



**Greater Sacramento Service Area
Fiscal Year 2018**

Mercy General Hospital

Mercy Hospital of Folsom

Mercy San Juan Medical Center

Methodist Hospital of Sacramento

Sierra Nevada Memorial Hospital

Woodland Memorial Hospital

**Dignity Health
Investing in our Communities**

As part of our core mission and values, Dignity Health hospitals share a commitment to improving the health of the communities we serve through direct programs and services, investments, and partnerships to address the region's most urgent health issues. In fiscal year 2018, the six hospitals in the Greater Sacramento Service Area (GSSA) served **505,304** people through Community Benefit, largely the most vulnerable and underserved who would otherwise go without care.

In this report, we provide a snapshot of some of our community outreach efforts.

**Priority areas of focus to address
major gaps in the region's
safety-net include:**

- Access to Behavioral Health Services
- Active Living and Healthy Eating
- Access to High Quality Health Care Services
- Disease Prevention, Management and Treatment
- Safe, Crime and Violence Free Communities
- Basic Needs (including homelessness)



Hello humankindness

A Community of Compassion

Part of humankindness is being right where the community needs us most. Every minute of every day, we provide high-quality, compassionate health care across 39 hospitals in Arizona, California and Nevada.



Hello humankindness™

Dignity Health's Greater Sacramento Service Area
Community Benefit | Fiscal Year 2018

**Community Health
& Outreach Programs**

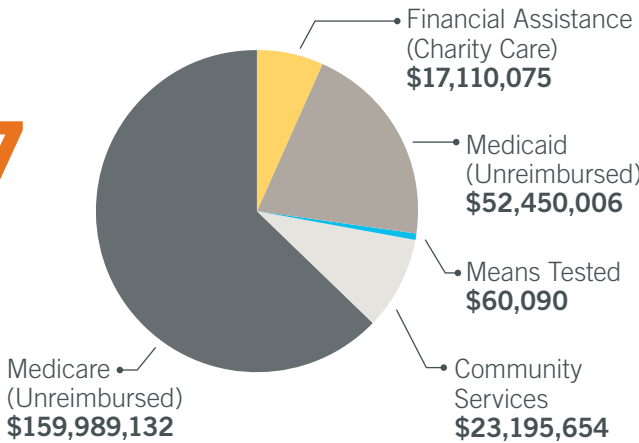
Total FY 2018 Community Investment

Greater Sacramento Service Area:

\$252,804,957

Dignity Health System:

\$888.6 Million



Want to learn more?

For more information on our community benefit program, visit:
dignityhealth.org/sacramento/about-us/community-health-and-outreach

Or contact:

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Rooted in Kindness

Not-for-profit hospitals
meeting the health needs
of the communities we serve



Partnership Programs That Reach Beyond Our Hospital Walls

We can't change the world by ourselves. Partnering with others who share our vision and values is the only way to bring about real improvements in the health care system. The mission-driven commitment of community health and outreach for the Sacramento service area includes hospital sponsored programs as well as regional partnership efforts and initiatives.

Behavioral Health Programs and Partnerships


Navigation to Wellness

engages nonprofit mental health provider, Turning Point, to improve the quality of care for patients in mental health crisis. Clinical social workers from Turning Point work side by side with hospital social workers to ensure patients are linked to appropriate community and outpatient health services needed for wellness.


The **Triage Navigator Program**, in partnership with Sacramento County and TLCS, serves Sacramento County residents who are experiencing a mental health crisis. Navigators are placed in hospital emergency departments to assist patients in accessing outpatient mental health services and other resources.

Enhanced Mental health Crisis and Follow-up is focused on improving access to mental health services for Yolo County by identifying and intervening during immediate crises, providing stabilization, and improving safety and mental well-being. Partners include Yolo Community Care Continuum with direct access to Safe Harbor, Suicide Prevention of Yolo and Davis Community Meals.


The Angel Bed Pilot Program is an innovative partnership between Community Recovery Resources, Grass Valley Police Department (GVPD), and Western Sierra Medical Clinic to provide direct access to residential treatment beds for individuals whose addictions issues have led to frequent interactions with law enforcement.

231


In FY18, 231 patients were linked to community resources upon emergency and hospital department discharge.

74%

371 patients served in FY18. Outcomes show a decrease in total ED/Outpatient visits by 74% for the population served.

92

92 individuals received services including four who were referred directly from the hospital to Safe Harbor Crisis House.

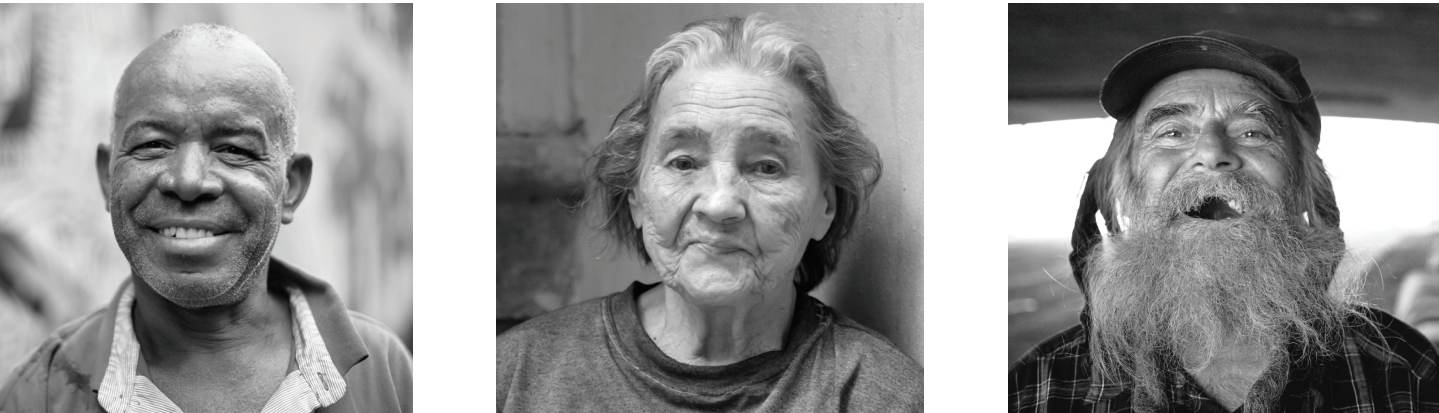
226

In FY18, 226 bed nights were provided to GVPD/ Dignity Health Immediate Access patients. 23 patients were placed into residential treatment and 91% were connected to primary care.

Hello humankindness

Homeless Initiatives

Dignity Health is committed to and engaged in fostering strategies and solutions that address the growing number of those experiencing homelessness across our region. In FY18, Dignity Health's Greater Sacramento Service Area made an additional \$1.65 million investment to support the City of Sacramento efforts to address homelessness.



Medical Respite Programs

The GSSA now has medical respite/recuperative care programs in all three counties targeted at those experiencing homelessness who are medically fragile and need more rest and recovery based on their medical issue:

- Hospitality House Recuperative Care (Nevada County)**
Partnership includes Nevada County and Hospitality House that adds four recuperative care beds.
- Haven House Interim Care Program (Yolo County)**
A partnership between Woodland Memorial, Sutter Davis, and the Yolo Community Care Continuum, Haven House is a medical respite transitional program that utilizes a four-bed house and offers respite for homeless individuals upon discharge from the hospital.

Interim Care Program (ICP)
A collaboration between Dignity Health, the other health systems in the region, WellSpace Health and Volunteers of America, ICP provides recuperative care for individuals who are experiencing homelessness and are stable for hospital discharge but have no housing alternative.

Additional Programs

- Housing with Dignity**
In partnership with Lutheran Social Services and Health Net, Housing with Dignity aims to assist individuals who are chronically homeless with severe/chronic health and mental health issues obtain and retain housing while offering intense wraparound services.
- Inpatient utilization decreased by nearly **55%;**
 - Total days spent in the hospital reduced by **51%;**
 - 83%** decrease in Emergency Room utilization.

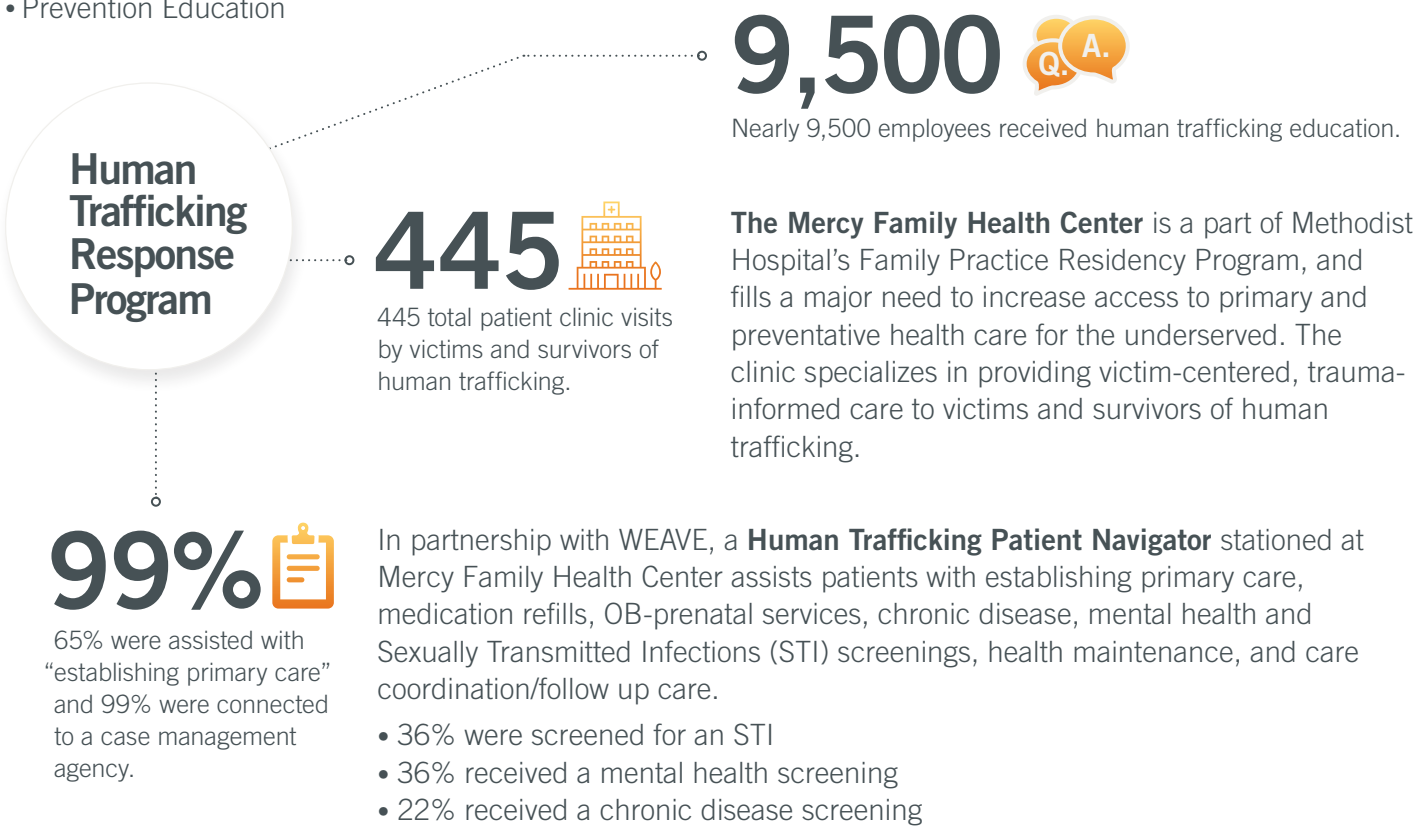
“Without this program, I'd be dead.”

Participant, Housing with Dignity

GSSA Human Trafficking Response Program

Dignity Health has created the Human Trafficking Response (HTR) Program to ensure trafficked persons are identified in the health care setting and appropriately assisted with victim-centered, trauma-informed care and services. This includes education and implementation of advanced trainings focused on victim-centered care, meeting the critical needs of human trafficking victims through:

- Mobile Trauma Therapy
- Trauma-center longitudinal care
- Workplace/volunteer recognition
- Prevention Education



Access to Primary Care and Community Resources

The Emergency Room Patient Navigator Program focuses on connecting individuals who are utilizing emergency departments for non-urgent care to a primary care provider. Navigators provide onsite education and work closely with the Federally Qualified Health Centers and community clinics to improve access to primary care. *Outcomes show a decrease in visits by 50% and urgent care visits by 44%. Nearly 10,000 individuals received navigation services in FY18.* The GSSA partners with Sacramento Covered, Empower Yolo and Western Sierra Medical Clinic to offer navigation services across the region.

“Being part of the patient navigator program is a humbling experience because I am able to provide culturally competent education to underinsured, uninsured and low income individuals.”

Participant, Patient Navigator

“The patient navigator program gives us an option for better patient care and allows us to truly care for the patients by connecting them with the doctors and outpatient care they need most.”

Participant, Physician Champion