

# COMMUNITY HEALTH IMPROVEMENT PLAN 2020 - 2022

## St. Joseph Hospital of Orange



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To provide feedback about this CHIP or obtain a printed copy free of charge, please email Cecilia Bustamante Pixa at [Cecilia.Bustamante-Pixa@stjoe.org](mailto:Cecilia.Bustamante-Pixa@stjoe.org)



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# EXECUTIVE SUMMARY

Providence St. Joseph Health (PSJH) continues its Mission of service in Orange County through St. Jude Medical Center, St. Joseph Hospital of Orange, and Mission Hospital. St. Joseph Hospital of Orange is an acute-care hospital with 465 licensed beds, founded in 1929 and located in Orange, California. The hospital's service area includes a population of 2,590,434 people and makes up 80% of Orange County.

PSJH—Orange County hospitals dedicate resources to improve the health and quality of life for the communities they serve, with special emphasis on the needs of the economically poor and vulnerable. During 2019, the region provided a combined \$113,383,246 in Community Benefit in response to unmet needs.

St. Joseph Hospital of Orange conducts a Community Health Needs Assessment (CHNA) in the communities it serves every three years to better understand the health-related needs and strengths. The results of the CHNA are used to guide and inform efforts to better address the needs of the community. Through a mixed-methods approach using quantitative and qualitative data, the CHNA process relied on several sources of information to identify community needs. Across Orange County, information collected includes community data-level from the Orange County Health Improvement Partnership; 2019 Kaiser Permanente CHNA; 2019 University of California, Irvine Medical Center CHNA; CalOptima Member Survey; state and national public health data; and hospital utilization data.

## Community Health Improvement Plan Priorities

As a result of the findings of the [2019 Community Health Needs Assessment \(CHNA\)](#) and through a prioritization process aligned with our Mission, resources, and hospital strategic plan, St. Joseph Hospital of Orange will focus on the following areas for its 2020-2022 Community Benefit efforts:

### PRIORITY 1: MENTAL HEALTH

Creating awareness and services addressing mental health along with substance use.

### PRIORITY 2: HEALTH CARE ACCESS

Increasing health care access as well as other resources for areas that have the biggest challenges.

### PRIORITY 3: HOMELESSNESS AND HOUSING

Social determinants of health, like housing, have an impact on health. Addressing housing, homelessness and homeless prevention will improve health in the communities we serve.

# INTRODUCTION

## 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

## Who We Are

St. Joseph Hospital of Orange is an acute-care hospital founded in 1929 and located in Orange, California. The hospital has 465 licensed beds, 379 of which are currently available, and a campus that is approximately 38 acres in size. St. Joseph Hospital of Orange has a staff of more than 3,100 and professional relationships with more than 1,000 local physicians. Major programs and services offered to the community include cardiac care, critical care, diagnostic imaging, emergency medicine and obstetrics.

## Our Commitment to Community

PSJH—Orange County hospitals dedicate resources to improve the health and quality of life for the communities they serve, with special emphasis on the needs of the economically poor and vulnerable. During 2019, the region provided a combined \$113,383,246 in Community Benefit<sup>1</sup> in response to unmet needs.

Other healthcare providers in the region include AHMC Healthcare, Anaheim Global Medical Center, Children’s Hospital of Orange County, Corona Regional Medical Center, Hoag Hospitals, Kaiser Permanente Orange County, KPC Healthcare, Inc., Orange Coast Medical Center, PIH Health, Placentia-Linda Hospital, Prime Healthcare, Tenet Healthcare, University of California, Irvine Medical Center, West

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<sup>1</sup> A community benefit is an initiative, program or activity that provides treatment or promotes health and healing as a response to identified community needs and meets at least one of the following community benefit objectives: a. Improves access to health services; b. Enhances public health; c. Advances increased general knowledge; and/or d. Relieves government burden to improve health. Note: Community benefit includes both services to the economically poor and broader community. To be reported as a community benefit initiative or program, community need must be demonstrated. Community need can be demonstrated through the following: 1) community health needs assessment developed by the ministry or in partnership with other community organizations; 2) documentation that demonstrates community need and/or a request from a public agency or community group was the basis for initiating or continuing the activity or program; 3) or the involvement of unrelated, collaborative tax-exempt or government organizations as partners in the community benefit initiative or program.

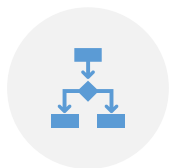
Anaheim Medical Center are neighboring hospitals. Affiliated Community Clinics in the region are Camino Health Center, and St. Jude Neighborhood Health Centers.

PSJH—Orange County hospitals further demonstrate organizational commitment to the Community Health Needs Assessment (CHNA) through the allocation of staff time, financial resources, participation, and collaboration to address community identified needs. The Regional Director, Community Health Investment for Southern California - PSJH and the Community Health Investment Directors are responsible for ensuring the compliance of Federal 501r requirements. They also provide the opportunity for community leaders and internal hospital leadership, physicians, and others to work together in planning and implementing the resulting Community Health Improvement Plan (CHIP).

## Health Equity

At Providence St. Joseph Health, we acknowledge that all people do not have equal opportunities and access to living their fullest, healthiest lives due to systems of oppression and inequities. We are committed to ensuring health equity for all by addressing the underlying causes of racial and economic inequities and health disparities. Our Vision is “Health for a Better World,” and to achieve that we believe we must address not only the clinical care factors that determine a person’s length and quality of life, but also the social and economic factors, the physical environment, and the health behaviors that all play an active role in determining health outcomes.

To ensure that equity is foundational to our CHIP, we have developed an equity framework that outlines the best practices that each of our hospital will implement when completing a CHIP. These practices include, but are not limited to the following:



Address root causes of inequities by utilizing evidence-based and leading practices



Explicitly state goal of reducing health disparities and social inequities



Reflect our values of justice and dignity



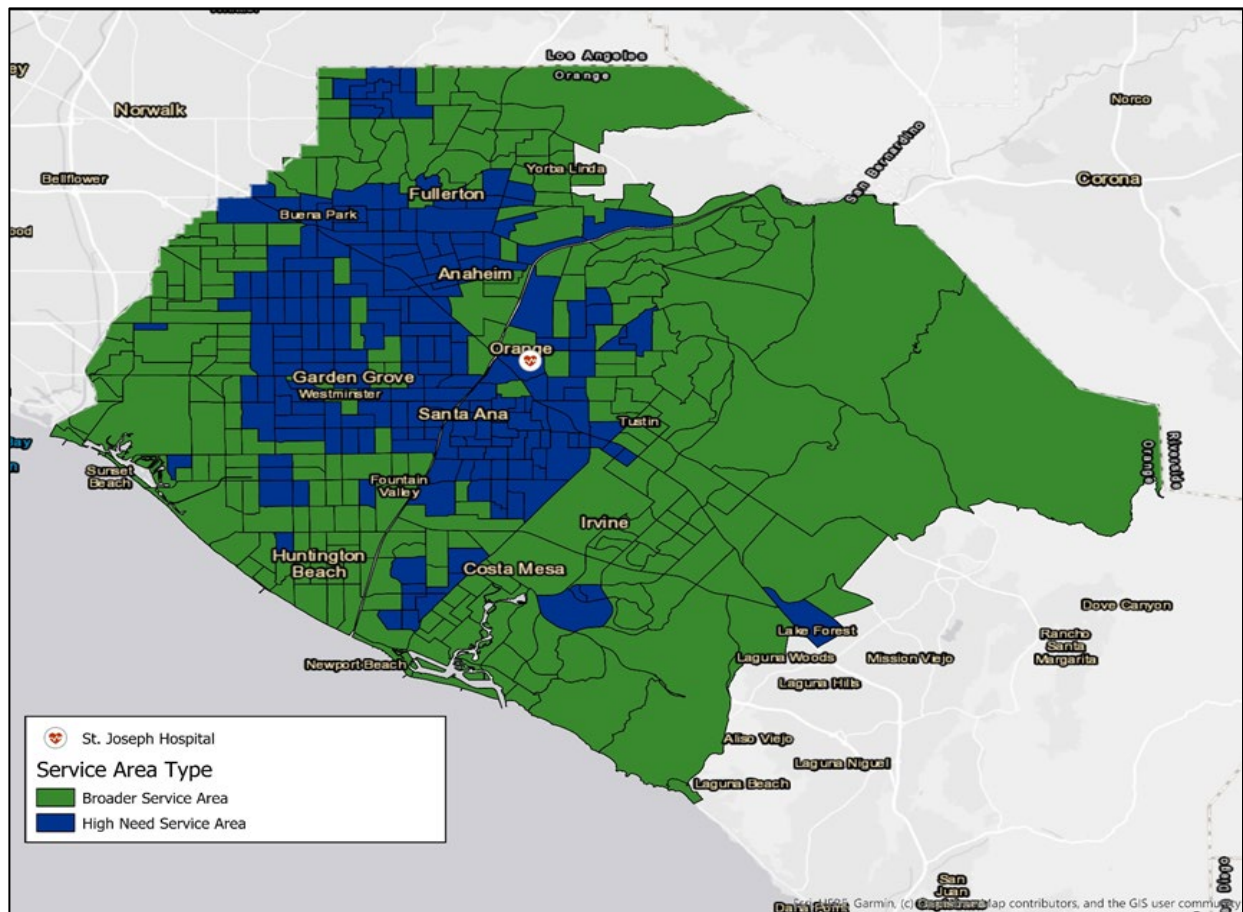
Leverage community strengths

# OUR COMMUNITY

## Description of Community Served

The community served by St. Joseph Hospital of Orange is based upon geographic access and other area hospitals, as well as patient ZIP Codes. This includes, but is not limited to, the cities of Anaheim, Brea, Buena Park, Cypress, Fullerton, Costa Mesa, Garden Grove, Santa Ana, West Minister and Orange. The population in St. Joseph Hospital of Orange’s total service area makes up 80% of Orange County.

**Figure 1. St. Joseph Hospital of Orange Service Area**



Of the over 2,590,000 permanent residents in the total service area, roughly 47% live in the high need area, defined by lower life expectancy at birth, lower high school graduation rates, and more households at or below 200% FPL compared to census tracts in the total service area. For reference, 200% FPL is equivalent to an annual household income of \$51,500 or less for a family of 4. These households are more likely to regularly make spending tradeoffs regarding utilities, rent, groceries, medicine, and other basic expenses.

## Community Demographics

### POPULATION AND AGE DEMOGRAPHICS

The male-to-female distribution is roughly equal across geographies. Individuals under the age of 35 are more likely to live in high need census tracts.

### POPULATION BY RACE AND ETHNICITY

Individuals who identify as Hispanic and “other” race are substantially more likely to live in high need census tracts. People identifying as white are less likely to live in high need census tracts.

### SOCIOECONOMIC INDICATORS

**Table 1. Socioeconomic Indicators for St. Joseph Hospital of Orange Service Area**

Indicator	Broader Service Area	High Need Service Area	Total Service Area	Orange County
<b>Median Income</b> Data Source: American Community Survey Year: 2019	\$101,892	\$60,065	\$83,028	\$88,453
<b>Percent of Renter Households with Severe Housing Cost Burden</b> Data Source: American Community Survey Year: Estimates based on 2013 – 2017 data	23.7%	32.2%	27.9%	28.0%

The high need service area’s median households income is approximately \$40,000 less than the broader service area, and \$28,000 less than Orange County overall.

Severe housing cost burden is defined as households that spend 50% or more of their income on housing costs. The total service area and Orange County have roughly the same percentage of renter households that are severely housing cost burdened (28%). In the high need service area, 32% of renter households are severely housing cost burdened compared to 24% in the broader service area.

Full demographic and socioeconomic information for the service area can be found in the [2019 CHNA for St. Joseph Hospital of Orange](#).

# COMMUNITY NEEDS AND ASSETS ASSESSMENT PROCESS AND RESULTS

## Significant Community Health Needs Prioritized

The list below summarizes the rank ordered significant health needs identified through the Community Health Needs Assessment process:

### PRIORITY 1: MENTAL HEALTH

Creating awareness and services addressing mental health along with substance use.

### PRIORITY 2: HEALTH CARE ACCESS

Increasing health care access as well as other resources for areas that have the biggest challenges.

### PRIORITY 3: HOMELESSNESS AND HOUSING

Social determinants of health, like housing, have an impact on health. Addressing housing, homelessness and homeless prevention will improve health in the communities we serve.

## Needs Beyond the Hospital's Service Program

No hospital facility can address all the health needs present in its community. We are committed to continue our Mission by partnering with other organizations who may meet the needs beyond our programs and by funding other non-profits through our Care for the Poor program managed by the St. Joseph Hospital.

Furthermore, St. Joseph Hospital will endorse local non-profit organization partners to apply for funding through the [St. Joseph Community Partnership Fund](#). Organizations 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 ministry CHNA will not be addressed and an explanation is provided below:

**Obesity/Food Insecurity/Nutrition:** While not identified as a priority in the CHNA, St. Jude Medical Center will continue to support the Move More, Eat Healthy Initiative as part of the health equity/racial disparities priority. This initiative also addresses food insecurity and nutrition. St. Jude Medical Center donates unused food as part of our efforts to address food insecurity.

**Economic Issues:** While St. Joseph Hospital has not selected economic issues as a top priority, the majority of its community benefit programs are targeted to the low-income population. St. Joseph Hospital partners with Orange County Community Action Partnership, the county anti-poverty agency on several initiatives as well as the Intersections Initiative of Central Orange County, a collaborative



address workforce in low income areas. St. Joseph Hospital has a policy of a just living wage and in that way serves as a role model for other organizations in the community.

**Safety:** The declining crime rate has not made this a priority, but St. Joseph Hospital participates in local collaboratives that focus on the needs of at-risk youth with a goal to reduce gang involvement and crime.

**Diabetes:** St. Joseph Hospital will continue to work with the OC Health Improvement Partnership which is addressing diabetes in Orange County.

**Early Childhood Development:** While this did not make the top priorities, the Director, Community Health Investment participates in the Santa Ana Early Learning Initiative which is addressing this issue.

**Environment/Climate:** [Providence St. Joseph Health has committed to being carbon negative by 2030.](#) This effort will involve all hospital staff.

**Aging Population:** While this is not one of the selected priorities, St. Joseph Hospital partners with the Southern California Council on Aging. Over the past two years, St. Joseph Hospital has funded a program that provides isolated, low-income older adults in central Orange County with social service resources and referrals, mental health services, and a volunteer visiting program.

In addition, St. Joseph Hospital will collaborate with several local organizations that address the aforementioned community needs to coordinate care and referrals to address these unmet needs.

# COMMUNITY HEALTH IMPROVEMENT PLAN

## Summary of Community Health Improvement Planning Process

The CHIP process integrated the community input received from over 50 stakeholders at a regional housing/homeless forum, input from the Board of St. Jude Neighborhood Health Centers related to their plans and builds on our mental health partnerships.

The 2020-2022 Community Health Improvement Plan (CHIP) process was disrupted by the SARS-CoV-2 virus and COVID-19, which has impacted all of our communities. While we have focused on crisis response, it has required a significant re-direction of resources and reduced community engagement in the CHIP process.

This CHIP is currently designed to address the needs identified and prioritized through the 2019 CHNA, though COVID-19 will have substantial impacts on our community needs. These impacts are likely to exacerbate some of the needs identified, and cause others to rise in level of priority. While this is a dynamic situation, we recognize the greatest needs of our community will change in the coming months, and it is important that we adapt our efforts to respond accordingly. This CHIP will be updated in 2021 to better document the impact of and our response to COVID-19 in our community. We are committed to supporting, strengthening, and serving our community in ways that align with our Mission, engage our expertise, and leverage our Community Benefit dollars in the most impactful ways.

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 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 CHIP.

# Addressing the Needs of the Community: 2020- 2022 Key Community Benefit Initiatives and Evaluation Plan

## PRIORITY #1: MENTAL HEALTH

### *Community Need Addressed*

Mental health and substance use disorders

### *Goal (Anticipated Impact)*

Improved system to access mental health and substance use services to ensure that patients receive appropriate level of care and not in the Emergency Department, reduced mental health stigma in the community and increase in resources for youth.

### *Outcome Measures*

- # of Emergency Department visits for mental health and substance use disorders
- # of Emergency Department patients referred for Medication Assisted Treatment (MAT)
- # of schools and students participating in [Work2BeWell](#) program
- # of residents who are active on [Each Mind Matters](#) social media

**Table 2. Strategies for Addressing Mental Health**

Strategy	Target Population
<b>1. Participate in the Be Well Clinical Campus Steering Committee and ensure strong referral protocols are in place</b>	Patients with mental health and substance use disorders
<b>2. Implement MAT program in Emergency Department</b>	Patients with opioid use disorder
<b>3. Adapt the Each Mind Matters Campaign/Promise to Talk in response to COVID-19</b>	Latinas with low incomes and their households
<b>4. Implement Work2BeWell program</b>	Middle and high school students

### *Planned Collaboration*

Be Well OC; NAMI, St. Joseph Heritage Medical Group; St. Jude Medical Center; Mission Hospital; PSJH Work2BeWell; Westbound Communications

### *Resource Commitment*

\$200,000 Regional Psychiatry Collaborative and support to Each Mind Matters, Work2BeWell and other mental health strategies.

## PRIORITY #2: HEALTH CARE ACCESS

### *Community Need Addressed*

Lack of access to primary care, dental care, vision, and mental health care and difficulties in navigating services

### *Goal (Anticipated Impact)*

Increase the number of primary care, dental care, vision, and mental health visits to the uninsured and underinsured in Central Orange County

### *Outcome Measure*

Number of primary care, dental, vision, and mental health visits provided by [St. Jude Neighborhood Health Centers](#) (La Amistad Health Center) in Central Orange County

**Table 3. Strategies for Addressing Access to Care**

<b>Strategy</b>	<b>Target Population</b>
<b>1. Provide health services at La Amistad Health Center in 2020</b>	Central Orange County communities with low incomes
<b>2. Provide Obstetrics Program at La Amistad Health Center in 2021</b>	Medi-Cal pregnant women who have low incomes
<b>3. Open Transitional Care Clinic in 2020</b>	Uninsured/underinsured hospital patients who need post-hospital care outpatient visits
<b>4. Open Main Street Women’s Health site in 2023</b>	Medi-Cal pregnant women who have low incomes
<b>5. Conduct COVID-19 Outreach in 2021 to advance health equity</b>	Uninsured vulnerable communities in Orange County
<b>6. Implement an ED Navigator in 2020 to prevent avoidable visits</b>	ED and hospital Medi-Cal patients at St. Joseph Hospital and affiliated physicians and clinics

### *Planned Collaboration*

St. Jude Neighborhood Health Centers (La Amistad); Santa Ana Unified School District; St. Joseph Heritage Medical Group; CalOptima

### *Resource Commitment*

\$2 million in operating support and \$1.5 million in capital support

### PRIORITY #3: HOMELESSNESS AND HOUSING

#### *Community Need Addressed*

Increase in homelessness and the lack of affordable housing

#### *Goal (Anticipated Impact)*

Reduce chronic homelessness, increase the number of affordable housing units and strengthen affordable housing policies in the 2021-2028 housing elements/

#### *Outcome Measures*

- Reduce chronic homelessness by 2022 as measured by the rate of individuals experiencing chronic homelessness in the Annual Point in Time Count.
- Increase affordable housing units by at least 200 in Central Orange County by 2022.
- Strengthen affordable housing policies in the 2021-2028 housing elements in at least 3 target Central Orange County cities by 2022.

**Table 4. Strategies for Addressing Homelessness and Housing**

<b>Strategy</b>	<b>Target Population</b>
<b>1. Train a minimum of 100 housing champions in Central Orange County cities.</b>	Residents, particularly those with low incomes
<b>2. Provide recuperative care housing and wrap around services to ensure stable and permanent housing.</b>	St. Joseph Hospital ED patients experiencing homelessness
<b>3. Support the approval of affordable housing projects in the pipeline so that at least 272 new units are built by 2022 in Central Orange County.</b>	Advocacy with Planning Commissions and City Councils
<b>4. Continue homeless navigation program and implement best practices identified in the region.</b>	People experiencing chronic homelessness

#### *Planned Collaboration*

Collaborative partners include the Kennedy Commission; United Way OC; YIMBY, Habitat for Humanity, Jamboree House

#### *Resource Commitment*

\$559,000 is budgeted in 2021 and 2022 to support this effort and our partners, which include a homeless navigator and grants to partner organizations.

## Other Community Benefit Programs and Evaluation Plan

**Table 5. Other Community Benefit Programs in Response to Community Needs**

<b>Initiative (Community Need Addressed)</b>	<b>Program Name</b>	<b>Description</b>	<b>Target Population</b>
1. Depression and needs of isolated older adults with low incomes	Senior Visitation Program	Address seniors' basic needs by helping them gain access to local healthcare, mental health, and community resources	Central Orange County vulnerable, isolated older adults
2. COVID-19	Disaster Response	Emergency, mid-term and long-term response to the effects of COVID-19	Central Orange County communities with low incomes
3. Access to health care	Community Outreach	Outreach, education, resource and referrals to appropriate health care setting	Central Orange County Asian and Pacific Islander communities with low incomes
4. Diabetes Management	Gestational Diabetes Program	Provide gestational diabetes education, management, and support	Pregnant women with Medi-Cal in Central Orange County
5. Depression	Postpartum Depression Program	Provide group and individual sessions as well as medication management	Uninsured/ underinsured patients at St. Joseph Hospital experiencing maternal postpartum depression
6. Substance Use	Chemical Dependency Counseling	Provide bedside counseling and post-discharge counseling services and referrals	St. Joseph Hospital inpatients and ED patients who have low incomes

## 2020- 2022 CHIP GOVERNANCE APPROVAL

This Community Health Improvement Plan was adopted by the St. Joseph Hospital Community Benefit Committee on December 1, 2020. The final report was made widely available<sup>2</sup> by December 28, 2020.

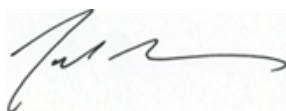


12/01/2020

Sister Martha Ann Fitzpatrick

Date

Chair, St. Joseph Hospital of Orange Community Benefit Committee



12/14/2020

Joel Gilbertson

Date

Executive Vice President, Community Partnerships

Providence St. Joseph Health

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To request a paper copy without charge, provide feedback about the CHNA or CHIP Reports, or any additional inquiries, please email [CHI@providence.org](mailto:CHI@providence.org).

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<sup>2</sup> Per § 1.501(r)-3 IRS Requirements, posted on hospital website