

St. Joseph's Behavioral Health Center

Community Benefit 2019 Report and 2020 Plan

Adopted October 2019



A message from

Paul Rains, president of St. Joseph's Behavioral Health Center, and Debra Cunningham, Chair of Port City Operating Company, LLC Board of Managers.

Dignity Health's approach to community health improvement aims to address significant health needs identified in the Community Health Needs Assessments that we conduct with community input, including from the local public health department. Our initiatives to deliver community benefit include financial assistance for those unable to afford medically necessary care, a range of prevention and health improvement programs conducted by the hospital and with community partners, and investing in efforts that address social determinants of health.

St. Joseph's Behavioral Health Center shares a commitment with others to improve the health of our community, and delivers programs and services to help achieve that goal. The Community Benefit 2019 Report and 2020 Plan describes much of this work. This report meets requirements in California state law (Senate Bill 697) that not-for-profit hospitals produce an annual community benefit report and plan. Dignity Health hospitals in Arizona and Nevada voluntarily produce these reports and plans, as well. We are proud of the outstanding programs, services and other community benefits our hospital delivers, and are pleased to report to our community.

In fiscal year 2019 (FY19), St. Joseph's Behavioral Health Center provided \$676,898 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services and other community benefits. The hospital also incurred \$3,978,275 in unreimbursed costs of caring for patients covered by Medicare.

The hospital's Community Board reviewed, approved and adopted the Community Benefit 2019 Report and 2020 Plan at its October, 2019 meeting.

Thank you for taking the time to review our report and plan. We welcome any questions or ideas for collaborating that you may have, by reaching to out us at 209.461.2019.



Paul Rains, President








Debra Cunningham, Chair Port City Operating Company, LLC Board of Managers

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At-a-Glance Summary

Community Served 	<p>St. Joseph's Behavioral Health Center serves Stockton, California and San Joaquin County, some resident of these areas struggle with health issues, which include rising obesity, poor oral health, high rates of mental illness, and shortage of proper health education, economic security and affordable housing.</p>
Economic Value of Community Benefit 	<p>\$676,898 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services, community grants and other community benefits</p> <p>\$3,978,275 in unreimbursed costs of caring for patients covered by Medicare</p>
Significant Community Health Needs Being Addressed 	<p>The significant community health needs the hospital is helping to address and that form the basis of this document were identified in the hospital's most recent Community Health Needs Assessment (CHNA). Needs being addressed by strategies and programs are:</p> <ul style="list-style-type: none"> • Mental Health
FY19 Programs and Services 	<p>The hospital delivered several programs and services to help address identified significant community health needs. These included:</p> <p>Behavioral Evaluation Services, which provides free evaluation to individuals with behavioral health concerns, Community Support Groups and Aftercare Services, which provide free support program to individual living with life –affecting substance or continuing behavior health issues. Free transportation for qualified clients that otherwise would not be able to attend our outpatient services groups.</p>
FY20 Planned Programs and Services 	<p>SJBHC will continue with providing to the communities that we serve the free Behavioral Evaluations, free transportation for qualified clients to outpatients Therapy Groups and our Support Groups and Aftercare Service Programs in FY20.</p>

This document is publicly available at <https://www.dignityhealth.org/central-california/locations/stjosephsbehavioral/about-us/community-health>. The 2019 Community Health Needs Assessment executive summary and full report are available on a public website that is owned

collectively by the local collaborative that conducts the Community Health Needs Assessment, www.healthiersanjoaquin.org. Executive summaries of the Community Health Needs Assessment are published and distributed broadly to community groups and at public events.

Written comments on this report can be submitted to St. Joseph's Behavioral Health Center Medical, Administration, 2510 North California Street, Stockton, CA 95204 or by e-mail to tammy.shaff@dignityhealth.org.

Our Hospital and the Community Served

About St. Joseph's Behavioral Health Center

St. Joseph's Behavioral Health Center is a member of Dignity Health, which is a part of CommonSpirit Health.

Established services in 1974 as a patient care unit at St. Joseph's Medical Center (SJMC) in Stockton. In 1988, the program expanded operations to the current location, 2510 North California Street. SJBHC is a 35 bed licensed not-for-profit psychiatric hospital serving Central California, with 154 employees and 18 medical staff. Inpatient and partial hospitalization services are provided to adults, 18 years and older. Outpatient services are provided for adults, adolescents and children older than 5 years.

Our Mission

We are committed to furthering the healing ministry of Jesus. We dedicate our resources to:

- Delivering compassionate, high-quality, affordable health services;
- Serving and advocating for our sisters and brothers who are poor and disenfranchised; and
- Partnering with others in the community to improve the quality of life.

Financial Assistance for Medically Necessary Care

St. Joseph's Behavioral Health Center delivers compassionate, high quality, affordable health care and advocates for members of our community who are poor and disenfranchised. In furtherance of this mission, the hospital provides financial assistance to eligible patients who do not have the capacity to pay for medically necessary health care services, and who otherwise may not be able to receive these services.

A plain language summary of the policy is at the end of this report. The financial assistance policy and plain language summary are on the hospital's web site.

Description of the Community Served

San Joaquin County is one of California's fastest growing counties; it includes seven cities, many small towns, and a number of rural farm and ranching communities. The county residents are diverse, including Latino, African American, Caucasian, and Asian/Pacific Islander populations. San Joaquin is a county of contrasts, holding in one hand growth opportunities and a variety of assets and resources to support health, and in the other hand significant challenges in terms of economic security, health and health disparities.

St. Joseph's Behavioral Health Center serves Stockton as its primary service area and San Joaquin County as the hospital's secondary service area. A summary description of the community is below, and additional community facts and details can be found in the CHNA report online.



- The service area of St. Joseph's Behavioral Health Center Medical Center, San Joaquin County, lies in the midst of one of the most successful agricultural areas of the world, and at the same time is home to one of the largest cities in America to file for bankruptcy. The county is celebrated for its diverse communities of Latinos and African Americans as well as Asian immigrants; but there is also a big gap in health outcomes between ethnic groups. Some parts of the county have robust commuter neighborhoods with linkage to jobs in nearby counties, while other areas struggle with some of the highest homicide rates in the nation. There are some unique challenges such as access to care for the large undocumented immigrant population, the great need for substance use disorder treatment, and the high rates of asthma in the Central Valley.
- San Joaquin County also struggles with nationwide health issues such as rising obesity, poor oral health, and high rates of mental illness; but these issues are compounded by underlying social determinants of health including education, economic security and affordable housing. It is a county of contrasts, holding in one hand enormous challenges and in the other hand exciting new opportunities. In the County Health Rankings report San Joaquin County ranks as 41 out of 57 counties on overall health outcomes. On average, San Joaquin residents rate their health as poorer than the state overall, and there are notable disparities in health status between the county and the state. Some key statistics for the area are in the table below.

- St. Joseph's Behavioral Health Center Service Area Demographics

Total Population	1,256,299
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Race

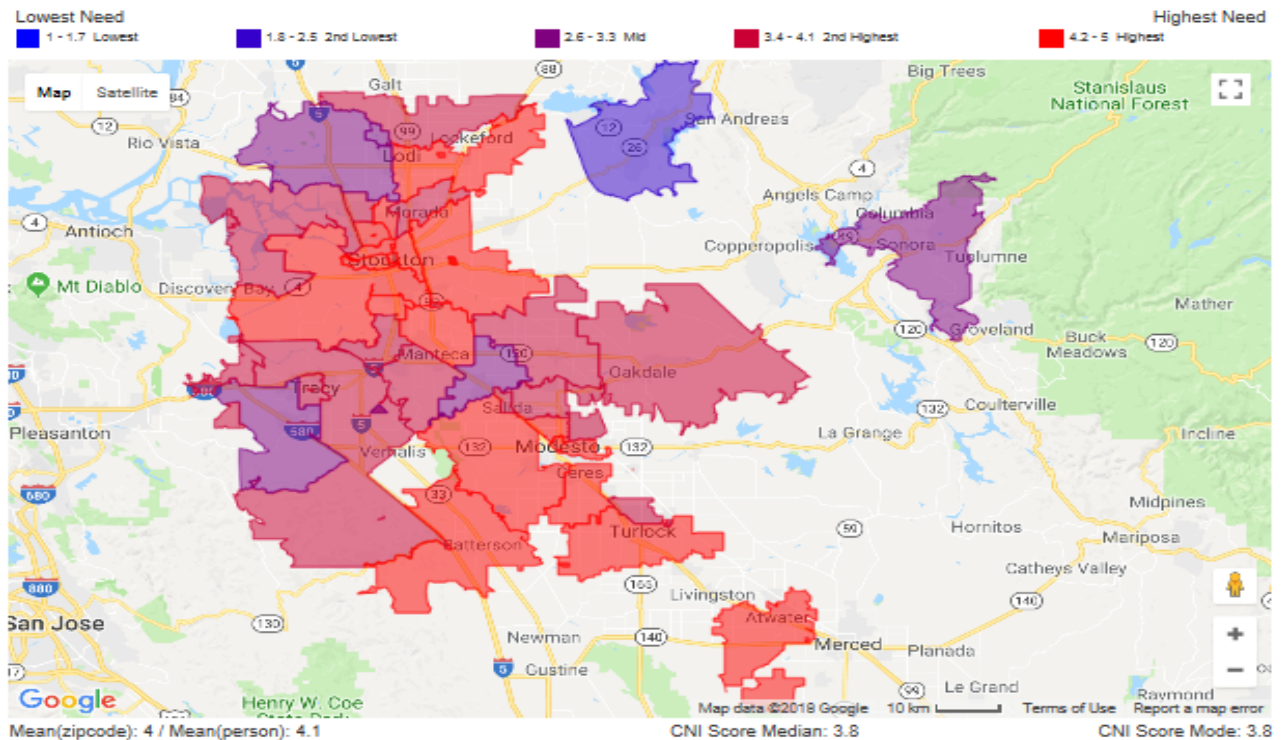
White - Non-Hispanic	37.6%
Black/African American - Non-Hispanic	5.2%
Hispanic or Latino	41.7%
Asian/Pacific Islander	11.5%
All Others	4.0%

Median Income	\$60,767
Unemployment	7.0%
No High School Diploma	21.1%
Medicaid *	33.3%
Uninsured	8.8%

Community Need Index

One tool used to assess health need is the Community Need Index (CNI) created and made publicly available by Dignity Health and IBM Watson Health. The CNI analyzes data at the zip code level on five factors known to contribute or be barriers to health care access: income, culture/language, education, housing status, and insurance coverage.

Scores from 1.0 (lowest barriers) to 5.0 (highest barriers) for each factor are averaged to calculate a CNI score for each zip code in the community. Research has shown that communities with the highest CNI scores experience twice the rate of hospital admissions for ambulatory care sensitive conditions as those with the lowest scores.



Zip Code	CNI Score	Population	City	County	State
95202	5	6671	Stockton	San Joaquin	California
95203	5	16527	Stockton	San Joaquin	California
95204	4.4	28860	Stockton	San Joaquin	California
95205	5	39764	Stockton	San Joaquin	California
95206	5	70243	Stockton	San Joaquin	California
95207	4.8	49601	Stockton	San Joaquin	California
95209	3.4	43017	Stockton	San Joaquin	California
95210	4.8	41807	Stockton	San Joaquin	California
95212	3.6	29221	Stockton	San Joaquin	California
95215	4.4	24239	Stockton	San Joaquin	California
95219	3.4	31115	Stockton	San Joaquin	California
95220	3.8	8441	Acampo	San Joaquin	California
95231	4.4	4567	French Camp	San Joaquin	California
95240	4.6	48579	Lodi	San Joaquin	California
95242	3.2	27865	Lodi	San Joaquin	California
95252	2.4	14927	Valley Springs	Calaveras	California
95258	3	4005	Woodbridge	San Joaquin	California
95301	4.6	40290	Atwater	Merced	California
95304	3.6	17292	Tracy	San Joaquin	California
95307	4.4	46344	Ceres	Stanislaus	California
95320	3.8	13398	Escalon	San Joaquin	California
95330	3.6	22237	Lathrop	San Joaquin	California
95336	4.2	46055	Manteca	San Joaquin	California
95337	3.8	37703	Manteca	San Joaquin	California
95350	4.6	51492	Modesto	Stanislaus	California
95354	4.8	25501	Modesto	Stanislaus	California
95355	3.8	62257	Modesto	Stanislaus	California
95356	3.8	34162	Modesto	Stanislaus	California
95358	4.6	32826	Modesto	Stanislaus	California
95361	3.8	34419	Oakdale	Stanislaus	California
95363	4.4	29399	Patterson	Stanislaus	California
95366	2.8	18558	Ripon	San Joaquin	California
95367	3.8	25220	Riverbank	Stanislaus	California
95368	3.4	14452	Salida	Stanislaus	California
95370	3.2	26290	Sonora	Tuolumne	California
95376	4	52991	Tracy	San Joaquin	California
95377	3	36316	Tracy	San Joaquin	California
95380	4.6	43610	Turlock	Stanislaus	California
95382	3.8	40340	Turlock	Stanislaus	California
95391	3.6	15698	Tracy	San Joaquin	California

Community Assessment and Significant Needs

The hospital engages in multiple activities to conduct its community health improvement planning process. These include, but are not limited to, conducting a Community Health Needs Assessment with community input at least every three years, identifying collaborating community stakeholder organizations, describing anticipated impacts of program activities and measuring program indicators.

Community Health Needs Assessment

The health issues that form the basis of the hospital's community benefit plan and programs were identified in the most recent CHNA report, which was adopted in March 2019.

This document also reports on programs delivered during fiscal year 2019, which are linked to needs prioritized in the hospital's previous CHNA report.

The CHNA contains several key elements, including:

- Description of the assessed community served by the hospital;
- Description of assessment processes and methods;
- Presentation of data, information and findings, including significant community health needs;
- Community resources potentially available to help address identified needs; and
- Discussion of impacts of actions taken by the hospital since the preceding CHNA.

Additional detail about the needs assessment process and findings can be found in the CHNA report, which is publicly available at, www.healthiersanjoaquin.org or upon request at the hospital's Community Health office.

Significant Health Needs

As a result of this prioritization process, the health needs were grouped into highest, medium, and lower priority.

Highest Priority

- **Mental Health:** Maintaining mental health is as important as physical health and is essential to one's well-being. Access to mental health care services can equip people with the necessary skills to cope with and move on from daily stressors and life's difficulties, allowing for improved personal wellness, meaningful social relationships, and contributions to communities or society. Deaths by suicide, drug overdose and alcohol poisoning combined are higher in San Joaquin County when compared to the state average. Primary data indicates there is a perception of limited access to providers and culturally competent services. Poor mental health was also linked to stigma, low incomes, substance abuse, and homelessness.
- **Economic Security:** Economic security contributes to good health. It facilitates access to healthcare services, healthy eating, and other factors that play a role in overall wellbeing. San

Joaquin County benchmarks poorly compared to the state on many economic security indicators and there are a significant number of ethnic/racial disparities within the county. Black and Latino populations are among those most impacted by poverty. Unemployment is also higher in the County relative to the state. Homelessness and housing instability, lack of employment, poor recovery post-recession, transportation access and substance abuse are connected with economic security and were mentioned as important issues by key informants and in the focus groups.

- **Obesity/HEAL/Diabetes:** A lifestyle that includes eating healthy and physical activity improves overall health, mental health, and cardiovascular health, thus reducing costly and life-threatening health outcomes such as obesity and diabetes. Obesity rates and diabetes prevalence were higher in San Joaquin County as compared to the state. Physical inactivity is higher among youth and adults in San Joaquin County compared to the state, and disparities are higher for Latino and Black youth in particular. Poverty, lack of access to healthy food and safe places for physical activity, and easy access to unhealthy foods were frequently mentioned as barriers in primary data and confirmed by secondary data.

Medium Priority

- **Violence/Injury Prevention:** Safe communities contribute to overall health and well-being. Safe communities promote community cohesion and economic development, and provide more opportunities to be active and improve mental health while reducing untimely deaths and serious injuries. Non-Hispanic Whites and Blacks are disproportionately impacted by motor vehicle crash deaths. Injury deaths and violent crime rates are both higher in San Joaquin County compared to the state. Key informants and focus group participants linked violence and injury prevention to poor lighting, loose dogs, traffic and drug use. Poverty and the economy's impact on jobs were mentioned in primary data as well.
- **Access to Care:** Access to high quality, culturally competent, affordable healthcare and health services is essential to the prevention and treatment of morbidity and increases the quality of life, especially for the most vulnerable. In San Joaquin County, residents are more likely to be enrolled in Medicaid or other public insurance, which is a factor related to overall poverty. Latinos are most likely to be uninsured. Secondary data revealed that poor access to affordable health insurance and the lack of high-quality providers, including urgent care and mental health, impact access to care. Language and cultural barriers, including poor language access, were also discussed by key informants and in the focus groups.
- **Substance Abuse/Tobacco:** Reducing and treating substance abuse (including alcohol, opioids, marijuana, methamphetamines and tobacco) improves the quality of life for individuals and their communities. Tobacco use is the most preventable cause of death, with second hand smoke exposure putting people around smokers at risk for the same respiratory diseases as smokers. Substance abuse is linked with community violence, sexually transmitted infections, and teen pregnancies. Impaired driving deaths are higher in San Joaquin County than the state. Marijuana, methamphetamine, tobacco and alcohol use were frequently mentioned in primary data, as was the intersection of substance abuse, homelessness and poverty, and mental illness. Although opioids were not mentioned specifically in primary data, key informants discussed challenges associated with drug use in general.

Lower Priority

- **Asthma:** Prevention and management of asthma by reducing exposures to triggers such as tobacco smoke and poor air quality, improves quality of life and productivity as well as reduces the cost of care. Asthma prevalence and the asthma hospitalization rate are greater in San Joaquin County than in the state. Focus group participants discussed allergies, unsafe air from farming, and bad smelling air as factors impacting this health need.
- **Oral Health:** Tooth and gum diseases are associated with poverty, an unhealthy diet that includes excessive sugar consumption, and oral tobacco use, and can lead to multiple health problems. Access to oral health services is a challenge for many vulnerable populations as it can be difficult to find affordable, convenient, and culturally/linguistically appropriate dental care. San Joaquin County performs similarly to the rest of California when it comes to oral health outcomes. Insufficient insurance coverage and high out of pocket costs, as well as a lack of high quality dental care providers, were mentioned as key concerns by key informants and focus groups.
- **Climate and Health:** Climate change poses a threat for the health and well-being of current and future generations. Climate change has been linked to vector-borne disease, health related issues, and respiratory diseases. Clean air and water are necessary for health, but rapid climate change contributes to increased drought and poor air quality. Unsafe drinking water and poor air quality were mentioned in focus groups. Traffic pollution and farming are factors that contribute to this health need.

Significant Needs the Hospital Does Not Intend to Address

As a hospital exclusively delivering behavioral health services, needs identified in the broader CHNA beyond mental health are not ones that the hospital is able to address. Other hospitals and community service organizations in the region are addressing these needs.

Additional detail about the needs assessment process and findings can be found in the CHNA report, which is publicly available at, www.healthiersanjoaquin.org or upon request at the hospital's Community Health office.

2019 Report and 2020 Plan

This section presents strategies and program activities the hospital is delivering, funding or on which it is collaborating with others to address significant community health needs. It summarizes actions taken in FY19 and planned activities for FY20, with statements on anticipated impacts, planned collaboration, and patient financial assistance for medically necessary care. Program Digests provide detail on select programs' goals, measurable objectives, expenses and other information.

This report specifies planned activities consistent with the hospital's mission and capabilities. The hospital may amend the plan as circumstances warrant. For instance, changes in significant community health needs or in community assets and resources directed to those needs may merit refocusing the hospital's limited resources to best serve the community.

The anticipated impacts of the hospital's activities on significant health needs are summarized below, and for select program initiatives are stated in Program Digests. Overall, the hospital anticipates that actions taken to address significant health needs will: improve health knowledge, behaviors, and status; increase access to needed and beneficial care; and help create conditions that support good health.

The hospital works to evaluate impact and sets priorities for its community health programs in triennial Community Health Needs Assessments.



Creating the Community Benefit Plan

St. Joseph's Behavioral Health Center is dedicated to improving community health and delivering community benefit with the engagement of its management team, board, clinicians and staff, and in collaboration with community partners.

The San Joaquin County 2019 Community Health Needs Assessment (CHNA) presents a comprehensive picture of community health that encompasses the conditions that impact health in the county. The overall goal of the CHNA is to inform and engage local decision-makers, key stakeholders, and the community-at-large in efforts to improve the health and well-being of all San Joaquin County residents. From data collection and analysis to the identification of prioritized needs, the development of the 2019 CHNA report has been an inclusive and comprehensive process guided by a Core Team planning group and broadly representative Steering Committee, with input from hundreds of community residents. This collaborative effort stems from a desire to address local needs and a dedication to improving the health of everyone in the community.

Conducting a CHNA every three years has been a California requirement for nonprofit hospitals for more than 20 years and is now a national requirement as well as a requirement for Public Health Accreditation. San Joaquin County's CHNA is unique in that all of its non-profit hospitals, the local health department and key stakeholders join together to support one countywide assessment. The process in 2019 included interviews with 11 key informants, 31 focus group discussions with 349 diverse community residents, and data analysis of over 120 indicators, creating a robust picture of the issues affecting people's health where they live, work, and play.



The 2019 CHNA process applied a social determinants of health framework and examined San Joaquin County's social, environmental, and economic conditions that impact health in addition to exploring factors related to diseases, clinical care, and physical health. Analysis of this broad range of contributing factors resulted in identification of the top health needs for the county. This CHNA report places particular emphasis on the health issues and contributing factors that impact vulnerable populations that disproportionately have poorer health outcomes across multiple health needs. It explored disparities for populations residing in specific geographic areas referred to as "Priority Neighborhoods", as well as disparities among the county's diverse ethnic populations. These analyses will inform intervention strategies to promote health equity.

Report and Plan by Health Need

The tables below present strategies and program activities the hospital has delivered or intends to deliver to help address significant health needs identified in the community health needs assessment.

They are organized by health need and include statements of strategy and program impact, and any collaboration with other organizations in our community.

Figure 1: CHNA Health Needs

Highest Priority

- Mental Health
- Economic Security
- Obesity/Healthy Eating, Active Living/Diabetes

Medium Priority

- Violence/Injury Prevention
- Access to Care
- Substance Abuse/Tobacco

Lower Priority

- Asthma
- Oral Health
- Climate and Health



Health Need: : Mental Health

Strategy or Program Name	Summary Description	Active FY19	Planned FY20
Behavioral Evaluation Services	St. Joseph's Behavioral Health Center provides free Behavioral Evaluations to assess patient needs and risks and to provide referrals 24-hours daily, 365 days per year to anyone who presents at the facility or at community hospital Emergency Departments. These services are provided regardless of the individual's ability to pay or eligibility for care at our facility.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Support Groups and Aftercare Services	St. Joseph's Behavioral Health Center sponsors support groups and free aftercare groups that support those in the community living with a new or continuing life-affecting diagnosis.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Impact Identify and support behavioral health needs in acute and community settings, so that individuals can access appropriate preventive or care services.

Collaboration: The hospital will partner with Community Mental Health Advocate Networks, San Joaquin County Mental Health Service and local Health Care Organizations to deliver this access to our Mental Healthcare strategies.

Grant Recipient	Project Name	Amount
Asian-Pacific Self-Development and Residential Association (APSARA)	Community Health Connectors	\$70,892
Emergency Food Bank	Child Care Mobile Farmer's Market	\$50,000
Read to Me! Stockton	Early Infant Literacy Project	\$20,000
Reinvent South Stockton	Families Connect Project	\$90,000
San Joaquin County Child Abuse Prevention Council	ACEing Parenting	\$22,424

Program Digests

The following pages include Program Digests describing key programs and initiatives that address one or more significant health needs. The digests include program descriptions and intervention actions, statements of which health needs are being addressed, any planned collaboration, and program goals and measurable objectives.



Behavioral Evaluation Services

Significant Health Needs Addressed	✓ Mental Health
Program Description	Twenty-Four (24) Hour Behavioral Evaluations for patients with behavioral health and substance abuse issues.
Community Benefit Category	A2. Community-based clinical services – Behavioral health services
FY 2019 Report	
Program Goal / Anticipated Impact	Provide evaluations 100% of the time
Measurable Objective(s) with Indicator(s)	Building on a population served last year of 1,281. The number of patients evaluated will increase with growth of marketing in this area.
Intervention Actions for Achieving Goal	Continue to staff Behavioral Evaluation Department on a 24 hour, 365 day basis for walk ins and in emergency rooms. Continue to maintain call logs and monitor the process for necessary changes.
Collaboration	This program is run by the hospital
Performance / Impact	Provide support and meeting the needs in the community for patients, since patient access to 24 hour crisis intervention is limited in the San Joaquin and surrounding communities.
Hospital's Contribution / Program Expense	Staff the Behavioral Evaluation Department on a 24 hour, 365 day basis for walk ins and in emergency rooms. Maintain call logs and monitor the process for necessary changes.
FY 2020 Plan	
Program Goal / Anticipated Impact	Provide free Behavioral Evaluations to assess patient needs and risks, provide referrals 24-hours daily, 365 days per year to anyone who presents at the our hospitals or at community hospital ERs.
Measurable Objective(s) with Indicator(s)	Increase community hospitals On-Site and Tele-Health evaluations by 2%. Quarterly monitoring reports.
Intervention Actions for Achieving Goal	Market behavioral health evaluation service, by attending more community events.
Planned Collaboration	This program is run by the hospital.



Community Groups

Significant Health Needs Addressed	✓ Mental Health
Program Description	Provide support groups for patients with substance use and/or mental health problems
Community Benefit Category	E3-In-kind Donations - Services for orgs/community groups
FY 2019 Report	
Program Goal / Anticipated Impact	To promote wellness and maximize remission rates for previous patients. Increase the number of patients in the community groups.
Measurable Objective(s) with Indicator(s)	The number of patients attending the support groups by 3%
Intervention Actions for Achieving Goal	Provide support in the community for patients since community groups are limited in our community.
Collaboration	This program is run by the hospital.
Performance / Impact	Continue to assess the needs in the community and develop new groups as needed.
Hospital's Contribution / Program Expense	In-kind services include the cost of meeting space provided to community groups, including to hold community groups for community residents.
FY 2020 Plan	
Program Goal / Anticipated Impact	Continue to promote wellness and maximize remission rates for previous admitted patients
Measurable Objective(s) with Indicator(s)	Increase the awareness and the number of patients attending the community groups.
Intervention Actions for Achieving Goal	Provide community education and training, by attending more community events.
Planned Collaboration	This program is run by the hospital.



Support Groups

Significant Health Needs Addressed	✓ Mental Health
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Program Description	Provide aftercare programs to former patients to address social, psychological, or emotional issues related to specific diagnoses or occurrences that represent a community need, for patients, families and the community.
Community Benefit Category	A1-Community Health Education - Support groups
FY 2019 Report	
Program Goal / Anticipated Impact	To promote wellness and maximize remission rates for previous patients. Increase the number of patients in the support groups.
Measurable Objective(s) with Indicator(s)	The number of patients attending the support groups by 3%
Intervention Actions for Achieving Goal	Provide support in the community for patients since support groups are limited in our community.
Collaboration	This program is run by the hospital.
Performance / Impact	Continue to assess the needs in the community and develop new groups as needed.
Hospital's Contribution / Program Expense	Staff that educates and trains, provides materials and meeting space to community groups
FY 2020 Plan	
Program Goal / Anticipated Impact	Continue to promote wellness and maximize remission rates for previous admitted patients
Measurable Objective(s) with Indicator(s)	Increase the awareness and the number of patients attending the support groups.
Intervention Actions for Achieving Goal	Provide community education and training, by attending more community events.
Planned Collaboration	This program is run by the hospital.

Other Programs and Non-Quantifiable Benefits

The hospital delivers a number of community programs and non-quantifiable benefits in addition to those described elsewhere in this report. Like those programs and initiatives, the ones below are a reflection of the hospital's mission and its commitment to improving community health and well-being.

St. Joseph's Behavioral Health Center serves an important role in improving the mental health of the community through working collaboratively with community partners, providing leadership and advocacy, carefully managing resources, assisting with local capacity building and participating in community-wide health planning. The leadership role is especially important in San Joaquin County where individual and community resources are very limited.

The hospital is also a key partner in community building and ensuring environmental improvement through the ecology initiatives.

SJBHC has dedicated leadership to work closely with other healthcare providers, community based organizations and individuals to develop and share resources. The resultant information sharing is an on-going process that provides opportunity for forming partnerships and maximizing existing resources.

The Community Benefit Report and Plan is completed and reviewed annually, and presented to the Board of Managers for their review and approval. Key information is presented at the Managers Meeting. Input for the Implementation Plan and selection of interventions comes from the Healthier Community Coalition.

The Community Health Implementation Strategy is posted on St. Joseph's Behavioral Health Center's website www.dignityhealth.org/stjosephsbehavioral/ and at www.dignityhealth.org under Who We Are/Community Health. The 2016 & 2019 Community Health Needs Assessment executive summary and full report are available on both these websites as well as on a public website that is owned collectively by the Collaborative, www.healthiersanjoaquin.org.

Economic Value of Community Benefit

St. Joseph's Behavioral Health Center

Complete Summary - Classified Including Non Community Benefit (Medicare)

For period from 7/1/2018 through 6/30/2019

	Persons Served	Net Benefit	% of Org Expenses
<u>Benefits for Living in Poverty</u>			
Financial Assistance	24	10,369	0.1
Medicaid	36	32,494	0.2
Community Services			
A - Community Health Improvement Services	37	8,902	0.0
E - Cash and In-Kind Contributions	0	141,324	0.7
Totals for Community Services	37	150,226	0.7
Totals for Living in Poverty	97	193,089	0.9
<u>Benefits for Broader Community</u>			
Community Services			
A - Community Health Improvement Services	1,563	311,750	1.5
B - Health Professions Education	148	147,941	0.7
E - Cash and In-Kind Contributions	390	19,405	0.1
G - Community Benefit Operations	21	4,713	0.0
Totals for Community Services	2,122	483,809	2.4
Totals for Broader Community	2,122	483,809	2.4
 Totals - Community Benefit	 2,219	 676,898	 3.3
 Medicare	 1,550	 3,978,275	 19.4
 Totals with Medicare	 3,769	 4,655,173	 22.7

Net Benefit equals costs minus any revenue from patient services, grants or other sources.

The economic value of community benefit for patient financial assistance is calculated using a cost-to-charge ratio, and for Medicaid and other categories of community benefit using a cost accounting methodology.

Hospital Board and Committee Rosters

Richard Carvolth, MD	Chief Physician Executive, Dignity Health
Debra Cunningham	SVP, Strategy, Kaiser Permanente
Tom Hanenburg	SVP, Hospital & Health Plan Operations, Kaiser Permanente
Corwin Harper	SVP Central Valley Service Area, Kaiser Permanente
John Petersdorf	SVP Operational Effectiveness, Dignity Health
Jon VanBoening	President, Dignity Health Central California Division
Kevin Walters	CSO/SAO Central California Division, Dignity Health

Healthier Community Coalition

Sothea Ung	Asian Pacific Self-Development and Residential Association
Elvira Ramirez	Catholic Charities
Sarah Taft	Community Medical Centers
Hector Lara	Reinvent South Stockton
Brent Williams	Delta Health Care
Alejandra Gutierrez	Fathers & Families of San Joaquin
Britton Kimball	Gospel Center Rescue Mission
Martha Geraty	Health Net
Jenny Dominguez	Health Plan of San Joaquin
Marie Sanchez	Kaiser Permanente
Barb Alberson	San Joaquin County Public Health
Mary Jo Cowan	Stockton Unified School District
Tammy Shaff	Dignity Health - St. Joseph's Medical Center

Summary Of Financial Assistance Programs

Dignity Health's Financial Assistance Policy describes the financial assistance programs available to uninsured or underinsured patients who meet certain income requirements to help pay for medically necessary hospital services provided by Dignity Health. An uninsured patient is someone who does not have health coverage, whether through private insurance or a government program, and who does not have the right to be reimbursed by anyone else for their hospital bills. An underinsured patient is someone who has health coverage, but who has large hospital bills that are not fully covered by their insurance.

Free Care

- If you are uninsured or underinsured with a family income of up to 250% of the Federal Poverty Level you may be eligible to receive hospital services at no cost to you.

Discounted Care

- If you are uninsured or underinsured with an annual family income between 250-350% of the Federal Poverty level, you may be eligible to have your bills for hospital services reduced to the highest amount reasonably expected to be paid by a government payer, which is usually the amount that Medicare would pay for the same services.
- If you are uninsured or underinsured with an annual family income between 350-500% of the Federal Poverty level you may be eligible to have your bills for hospital services reduced to the Amount Generally Billed, which is an amount set under federal law that reflects the amount that would have been paid to the hospital by private health insurers and Medicare (including co-pays and deductibles) for the medically necessary services.

If you are eligible for financial assistance under our Financial Assistance Policy you will not be required to pay more than the Amount Generally Billed described above. If you qualify, you may also request an interest-free extended payment plan.

You will never be required to make advance payment or other payment arrangements in order to receive emergency services.

Free copies of the hospital's Financial Assistance Policy and financial assistance application forms are available online at your hospital's website listed below or at the hospital Admitting areas located near the main entrance. (Follow the signs to "Admitting" or "Registration"). Copies of these documents can also be mailed to you upon request if you call Patient Financial Services at the telephone number listed below for your hospital.

Traducción disponible: You may also obtain Spanish and other language translations of these documents at your hospital's website, in your hospital's Admitting area, or by calling your hospital's telephone number.

Dignity Health Financial Counselors are available to answer questions, provide information about our Financial Assistance Policy and help guide you through the financial assistance application process. Our staff is located in the hospital's Admitting area and can be reached at the telephone number listed below for your hospital.

Bakersfield Memorial Hospital 420 34th St., Bakersfield, CA 93301 | **Financial Counseling** 661-327-4647 ext 4692
Patient Financial Services 866-397-9272 | www.dignityhealth.org/bakersfieldmemorial/paymenthelp

Mark Twain 768 Mountain Ranch Rd, San Andreas, CA 95249 | **Financial Counseling** 209-754-2622
Patient Financial Services 866-397-9272 | www.dignityhealth.org/marktwainmedical/paymenthelp

Mercy Hospital Downtown 2215 Truxtun Ave, Bakersfield, CA 93301 | **Financial Counseling** 661-327-1792 ext 4692
Patient Financial Services 866-397-9252 | www.dignityhealth.org/mercy-bakersfield/paymenthelp

Mercy Hospital Southwest 420 34th St, Bakersfield, CA 93301 | **Financial Counseling** 661-327-4647 ext 4692
Patient Financial Services 866-397-9252 | www.dignityhealth.org/bakersfieldmemorial/paymenthelp

Mercy Medical Center 333 Mercy Ave, Merced, CA 95340 | **Financial Counseling** 209-564-5105
Patient Financial Services 866-626-6583 | www.dignityhealth.org/mercymedical-merced/paymenthelp

St. Joseph's Behavioral Health Center 2510 North California St, Stockton, CA 95204 | **Financial Counseling** 209-461-2000
Patient Financial Services 866-397-9252 | www.dignityhealth.org/stjosephsbehavioral/paymenthelp

St. Joseph's Medical Center 1800 North California St, Stockton, CA 95204 | **Financial Counseling** 209-461-5281
Patient Financial Services 866-397-9272 | www.dignityhealth.org/stjosephs-stockton/paymenthelp

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