported the CHNA process of multiple hospitals in the St. Joseph Health system. The Olin Group served as the lead consultant in the CHNA process, coordinating the quantitative and qualitative data collection processes and assisting in the prioritization and selection of health needs.

Community Partners:

St. Joseph Hospital Orange partnered with the following community groups to recruit for and host the Focus Groups and Forums.

My Safe Harbor, Anaheim. My Safe Harbor provides mothers an experience of personal and family transformation so they can change their future and the future of their community. They hosted and recruited for a Community Focus Group.

¹ Per County Health Rankings obesity is listed under the health behavior category of diet and exercise. <http://www.countyhealthrankings.org/our-approach/health-factors/diet-and-exercise>

Orange County Congregation Community Organization (OCCCO), Anaheim. OCCCO is a faith-based community organization working to strengthen families and improve neighborhoods, by engaging communities to shape public policy and build a legacy of leadership throughout Orange County. OCCCO hosted and recruited for two community focus groups.

The Orange County Asian and Pacific Islander Community Alliance (OCAPICA), Garden Grove. OCAPICA is dedicated to enhancing the health, and social and economic well-being of Asians and Pacific Islanders in Orange County, California. Established in 1997, OCAPICA works to improve and expand the community's opportunities through service, education, advocacy, organizing and research, and to empower Asians and Pacific Islanders to define and control their lives and the future of their community. OCAPICA played a key role in planning the Community Forum and recruiting its participants.

Southland Integrated Services, Westminster. Southland Integrated Services (formerly Vietnamese Community of Orange County) provides comprehensive health, human, and economic development services to Vietnamese Americans in order to enable them to become actively participating citizens in the mainstream society through empowerment and capacity enhancement of each citizen. They hosted, recruited for, and facilitated a focus group in the Westminster/Garden Grove area.

Secondary Data/Publicly available data

Within the guiding health framework for the CHNA, publicly-available data was sought that would provide information about the communities (at the city and zip code level when available) and people within our service area. In addition, comparison data was gathered to show how the service area communities are faring compared to the county or state. Indicators were chosen if they were widely accepted as valid and appropriate measures² and would readily communicate the health needs of the service area. Preference was given to data that was obtained in the last 5 years and was available at the zip code level. The data sources used are highly regarded as reliable sources of data (e.g., ESRI Business Analyst Online, US Census Bureau American FactFinder, and California Health Interview Survey Neighborhood Edition). In total, 81 indicators were selected to describe the health needs in the hospital's service area. Appendix 2 includes a complete list of the indicators chosen, their sources, the year the data was collected, and details about how the information was gathered.

If an indicator had zip code level data available, data was pooled to develop indicator values for the Total Service Area (TSA), Primary Service Area (PSA), and Secondary Service Area (SSA) of

² https://wwwn.cdc.gov/CommunityHealth/PDF/Final_CHAforPHI_508.pdf

the hospital. This enabled comparisons of zip code level data to the hospital service area and comparisons of the hospital service area to county and state measures.

After the data was gathered, the zip code level data was compared to the Total Service Area values and color coded light pink to dark red depending on how much worse a zip code area was compared to the TSA value. This made it easier to visualize the geographic areas with greater health needs. The criteria for color-coding the zip code level data is explained in Appendix 2 of the SJO CHNA which is posted on the website.

Community Input

The process of collecting qualitative community input took three main forms: Community Resident Focus Groups, a Nonprofit and Government Stakeholder Focus Group, and a Community Forum. Each group was designed to capture the collected knowledge and opinions of people who live and work in the communities served by St. Joseph Hospital Orange. We developed a protocol (noted in Appendix 3b of the SJO CHNA which is posted on the website) for each group to ensure consistency across individual focus groups, although the facilitators had some discretion on asking follow-up questions or probes as they saw fit. Invitation and recruitment procedures varied for each type of group. Appendix 3 includes a full report of the community input process and findings along with descriptions of the participants.

Resident Focus Groups

For Community Resident Groups, Hospital Community Benefit staff, in collaboration with their Community Benefit Committees and the St. Joseph Health Community Partnerships Department, identified geographic areas where data suggested there were significant health needs, physical environment, and socioeconomic concerns. This process also identified the language needs of the community, which determined the language in which each focus group was conducted. Community Benefit staff then partnered with community-based organizations that serve those areas to recruit for and host the focus groups. The community-based organization developed an invitation list using their contacts and knowledge of the area, and participants were provided a small incentive for their time. Two consultants staffed each focus group, serving as facilitators and note takers. These consultants were not directly affiliated with the ministry to ensure candor from the participants.

Nonprofit and Government Stakeholder Focus Group

For the Nonprofit and Government Stakeholder Focus Group, Community Benefit staff developed a list of leaders from organizations that serve diverse constituencies within the hospital's service area. Ministry staff sought to invite organizations with which they had existing relationships, but also used the focus group as an opportunity to build new

relationships with stakeholders. Participants were not given a monetary incentive for attendance. As with the resident focus groups, this group was facilitated by outside consultants without a direct link to St. Joseph Health.

Community Resident Forum

Recruitment for the Community Resident Forum was much broader to encourage as many people as possible to attend the session. Community Benefit staff publicized the event through flyers and emails using their existing outreach networks, and also asked their partner organizations to invite and recruit participants. No formal invitation list was used for the forums and anyone who wished to attend was welcomed. The forum was conducted by an outside consultant in English, with simultaneous Spanish language translation for anyone who requested it.

While the focus groups followed a similar protocol to each other in which five to six questions were asked of the group, the forum followed a different process. The lead facilitator shared the health needs that had emerged from the CHNA process so far and asked the participants to comment on them and add any other concerns. Once the discussion was complete, the participants engaged in a cumulative voting process using dots to indicate their greatest concerns. Through this process, the forum served as something of a “capstone” to the community input process.

Orange County Public Health officials reviewed the final draft of the 2017 CHNA Report. Their feedback stated that many of the priorities identified were consistent with those in the 2017 OC Health Improvement Plan.

Name	Title	Organization
Jane Chai, MPH	Public Health Projects Manager	Orange County Health Care Agency
Donna Fleming	Chief, Public Health Operations	Orange County Health Care Agency

St. Joseph Hospital Orange will address the following priority areas as part of its FY18-FY20 CB Plan/Implementation Strategy Report:

- Access to Care for the Uninsured and Underinsured
- Mental Health
- Diabetes / Obesity / Food and Nutrition

Access to Care for the Uninsured and Underinsured is a concern that emerged in both the data and through community input. Although the data used for the CHNA do not reflect the most recent enrollments due to the Affordable Care Act, they show that rates of uninsured children and adults were slightly higher in the TSA than for Orange County. Rates in parts of Santa Ana

and Anaheim were especially high. Community input focused on the challenges people face with using insurance, talking about the cost of premiums and co-pays, the difficulty navigating an unfamiliar health care system, and the need for linguistically and culturally sensitive care. Access to Care tied with Mental Health as the top priority after the first 3 steps of the prioritization process.

Mental Health received the most votes by far at the community forum and was tied with Access to Care as the top priority after the first 3 steps of the prioritization process. Mental health, and specifically stress and depression, was linked to many other issues such as economic challenges, housing, and immigration. Community members also noted the continued stigma associated with mental illness and the difficulties they face navigating the mental health system and finding culturally appropriate mental health services. Emergency Room usage rates for mental health reasons are extremely high in lower-income areas of Santa Ana and Anaheim.

Diabetes / Obesity / Food and Nutrition were originally considered as separate issues but combined by the Community Benefit Committee. The Committee agreed that these three significant health needs had enough correlation and a “cause and effect” implication among them that by addressing one or two, we could essentially address all three. While the overall rate of diabetes in the TSA is similar to Orange County’s rate (7.8% in the TSA compared to 7.4% in the County), the rate in the PSA is higher (8.7%). Certain communities have much higher rates of diabetes, ranging from 10.2% to 11.9% in Westminster and Garden Grove. Rates in Santa Ana and Anaheim hover between 9 and 10 percent.

The data on overweight and obesity shows the TSA has slightly higher rates than Orange County (24.2% of teenagers in the TSA are overweight or obese compared to 20.9% across the county), but those rates are below the California rate of 33.1%. The highest rates of overweight and obesity in teenagers in the PSA were found in Santa Ana and Anaheim, where the highest rate was 29.0%. Data on obesity in adults showed a similar pattern, with more than 25% of the adult population considered obese in some zip codes of Santa Ana and Anaheim, compared to 20.3% in the TSA and 18.4% in Orange County.

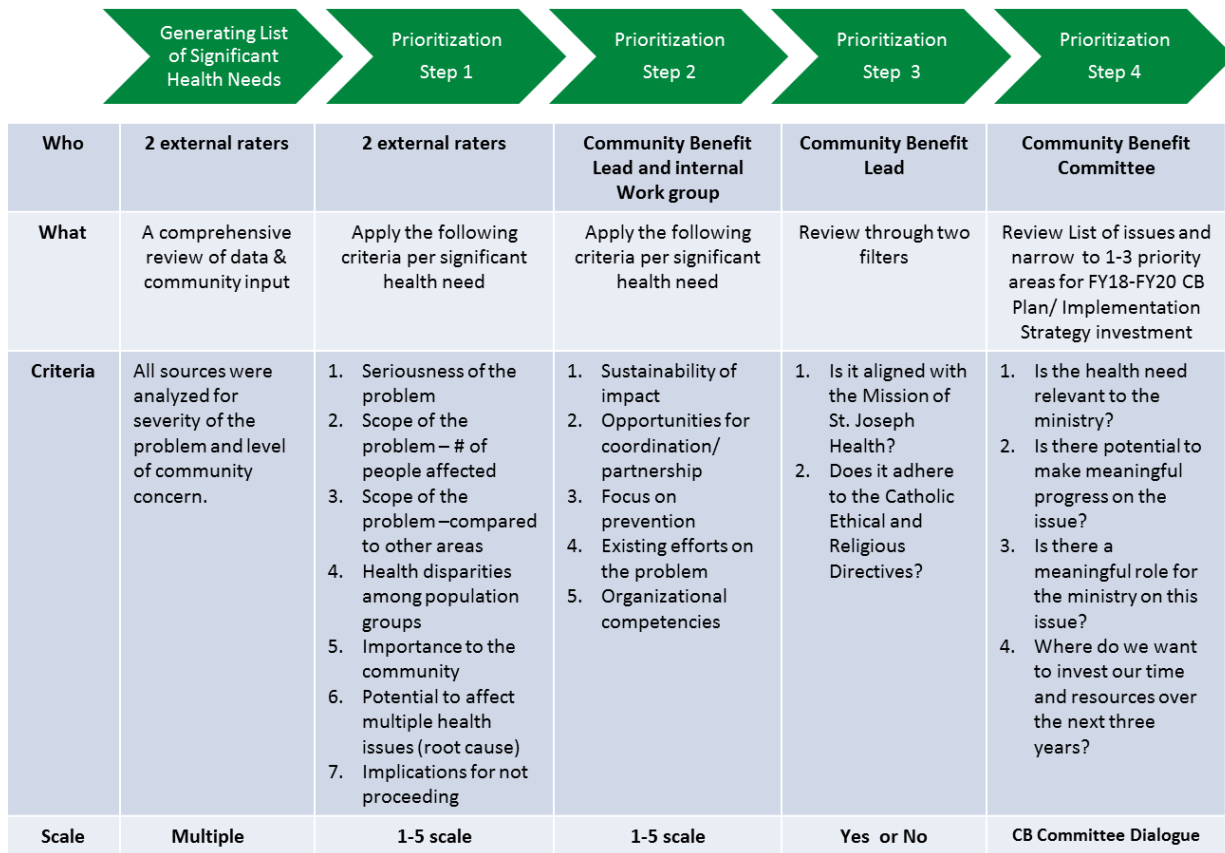
Concerns about Food and Nutrition, a root cause of diabetes and obesity, were raised both in the data and through community input. The data shows high rates of food insecurity, especially in the PSA (11.3% compared to 6.8% in Orange County) and the PSA communities of Santa Ana and Anaheim (as high as 22.6% in one zip code area of Santa Ana). Concerns about the cost, availability, and ease of preparing healthy food compared to abundant, cheap, and quick unhealthy options were raised at all of the focus groups and the community forum. St. Joseph Hospital anticipates that implementation strategies may change and therefore, a flexible approach is best suited for the development of its response to the St. Joseph Hospital CHNA. For example, certain community health needs may become more pronounced and

require changes to the initiatives identified by St. Joseph Hospital in the enclosed CB Plan/Implementation Strategy.

**Identification and Selection of Significant Health Needs
Selection Criteria and Process**

Evaluators from The Olin Group performed a rigorous review of the publicly-available data and community input to assist Community Benefit Committee to identify three significant health needs for St. Joseph Hospital Orange.

The graphic below depicts both how the compiled data and community input were analyzed to generate the list of significant health needs, as well as the prioritization process that allowed the selection of three significant health needs.



Rank-ordered significant health needs

The matrix below shows the 13 health needs identified through the selection process, and their final prioritized scores. The check marks indicate each source of input and whether this issue was identified as a need by that input process.

*ST. JOSEPH HOSPITAL
FY20 COMMUNITY BENEFIT REPORT*

Significant Health Need	Health Category	Total Rank Score	Community Data	Resident Focus Groups (FG)	N.P./ Govt. Stakeholder FG	Community Forum
Access to Care for the Uninsured and Underinsured	Clinical Care	47.6	✓	✓	✓	✓
Mental Health	Health Outcome	47.6	✓	✓	✓	✓
Diabetes	Health Outcome	43.2	✓		✓	
Housing Concerns	Physical Environment	41.7	✓	✓	✓	
Obesity	Health Behavior	41.5	✓	✓		
Education	Socioeconomic	40.9	✓	✓	✓	✓
Food and Nutrition	Health Behavior	40.3	✓	✓	✓	
Language and Cultural Barriers	Socioeconomic	40.1	✓	✓	✓	✓
Economic Insecurity	Socioeconomic	39.2	✓	✓		
Immigration Status	Socioeconomic	37.7	✓	✓		✓
Access to Resources	Clinical Care	36.9		✓	✓	
Public Safety	Physical Environment	32.9	✓	✓	✓	
Parks	Physical Environment	28.9	✓	✓		✓

For definitions go to the SJO CHNA Report.

Community Health Needs Prioritized

St. Joseph Hospital Orange will address the following priority areas as part of its FY18-FY20 CB Plan/Implementation Strategy Report:

- Access to Care for the Uninsured and Underinsured
- Mental Health
- Diabetes / Obesity / Food and Nutrition

Access to Care for the Uninsured and Underinsured is a concern that emerged in both the data and through community input. Although the data used for the CHNA do not reflect the most recent enrollments due to the Affordable Care Act, they show that rates of uninsured children and adults were slightly higher in the TSA than for Orange County. Rates in parts of Santa Ana and Anaheim were especially high. Community input focused on the challenges people face with using insurance, talking about the cost of premiums and co-pays, the difficulty navigating an unfamiliar health care system, and the need for linguistically and culturally sensitive care. Access to Care tied with Mental Health as the top priority after the first 3 steps of the prioritization process.

Mental Health received the most votes by far at the community forum and was tied with Access to Care as the top priority after the first 3 steps of the prioritization process. Mental health, and specifically stress and depression, was linked to many other issues such as economic challenges, housing, and immigration. Community members also noted the continued

stigma associated with mental illness and the difficulties they face navigating the mental health system and finding culturally appropriate mental health services. Emergency Room usage rates for mental health reasons are extremely high in lower-income areas of Santa Ana and Anaheim.

Diabetes / Obesity / Food and Nutrition were originally considered as separate issues but combined by the Community Benefit Committee. The Committee agreed that these three significant health needs had enough correlation and a “cause and effect” implication among them that by addressing one or two, we could essentially address all three. While the overall rate of diabetes in the TSA is similar to Orange County’s rate (7.8% in the TSA compared to 7.4% in the County), the rate in the PSA is higher (8.7%). Certain communities have much higher rates of diabetes, ranging from 10.2% to 11.9% in Westminster and Garden Grove. Rates in Santa Ana and Anaheim hover between 9 and 10 percent.

The data on overweight and obesity shows the TSA has slightly higher rates than Orange County (24.2% of teenagers in the TSA are overweight or obese compared to 20.9% across the county), but those rates are below the California rate of 33.1%. The highest rates of overweight and obesity in teenagers in the PSA were found in Santa Ana and Anaheim, where the highest rate was 29.0%. Data on obesity in adults showed a similar pattern, with more than 25% of the adult population considered obese in some zip codes of Santa Ana and Anaheim, compared to 20.3% in the TSA and 18.4% in Orange County.

Concerns about Food and Nutrition, a root cause of diabetes and obesity, were raised both in the data and through community input. The data shows high rates of food insecurity, especially in the PSA (11.3% compared to 6.8% in Orange County) and the PSA communities of Santa Ana and Anaheim (as high as 22.6% in one zip code area of Santa Ana). Concerns about the cost, availability, and ease of preparing healthy food compared to abundant, cheap, and quick unhealthy options were raised at all of the focus groups and the community forum.

Needs Beyond the Hospital’s Service Program

No hospital facility can address all of the health needs present in its community. We are committed to continue our Mission through community benefit programs and by funding other non-profits through the St. Joseph Health Community Partnership Fund.

As previously mentioned, St Joseph Hospital will endorse local non-profit organization partners to apply for funding through the St. Joseph Health Community Partnership fund. Local non-profits that receive funding provide specific services and resources to meet the identified needs of underserved communities throughout St. Joseph Hospital’s service areas. The following community health needs identified in the St. Joseph Hospital CHNA will not be addressed and an explanation is provided below:

Housing concerns: The hospital does not directly address housing needs. However, we support and endorse grant applications to the St. Joseph Health Community Partnership Fund- Emergency Food and Shelter Initiative for several local central Orange County community based organizations. In addition, the hospital will be available to support maintenance/custodial services to the new Mercy House project to convert the Sisters of St. Joseph Mother House into affordable housing units for women and children.

Language and Cultural Barriers: The hospital does not directly address language and cultural needs except to patient population. The hospital provides cultural competency training for its employees. However, these trainings are not open to the public.

Economic Insecurity: The hospital does not directly address the effects of poverty and economic concerns. However, the hospital partners with Taller San Jose Hope Builders to support their graduating participants secure employment by providing pre-employment health screenings.

Immigration Status: The hospital does not directly address immigration issues. However, La Amistad Family Health Center (SJNHC) partners with the Public Law Center in referring patients who request immigration services. Furthermore, SJO may disclose Protected Health Information to Law enforcement including the US Immigration and Customs Enforcement (ICE) for the following purposes **only**: a) Injury resulting from a deadly weapon or from other criminal act; b) Rape or other sexual assault.

Access to Resources: The hospital does not directly offer access to resources in general. However, a Patient Advocate is stationed in the Emergency Care Center to assist low income underserved persons seeking care to enroll in appropriate and affordable health insurance programs and social services programs. In addition, we support and endorse grant applications to the St. Joseph Health Community Partnership Fund for several local central Orange County community based organizations seeking funds to address access to health and social services resources.

Public Safety: The hospital does not directly address issues around public safety. However, we support and endorse grant applications to the St. Joseph Community Partnership Fund- Community Building Initiative for local community based organizations who directly address these social and infrastructure issues. Without this funding, these organizations would not be able to sustain and/or further their work in this area.

Parks: The hospital does not directly address the provision of parks in the community. However, we support and endorse grant applications to the St. Joseph Community Partnership Fund- Community Building Initiative for local community based organizations who directly address these social and infrastructure issues. Without this funding, these organizations would not be able to sustain and/or further their work in this area.

In addition, St. Joseph Hospital will collaborate when feasible with organizations that address aforementioned community needs, to coordinate care and referral to address these unmet needs.

COMMUNITY BENEFIT PLAN

Summary of Community Benefit Planning Process

Prioritization Process and Criteria

To rank order the list of significant health needs and ultimately select the three health needs to be addressed by St. Joseph Hospital Orange, a four-step process was followed that incorporated the experience, expertise, and perspective of both internal and external stakeholders of the ministry. The criteria and rating scales can be found in Appendix 5 located on the hospital CHNA which is posted on the website.

Step 1: Using criteria that were developed in collaboration with the St. Joseph Health System Office and the Community Benefit Lead, The Olin Group Evaluation Team scored each health need on seven criteria.

- **Seriousness of the Problem:** The degree to which the problem leads to death, disability, and impairs one's quality of life
- **Scope of the Problem 1:** The number of people affected, as a percentage of the service area population
- **Scope of the Problem 2:** The difference between the percentage of people affected in the service area compared to regional and statewide percentages
- **Health Disparities:** The degree to which specific socioeconomic or demographic groups are affected by the problem, compared to the general population
- **Importance to the Community:** The extent to which participants in the community engagement process recognized and identified this as a problem
- **Potential to Affect Multiple Health Issues:** Whether or not this issue is a root cause, and the extent to which addressing it would affect multiple health issues
- **Implications for Not Proceeding:** The risks associated with exacerbation of the problem if it is not addressed at the earliest opportunity

Step 2: The Community Benefit Lead for St. Joseph Hospital Orange convened a working group of internal and external stakeholders to complete the second stage of prioritization. This working group applied 4 criteria to each need.

- **Sustainability of Impact:** The degree to which the ministry's involvement over the next 3 years would add significant momentum or impact, which would remain even if funding or ministry emphasis on the issue were to cease.
- **Opportunities for Coordination and Partnership:** The likelihood that the ministry could be part of collaborative efforts to address the problem.

- Focus on Prevention: The existence of effective and feasible prevention strategies to address the issue.
- Existing Efforts on the Problem: The ability of the ministry to enhance existing efforts in the community.

The Community Benefit Staff participating in the working group also considered a fifth criterion:

- Organizational Competencies: The extent to which the ministry has or could develop the functional, technical, behavioral, and leadership competency skills to address the need.

Step 3: Two final criteria were considered by the Community Benefit Lead for each health need.

- Relevance to the Mission of St. Joseph Health: Is this area relevant to or aligned with the Mission of St. Joseph Health?
- Adherence to Ethical and Religious Directives: Does this area adhere to the Catholic Ethical and Religious Directives?

If the answer was “No” to either question, the health need was dropped from further consideration. None of the needs were dropped at this step.

Information about Ethical and Religious Directives is available <http://www.usccb.org/issues-and-action/human-life-and-dignity/health-care/upload/Ethical-Religious-Directives-Catholic-Health-Care-Services-fifth-edition-2009.pdf>

Step 4: The final step of prioritization and selection was conducted by the St. Joseph Hospital Orange Community Benefit Committee, which reviewed the list of identified health needs rank-ordered by the results of the first three steps of the prioritization process. The Committee discussed each need and its relevance to the ministry, the potential for progress on the issue, and the potential role of the ministry in addressing the need. After extensive discussion, the Committee selected three priorities for inclusion in the plan.

St. Joseph Hospital Orange will address the following priority areas:

- Access to Care for the Uninsured and Underinsured
- Mental Health
- Diabetes / Obesity / Food and Nutrition

**Addressing the Needs of the Community:
FY18 – FY20 Key Community Benefit Initiatives and Evaluation Plan
FY20 Accomplishments**

1. Initiative/Community Need Being Addressed: According to secondary data gathered, the hospital’s Primary Service Area is worse off than the Total Service Area and Orange County on all socioeconomic indicators.

Goal (anticipated impact): Increase Access to Care for the Uninsured and Underinsured in central Orange County who lack appropriate health services.

Outcome Measure	Baseline	FY20 Target	FY20 Results
Number of uninsured persons served by expanded health services.	7,306 patients served in FY17	9,831 patients served (20% increase)	7,437 patients served

Strategy(ies)	Strategy Measure	Baseline	FY20 Target	FY20 Results
1. Implement expansion of Orange/Santa Ana (La Amistad) site of St. Jude Neighborhood Health Centers	# of visits at Orange site of SJNHC	21,644 visits FY17	27,482 visits (medical, dental, vision) (20% increase)	21,808 (medical, dental, vision)
2. Build a new assessment tool within the Electronic Health Record to screen for Social Determinants of Health (SDOH).	Report documenting most common SDOH	Tested 1 page form to track and identify Social Determinants of Health (SDOH). Assessment embedded into Electronic Health Record.	Establish baseline	1,189 patients have completed the module. LADJ began using the tool Jan 2020
3. Partner with community groups to understand and address/support identified needs of underserved Asian/Pacific Islander population in central OC.	# of partners/groups engaged working to address unmet needs in Asian/Pacific	Participated in funding local grassroots Asian/Pacific Islander stakeholder	Identify 1-3 key priority areas to support and advocate for systemic changes affecting target population.	<ul style="list-style-type: none"> • Community Health Needs Assessment for AAAJ • Korean Community

ST. JOSEPH HOSPITAL
FY20 COMMUNITY BENEFIT REPORT

	Islander population.	interviews/needs assessment.		<p>Services mobile clinic upgrade</p> <ul style="list-style-type: none"> • 274 participants from Southland Integrated Health Center received education on how to reduce mental health stigma
4. Partner with OC Healthier Together Social Determinants of Health Work Group.	Develop a county-wide plan to prioritize the most pressing Social Determinants of Health affecting underserved communities.	Work Group started September 2017	Priority plan established.	Participation on OCHIP workgroup by Director of Community Benefit

Key Community Partners: Coalition of OC Health Centers, Family Resource Centers, Asian Americans Advancing Justice OC, CalOptima and St. Joseph Heritage Foundation.

FY20 Accomplishments: *New tracking system/EHR is effectively capturing all patient data accurately. However, the target to increase the number of patients served was not met due to a gap in providers, one resigned and another was on LOA, during the fiscal year. In addition, the goal to broaden the number of visits was greatly impacted by COVID-19. During the last 6 months of the fiscal year the dental clinic was shut down and vision services were greatly reduced. Through partnership with organizations such as AAAJ, KCS, and Southland Integrated St. Joseph Hospital is engaging to address, advocate and support identified needs of underserved Asian/Pacific Islander population in central Orange County. The approach to partner with OC Healthier Together was accomplished and a priority plan was established. The Director of Community Benefit actively takes part on the OCHIP workgroup.*

**Addressing the Needs of the Community:
FY18 – FY20 Key Community Benefit Initiatives and Evaluation Plan
FY20 Accomplishments**

2. **Initiative/Community Need Being Addressed:** FY2017 CHNA quantitative data shows that mental health, particularly stress and depression related to undocumented status, among women and especially Latinas, trauma from domestic violence, and PTSD from violence in their home country before immigrating to the US, was a concern across all focus groups.

Goal (anticipated impact): Increase Access to Mental Health Services

Outcome Measure	Baseline	FY20 Target	FY20 Results
Number of underserved persons served by new or expanded mental health prevention and treatment services supported by St. Joseph Hospital.	3,278 visits in FY17	4,190 patients served	3,682 patients served

Strategy(ies)	Strategy Measure	Baseline	FY20 Target	FY20 Results
1. Improve integration of primary care and mental health services.	# of mental health clinicians FTE integrated into Central Orange County clinic practices	0.5	1.0	1.0
	# of encounters provided	319 patients served in FY17	600 patients served	1,044 patients served
2. Participate in Regional Psychiatry Collaborative	# of patients receiving initial psychiatric assessment and medication management.	256 patients served in FY17	260 patients served	57 patients served
3. Increase connection of Emergency Care Center patient population with crisis stabilization, behavioral/ mental health, substance abuse services and recuperative housing.	# of psychiatric patients triaged in the Emergency Care Center.	2,703 patients served in FY17	3,324 patients served	2,443 patients served
	# of homeless patients discharged from the Emergency Care Center	4 patients served since Feb. 2017	6 patients served	36 patients served

**ST. JOSEPH HOSPITAL
FY20 COMMUNITY BENEFIT REPORT**

	transitioned to recuperative 6-bed housing facility.			
4. Improve the quality of care provided at La Amistad Health Center (SJNHC) for patients experiencing depression.	# of patients whose baseline PHQ 9 is greater than 10 who improve by one level	0	103	102 patients decreased their PHQ 9 scores
5. Implementation of mental health stigma reduction campaign in targeted low income neighborhoods of Central Orange County.	# of Community Events and Promise to Talk Pledges	0	6 community events 10 Pop Up events 6 bench displays	12 Pop Up events 7 bench displays 4,837 encounters 697 Promises

Key Community Partners: La Amistad Family Health Center (SJNHC), Hoag Center for Healthy Living, Camino Health Center, Mission Hospital Family Resource Center, CSU Fullerton, Jamboree Housing Corp., The Prevention Institute.

FY20 Accomplishments: *The number of underserved persons served by new or expanded mental health prevention and treatment services supported by St. Joseph Hospital totaled 3,682 in FY20. The number of patients receiving an initial psychiatric assessment and medication management in FY20 totaled 57 compared to 256 at baseline. The reason for that is the psychiatrist resigned and there was a gap until the position was filled (April 2020). The number of homeless patients discharged and transitioned to recuperative housing more than doubled in FY20 to 36. The number of patients triaged for ECDU from the ECC decreased. The reason for that is, in the beginning, those patients included medical patients. In order to improve the quality of care for patients experiencing depression the number of patients whose PHQ9 levels improved by one level equaled 102. Additionally, the Stigma Reduction Campaign implemented targeted efforts that resulted in 4,837 encounters, 697 promises, 12 pop up events at Westminster FRC, El Modena FRC, Santa Ana Senior Center, Southland Integrated, Mexican Consulate and other local sites, there were 7 bench displays at 6 sites including Westminster Safety Day Fair, Southland Integrated Services, SJO ED Lobby, and Westminster FRC.*

**Addressing the Needs of the Community:
FY18 – FY20 Key Community Benefit Initiatives and Evaluation Plan
FY20 Accomplishments**

3. Initiative/Community Need Being Addressed: 2017 CHNA data reports that the hospital’s PSA has higher rates of diabetes in adults, higher rates of overweight, obesity and sugary drink consumption and lower rates of regular exercise.

Goal (anticipated impact): Improve management of diabetes, increase percentage of healthy weight persons, and promote healthy behavior and lifestyle.

Outcome Measure	Baseline	FY20 Target	FY20 Results
# of diabetic patients with improved clinical values.	71% of diabetic patients are controlled as defined by HgA1C< 9.0	75% of diabetic patients are controlled as defined by HgA1C< 9.0	76% of diabetic patients are controlled as defined by HgA1C<9.0

Strategy(ies)	Strategy Measure	Baseline	FY20 Target	FY20 Results
1. Improve the percentage of patients with well controlled diabetes (A1C below 9).	% of patients with A1C below 9.	71% of patients in FY17	75% of patients	76% of patients
2. Improve the percentage of patients with (1) BMI charted and (2) follow up plan documented if patient is overweight/ underweight.	% of patients with charted BMI and follow up plan.	34% of patients in FY17	40% of patients	90% of patients
3. Adapt and implement Heritage Medical Group standard diabetes education protocol.	# of education encounters	2,218 education encounters in FY17	2,616 education encounters	2,122 education encounters were provided from FY18- FY20
4. Participate in local collaborative partnerships focused on diabetes to advocate for county-wide coordinated resources/ referral and collective impact.	# of local collaborative partners engaged in improvement efforts	10	15	30

ST. JOSEPH HOSPITAL
FY20 COMMUNITY BENEFIT REPORT

Key Community Partners: La Amistad Family Health Center (SJNHC), St. Joseph Heritage HealthCare, HCA Diabetes Collaborative.

FY20 Accomplishments: *The number of chronic disease patients with improved clinical values had a considerable outcome. The target to increase the number of diabetic patients with improved clinical values was achieved. The percent of patients with A1C below 9 was measured at 76% in FY20. The goal to improve the percentage of patients with charted BMIs and a follow up plan in place was exceed at 90% compared to 34% at baseline. The health center implemented quality improvement measures to accurately capture clinical outcomes. The health educator position was not filled and therefore data was not captured. The Director of Community Health Investment joined the Diabetes collaborative workgroup and took over the Chairman role. To date the number of collaborative partners increased to 30 which exceeds the target goal of 15.*

**Addressing the Needs of the Community:
FY18 – FY20 Key Community Benefit Initiatives and Evaluation Plan
FY20 Accomplishments**

4. Regional Initiative/Community Need Being Addressed: Regional Education Equity focused on low income populations.

Goal (anticipated impact): Reduce the education achievement gap in the schools.

Outcome Measure	Baseline	FY20 Target	FY20 Results
% of children developmentally on track in EDI scores in targeted school districts	N/A	Baseline established: basic literacy 67% basic numeracy 73% general knowledge and communication 30%	Developed a Two-Generation Model approach Developed Service Areas: Physical & Mental Health, Education, Safety, Economic Support, Personal Development

Strategy(ies)	Strategy Measure	Baseline	FY20 Target	FY20 Results
1. Engage with community partners in selected cities to develop a plan to improve EDI scores	# of cities with focused collaborative on EDI that hospital is participating in	0	1	1

Key Community Partners: Orange County United Way, Garden Grove and Anaheim Unified School Districts, ROP North Orange County, Central Orange County Career technical Education Partnership

FY20 Accomplishments: *Director of Community Health Investment joined the Santa Ana Early Learning Initiative (SAELI). One of the major goals of SAELI is to work with the SAUSD to roll out its early learning framework across all elementary schools. The purpose of the SAELI is to improve early learning outcomes in the areas of reading, math, and social emotional development for children 0-8 years old in Santa Ana, CA. As of today SJO participation is primarily focusing on the wellness center that opens September 2019 at Garfield Elementary, a high need zip code area. SJO will provide a Licensed Clinical*

**ST. JOSEPH HOSPITAL
FY20 COMMUNITY BENEFIT REPORT**

Social Worker (LCSW) to provide mental health counseling, resource and referrals services to the Garfield community. In addition, SJO will partner with St. Jude Neighborhood Health Centers (La Amistad) to provide mobile health services onsite at Garfield Elementary School in Fall 2019.

Other Community Benefit Programs and Evaluation Plan

Initiative/ Community Need Being Addressed:	Program Name	Description	Target Population (Low Income or Broader Community)	FY20 Accomplishments
Access to Dental Services	La Amistad & Puente a la Salud Dental Services (SJNHC)	Provide fixed and mobile comprehensive dental services for adults and children.	Low Income	4,169 encounters
Access to Vision Services	Puente a la Vision Services (SJNHC)	Provide mobile vision services for adults and children.	Low Income	589 encounters
Access to Health Screening	Taller San Jose Hope Builders Pre-employment Screening Program	Provide pre-employment screening and vaccines to teens and young adults.	Low Income	0 encounters
	Imaging and Laboratory Services	Provides various lab tests and imaging to La Amistad and Lestonnac Free Clinic patients.	Low Income	5,532 labs provided
Transportation	Taxi vouchers	Provide transportation support to ED indigent population.	Low Income	1,825 vouchers provided
Postpartum Services	Postpartum Depression Comprehensive Services	Provide screening and treatment to women referred.	Broader Community	3,395 encounters and 1,016 unduplicated patients
	Mother/Baby Assessment Center	Provide physical and psycho-social assessment of mother and baby.	Broader Community	4,704 encounters
Food Insecurity	Meals On Wheels Program	Provide meals to seniors and disabled persons.	Broader Community	6,235 encounters and 3,118 unduplicated persons
	Waste Not OC Program	Provide food donations from hospital cafeteria to local food bank for the homeless.	Low Income	0 meals
Access to Rx	Pharmacy Meds Program	Provided needed Rx to patients upon discharge from the hospital.	Low Income	152 prescriptions provided

FY20 Community Benefit Investment

In FY20 St. Joseph Hospital invested a total of \$45,678,633 Community Benefit dollars that included Financial Assistance at cost, and other cost of care, in addition to strategic community investment addressing community need. St. Joseph Hospital applies a ratio of cost to charge to quantify financial assistance at cost, unreimbursed Medicaid, other means-tested government programs. The cost to charge ratio is aligned with the IRS Form 990, Schedule H Worksheet 2. Our community benefit program expenses are reported in alignment with the total cost incurred to run our programs, and we offset any restricted revenue received to arrive at our net community benefit expense.

FY20 COMMUNITY BENEFIT INVESTMENT

St. Joseph Hospital
(ending June 30, 2020)

CA Senate Bill (SB) 697 Categories	Community Benefit Program & Services ³	Net Benefit
Medical Care Services for Vulnerable⁴ Populations	Financial Assistance Program (FAP) (Traditional Charity Care-at cost)	\$9,967,507
	*Unpaid cost of Medicaid ⁵	\$27,817,303
Other benefits for Vulnerable Populations	Community Benefit Operations	\$0
	Community Health Improvements Services	\$450,529
	Cash and in-kind contributions for community benefit	\$3,049,441
	Community Building	\$0
	Subsidized Health Services	\$0
Total Community Benefit for the Vulnerable		\$41,284,780
Other benefits for the Broader Community	Community Benefit Operations	\$419,509
	Community Health Improvements Services	\$89,016
	Cash and in-kind contributions for community benefit	\$0
	Community Building	\$0
	Subsidized Health Services	\$3,597,342
Health Professions Education, Training and Health Research	Health Professions Education, Training & Health Research	\$287,986
	Total Community Benefit for the Broader Community	
TOTAL COMMUNITY BENEFIT (excluding Medicare)		\$45,678,633
Medical Care Services for the Broader Community	Unpaid cost to Medicare ⁶ (not included in CB total)	\$31,428,326

³ Catholic Health Association-USA Community Benefit Content Categories, including Community Building.

⁴ CA SB697: "Vulnerable Populations" means any population that is exposed to medical or financial risk by virtue of being uninsured, underinsured, or eligible for Medicaid (referred to as Medi-Cal in California), Medicare, California Children's Services Program, or county indigent programs. We exclude Medicare as part of Community Benefit total and only include it below the line for SB697 reporting purposes.

⁵ Accounts for Hospital Fee. The pledge/grant (separate from the quality assurance fee) is reported in Cash and In-kind Contributions for other vulnerable populations.

⁶ Unpaid cost of Medicare is calculated using our cost accounting system. In IRS Form 990, Schedule H, we use the Medicare cost report.

Telling Our Community Benefit Story:

The regional and national award-winning Each Mind Matters program has encouraged community members in high-needs areas in Orange County to “promise to talk” for the past four years. The campaign is noted as a best practice in grassroots community outreach and features intentional objective targets. St. Joseph Hospital joined this effort in 2019 and began its efforts in five target cities and service areas. The campaign goal is to reduce mental health stigma in target communities via bilingual public awareness that facilitates pathways for conversation leading to early intervention and treatment.

Promise to Talk (promisetotalk.org) expanded its reach across Orange County including Mission Hospital, St. Jude Medical Center, and St. Joseph Hospital offering the program to their respective communities. Since its inception, the program has gathered 2,162 promises, conducted 3,000 encounters with the community and amassed nearly 6.7 Million impressions across Orange County. This nationally recognized program is affiliated with California’s Each Mind Matters movement. The following outlines programming elements.

Target Audiences

Primary – Vulnerable & Underserved Residents:

- Residents Community Health Needs Assessment (CHNA) identifies as **economically and socially disadvantaged** within Orange, Santa Ana, Tustin, Garden Grove, and Westminster.
- **Skews to women/mothers** as prime family healthcare decision makers (recognizing men/fathers may hold “veto” power for accessing mental health services)
- Emphasize CHNA **high-needs areas**, which trend to lower-income, lower literacy and limited English proficiency (Spanish or Vietnamese-language dominant) community members
- Includes English, Spanish and Vietnamese speakers

Secondary – General Public:

- General public living within the above mentioned cities (combined population: 821,539)
- Skew to women/mothers as prime family healthcare decision makers (recognizing men/fathers may hold “veto” power for accessing mental health services)
- Includes English, Spanish and Vietnamese speakers

Governance Approval

This FY20 Community Benefit Report was approved on November 10, 2020 by the St. Joseph Hospital Community Benefit Committee of the Board of Trustees.



Chair's Signature confirming approval of the FY20 Community Benefit Annual Report

Date: 11/10/2020

PROVIDENCE ST. JOSEPH HEALTH

Providence St. Joseph Health is a new organization created by Providence Health & Services and St. Joseph Health with the goal of improving the health of the communities it serves, especially those who are poor and vulnerable.

Together, our 120,000 caregivers (all employees) serve in 50 hospitals, 1,085 clinics and a comprehensive range of services across Alaska, California, Montana, New Mexico, Oregon, Texas and Washington. The Providence St. Joseph Health family includes: Providence Health & Services, St. Joseph Health, Covenant Health in West Texas, Facey Medical Foundation in Los Angeles, Hoag Memorial Presbyterian in Orange County, Calif., Kadlec in Southeast Washington, Pacific Medical Centers in Seattle, and Swedish Health Services in Seattle.

Bringing these organizations together is a reflection of each of our unique missions, increasing access to health care and bringing quality, compassionate care to those we serve, with a focus on those most in need. By coming together, Providence St. Joseph Health has the potential to seek greater affordability, achieve outstanding and reliable clinical care, improve the patient experience and introduce new services where they are needed most.

*ST. JOSEPH HOSPITAL
FY20 COMMUNITY BENEFIT REPORT*