A message from

Bill Graham, president and CEO of Sequoia Hospital, and Betty Till, Chair of the Dignity Health Sequoia Hospital Community Board.

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.

Sequoia Hospital 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 voluntary 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), Sequoia Hospital provided $19,257,252 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services and other community benefits. The hospital also incurred $56,745,270 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 November 6, 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 out to Marie.Violet@DignityHealth.org.

Bill Graham
President/CEO

Betty Till
Chairperson, Board of Directors
## Table of Contents

At-a-Glance Summary ........................................................................................................................................... 4  

Our Hospital and the Community Served ........................................................................................................ 7  
  About Sequoia Hospital ................................................................. 7  
  Our Mission .................................................................................. 7  
  Financial Assistance for Medically Necessary Care .................................................. 7  
  Description of the Community Served .................................................. 8  
  Community Need Index ................................................................... 8  

Community Assessment and Significant Needs .......................................................................................... 10  
  Community Health Needs Assessment ........................................ 10  
  Significant Health Needs .............................................................. 10  

2019 Report and 2020 Plan ............................................................................................................................... 12  
  Creating the Community Benefit Plan ......................................... 12  
  Report and Plan by Health Need .................................................... 13  
  Community Grants Program .......................................................... 18  
  Program Digests ........................................................................... 19  

Other Programs .......................................................................................... 30  

Economic Value of Community Benefit ........................................................................................................ 32  

Hospital Board and Committee Rosters ................................................................................................. 33  

Financial Assistance Policy Summary ........................................................................................................... 36
At-a-Glance Summary

Community Served

Dignity Health Sequoia Hospital serves the cities in mid-county, south county, and coastside of San Mateo County (SMC), including the cities of Belmont, Burlingame, Foster City, San Carlos, San Mateo, Atherton, East Palo Alto, Menlo Park, Portola Valley, Redwood City, Woodside, and Half Moon Bay with a total population of 559,332.

SMC residents are healthier than in many other places. However, the data also demonstrates that preventable diseases are on the rise and so we must do more to prevent these diseases from occurring in the first place. It also shows that health is not distributed evenly across the population, and there are many communities that still do not experience good health and a high quality of life.

Despite the fact that half of households in the county earn more than $100,000 per year, nearly one in five (19.8%) county residents live below 200% of the federal poverty level.

Economic Value of Community Benefit

$19,257,252 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services, community grants and other community benefits

$56,745,270 in unreimbursed costs of caring for patients covered by Medicare

Significant Community Health Needs Being Addressed

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:

- Healthy lifestyles
- Housing & homelessness
- Mental health and well-being
- Health care access & delivery

FY19 Programs and Services

The hospital delivered several programs and services to help address identified significant community health needs. These included:

*Healthy lifestyles*
- LiveWell Program - Health screening program conducted monthly at 6 sites in the community. Services include free screenings for blood pressure and diabetes, monitoring screening results, one-on-one counseling and referrals to physicians for abnormal results.
- Diabetes Empowerment Education Program (D.E.E.P.) - Evidence based educational program designed to engage community residents in self-management practices for prevention and control of diabetes.
• Blood glucose meter instruction - Empowered patients with the self-management tools and educational resources they need to prevent and control a variety of diabetic issues.
• Make Time for Fitness - A program designed to address healthy eating, physical activity, anti-bullying and avoidance of tobacco products, alcohol, and marijuana among 4th grade students attending Redwood City School District schools.
• Matter of Balance (M.O.B.) - Evidence based program that acknowledges the risk of falling but emphasizes practical coping skills to reduce this concern.
• Post-Stroke Lecture Series - Open to stroke survivors and their caregivers. Sessions discuss different topics hosted by expert clinical staff.
• Dignity Health Sequoia Hospital Community Grants Program
• Charitable cash and in-kind donations

**Housing & homelessness**
• Discharge Planning for Homeless Patients - Supportive services include a meal, weather-appropriate clothing, medications, transportation (30 miles/minutes from the hospital), infectious disease screening, vaccinations (appropriate for the presenting medical condition), and screening for affordable healthcare coverage. For shelter, the San Mateo County Coordinated Entry System at the core service agency is called. The hospital care coordinators and social workers engage the services of LifeMoves “Homeless Outreach Team” (HOT) to provide a broad range of services which include outreach and engagement, intensive case management (including support in following-up on medical appointments), benefits enrollment, and transportation to and from medical appointments.
• Dignity Health Sequoia Hospital Community Grants Program
• Charitable cash and in-kind donations

**Mental health and well-being**
• Dignity Health Sequoia Hospital Community Grants Program
• Charitable cash and in-kind donations

**Health care access & delivery**
• Financial assistance for the uninsured or underinsured – Provided financial assistance (including discounts and charity care) to those who have health care needs and are uninsured, underinsured, ineligible for a government program or otherwise unable to pay.
• Sequoia Community Care - Program designed to offer services and community resources to allow older adults discharged from Sequoia Hospital to recover safely and healthfully in their community dwelling.
• Operation Access - Provided in-kind to Operation Access, which coordinates surgeries and medical procedures for uninsured people through its network of volunteers and participating hospitals.
• Dignity Health Sequoia Hospital Community Grants Program
• Charitable cash and in-kind donations
For FY20, the hospital plans to continue all FY19 programs. In addition we will be adding two evidence based programs to our health program portfolio to address Mental health and well-being.

- GPS Group Peer Support for Perinatal Parents - Trauma-informed group model which helps people navigate the challenges of parenting.
- HeartMath - The system empowers people to self-regulate their emotions and behaviors to reduce stress, increase resilience, and unlock their natural intuitive guidance for making more effective choices.

This document is publicly available online at dignityhealth.org/sequoia.

Written comments on this report can be submitted to Dignity Health Sequoia Hospital, Health & Wellness Department, 170 Alameda de las Pulgas, Redwood City, CA 94062. To send comments or questions about this report, please visit dignityhealth.org/sequoia/contact-us and select the “CHNA comments” in the drop-down menu.
Our Hospital and the Community Served

About Sequoia Hospital

Sequoia Hospital is a member of Dignity Health, which is a part of CommonSpirit Health. The hospital is located at 170 Alameda de las Pulgas in Redwood City, California, and serves the communities of San Mateo County. Our facility is licensed for 208 beds, is served by more than 900 employees, and benefits from more than 500 physicians on staff offering a full range of medical, surgical and specialty programs. Sequoia’s Heart and Vascular Institute is a nationally known pioneer in advanced cardiac care. Sequoia has received national recognition as one of America’s top 100 hospitals for cardiac care, as well as for superior patient safety from Healthgrades. Our Birth Center is consistently ranked as a favorite among Peninsula families, and we’re also known for our Center for Total Joint Replacement and comprehensive emergency care.

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

Sequoia Hospital 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

Sequoia Hospital serves the cities in mid-county, south county, and coastside of San Mateo County (SMC), including the cities of Belmont, Burlingame, Foster City, San Carlos, San Mateo, Atherton, East Palo Alto, Menlo Park, Portola Valley, Redwood City, Woodside, and Half Moon Bay.

A summary description of the community is below. Additional details can be found in the CHNA report online.

San Mateo County (SMC) residents are healthier than in many other places. However, the data also demonstrates that preventable diseases are on the rise and so we must do more to prevent these diseases from occurring in the first place. It also shows that health is not distributed evenly across the population, and there are many communities that still do not experience good health and a high quality of life.

Average salaries, adjusted for inflation, are currently well above the California average. The cost of living is higher in SMC than almost anywhere else in the nation. A single parent with two children must earn approximately $78,000 annually to meet the family’s basic needs. SMC housing rental and childcare costs exceed the state’s average. A total of 18.9 percent of SMC adults live below 200 percent of the Federal Poverty Level.

The proportion of adults aged 60 and older is expected to roughly double over the next four decades. As of the 2000 census adults aged 60 and older in San Mateo County, represented 16.4% of the county’s total population. By the year 2040, it is projected that the number of adults 60+ will increase to 28.7% of the county’s total population.

- Total Population: 559,332
- White – Non-Hispanic: 48.3%, Black/African American – Non-Hispanic: 2.2%, Hispanic or Latino 22.8%, Asian/Pacific Islander: 21.9%, All Others: 4.7%
- Median Income: $137,101
- Unemployment: 3.2%
- No High School Diploma: 9.8%
- Medicaid: 14.7% (Does not include individuals dually-eligible for Medicaid and Medicare.)
- Uninsured: 2.8%

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.
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 May 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 dignityhealth.org/sequoia or upon request at the hospital’s Health & Wellness office.

Significant Health Needs

The hospital’s most recent Community Health Needs Assessment (CHNA) identified twelve health needs, and prioritized four of them as significant. The four health needs the hospital plans to address are the following:

- **Healthy lifestyles.** The community prioritized (voted as a top health need) healthy lifestyles. This need includes concerns about diabetes, obesity, fitness, diet, and nutrition. Diabetes ranks among the top 10 causes of death in the county. The prevalence of diabetes and obesity are both on the rise in the county. Statistics for adult diabetes prevalence and youth fruit/vegetable consumption are significantly worse than state averages. Adults of low socioeconomic status fail benchmarks for obesity and overweight.

- **Housing and homelessness.** Housing is one of the chief concerns of the community and was prioritized by almost all focus groups and key informants. The median rent in the county is significantly higher than the state average and has been increasing. The proportion of county residents who have experienced housing instability recently has risen. Affordable housing (assisted housing units) is relatively scarce in the county compared to the state overall. The community described experiencing stress related to the high cost of housing.
• **Mental health and well-being.** The community prioritized mental health, well-being, and substance use in almost all focus groups and key informant interviews. Depression, poor mental health, binge drinking, deaths from drug poisoning, and the adult substance-related emergency department visit rate have all increased in the county. Chronic liver disease and cirrhosis was the #9 cause of death in the county, followed by drug-induced death at #10; both were higher than suicide at #11.

• **Health care access and delivery.** Community input suggests that health care is often unaffordable. There are downward trends in the proportion of children who have a usual place for medical check-ups, the proportion of employed county residents whose jobs offer health benefits, and residents’ perceptions of the ease of access to specialty care. Low socioeconomic status residents are more likely than higher-status groups to have health care access issues.

**Significant Needs the Hospital Does Not Intend to Address**

The four needs above are the ones prioritized as significant, and the hospital intends to take actions to help address each of them. The CHNA report also identified other needs not prioritized as significant.
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

Sequoia Hospital 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 2019 CHNA is the guide we utilized to create the Community Benefit Plan for the next three years with a focus on the four prioritized significant health needs (Healthy lifestyles, Housing and homelessness, Mental health and well-being and Health care access and delivery).

Community input was obtained from focus groups conducted for the CHNA and from members of our Community Advisory Committee. Key informant interviews for the CHNA and meetings with our community partners provided valuable information on newly identified needs.

Sequoia’s existing programs were reviewed by hospital leadership and staff, as well as evaluation by community participants and partners. Existing programs with evidence of success and impact will be continued.
Prevention is a driver of our programs. Collaboration with community organizations allows us to contribute to expanding or adapting partner’s existing programs and facilitating access to appropriate skills or resources needed for success. It is our intention that programs that we sponsor will serve both broad and vulnerable communities and will contribute to containing the growth of community health care costs.

Programs will be evaluated throughout the year utilizing input from our community advisors, partners, newly published data and our own program outcome measures data. This dynamic approach will allow us to respond to identified needs by revising program strategies and adding enhancements on a regular basis.

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.

<table>
<thead>
<tr>
<th>Health Need: Healthy lifestyles</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Strategy or Program Name</strong></td>
</tr>
<tr>
<td>LiveWell Program</td>
</tr>
<tr>
<td>Diabetes Empowerment Education Program (DEEP)</td>
</tr>
<tr>
<td>Blood glucose meter instruction</td>
</tr>
<tr>
<td>Make Time for Fitness Program</td>
</tr>
</tbody>
</table>
tobacco products, alcohol, and marijuana amongst elementary school students.

Matter of Balance Program
A six week evidence based structured group intervention that emphasizes practical strategies to reduce fear of falling and increase activity levels.

Post-Stroke Lecture Series
Open to stroke survivors and their caregivers. Sessions discuss different topics hosted by expert clinical staff. Topics include: Conversation tools; Becoming Stronger with Physical & Occupational Therapy; and Reducing stress and anxiety with HeartMath.

Dignity Health Sequoia Hospital Community Grants Program
Financial grants are given to non-profit organizations working together to improve health status and quality of life in the communities we serve.

Charitable cash and in-kind donations
Charitable cash and in-kind donations are used improve the health and well-being of vulnerable and underserved populations.

Impact:
- Detect early signs of disease and refer for treatment to primary care physician to reduce the incidences of adverse effects.
- Prevent and/or reduce adverse health outcomes related to diabetes.
- Teach school-aged children to recognize and adopt behaviors for lifelong good health.
- Prevent and/or reduce adverse health outcomes of an unintended injury.
- Educate stroke survivors and their care givers.
- Deliver services and strengthen service systems, to improve the health and well-being of vulnerable and underserved populations.

Collaboration:
- Veterans Memorial Senior Center
- Adaptive Physical Education Center
- Twin Pines Senior & Community Center
- San Carlos Adult Community Center
- Little House Activity Center
- Fair Oaks Adult Activity Center
- Redwood City School District
- Sequoia Union High School District
- Redwood City Parks, Recreation and Community Services
- Sodexo Education
- San Mateo County Tobacco Prevention Program
- UC Cal Fresh Nutrition Education Program
- San Mateo County Public Health Nutrition
- Safe Routes to School California
- Sequoia Healthcare District
- Dairy Council of California
- Family Caregiver Alliance
- Alzheimer’s Association
- Stanford Health Care
- Pacific Stroke Association
### Health Need: Housing & Homelessness

<table>
<thead>
<tr>
<th>Strategy or Program Name</th>
<th>Summary Description</th>
<th>Active FY19</th>
<th>Planned FY20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discharge Planning for Homeless Patients</td>
<td>The hospital has a written discharge policy and procedure for patients identified as homeless. The patient may accept or decline any or all interventions offered. Supportive services include a meal, weather-appropriate clothing, medications, transportation (30 miles/minutes from the hospital), infectious disease screening, vaccinations (appropriate for the presenting medical condition, and screening for affordable healthcare coverage. For shelter, the San Mateo County Coordinated Entry System at the core agency is called. The hospital care coordinators and social workers engage the services of LifeMoves “Homeless Outreach Team” (HOT) to provide a broad range of services which include outreach and engagement, intensive case management (including support in following-up on medical appointments), benefits enrollment, and transportation to and from medical appointments.</td>
<td>☒</td>
<td>☒</td>
</tr>
<tr>
<td>Dignity Health Sequoia Hospital Community Grants Program</td>
<td>Financial grants are given to non-profit organizations working together to improve health status and quality of life in the communities we serve.</td>
<td>☒</td>
<td>☒</td>
</tr>
<tr>
<td>Charitable cash and in-kind donations</td>
<td>Charitable cash and in-kind donations are used to improve the health and well-being of vulnerable and underserved populations.</td>
<td>☒</td>
<td>☒</td>
</tr>
</tbody>
</table>

**Impact:**
- Enhance public health and relieve the burden of government to improve health.
- Deliver services and strengthen service systems, to improve the health and well-being of vulnerable and underserved populations.

**Collaboration:**
- LifeMoves
- HIP Housing
- Samaritan House
### Health Need: Mental health and well-being

<table>
<thead>
<tr>
<th>Strategy or Program Name</th>
<th>Summary Description</th>
<th>Active FY19</th>
<th>Planned FY20</th>
</tr>
</thead>
<tbody>
<tr>
<td>GPS Group Peer Support for Perinatal Parents</td>
<td>Trauma-informed group model which helps people navigate the challenges of parenting in a structured, inclusive, strength-based and empowering group experience.</td>
<td>☐</td>
<td>☒</td>
</tr>
<tr>
<td>HeartMath</td>
<td>The HeartMath system empowers people to self-regulate their emotions and behaviors to reduce stress, increase resilience, and unlock their natural intuitive guidance for making more effective choices. This enables people to break through greater levels of personal balance, creativity, insight and health.</td>
<td>☐</td>
<td>☒</td>
</tr>
<tr>
<td>Dignity Health Sequoia Hospital Community Grants Program</td>
<td>Financial grants are given to non-profit organizations working together to improve health status and quality of life in the communities we serve.</td>
<td>☒</td>
<td>☒</td>
</tr>
<tr>
<td>Charitable cash and in-kind donations</td>
<td>Charitable cash and in-kind donations are used to improve the health and well-being of vulnerable and underserved populations.</td>
<td>☒</td>
<td>☒</td>
</tr>
</tbody>
</table>

**Impact:**
- Enhance public health and relieve the burden of government to improve health.
- Deliver services and strengthen service systems, to improve the health and well-being of vulnerable and underserved populations.

**Collaboration:**
- Jacki Silber, LMFT – Counseling & Mental Health
- Mental Health Association of San Mateo County
- Fair Oaks Community Center
- LifeMoves
- San Mateo County Behavioral Health & Recovery Services
- Samaritan House
- Pathways Home Health and Hospice
# Health Need: Health care access & delivery

<table>
<thead>
<tr>
<th>Strategy or Program Name</th>
<th>Summary Description</th>
<th>Active FY19</th>
<th>Planned FY20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial assistance for the uninsured or underinsured</td>
<td>Financial assistance to uninsured or underinsured patients who meet certain income requirements to help pay for medically necessary hospital services provided by Dignity Health.</td>
<td>☒</td>
<td>☒</td>
</tr>
<tr>
<td>Sequoia Community Care</td>
<td>Program designed to offer services and community resources to allow older adults discharged from Sequoia Hospital to recover safely and healthfully return to their community dwelling.</td>
<td>☒</td>
<td>☒</td>
</tr>
<tr>
<td>Sonrisas Dental Health, Inc.</td>
<td>Community grant to Sonrisas Dental Health, Inc., to focus on the unmet dental health-related needs of our vulnerable population. Mobile teams of dentists, hygienists, and associates will utilize portable equipment to provide oral health screenings, education, and fluoride varnish to students of Redwood City School District’s community schools. Each participating student will be assessed and referred for follow-up care and possible treatment, as appropriate.</td>
<td>☒</td>
<td>☒</td>
</tr>
<tr>
<td>Operation Access</td>
<td>Provide in-kind to Operation Access, which coordinates surgeries and medical procedures for uninsured people through its network of volunteers and participating hospitals.</td>
<td>☒</td>
<td>☒</td>
</tr>
<tr>
<td>Dignity Health Sequoia Hospital Community Grants Program</td>
<td>Financial grants are given to non-profit organizations working together to improve health status and quality of life in the communities we serve.</td>
<td>☒</td>
<td>☒</td>
</tr>
<tr>
<td>Charitable cash and in-kind donations</td>
<td>Charitable cash and in-kind donations are used improve the health and well-being of vulnerable and underserved populations.</td>
<td>☒</td>
<td>☒</td>
</tr>
</tbody>
</table>

## Impact:
- Increase access to appropriate health care services.
- Increase of dental screenings and fluoride varnish treatment for school aged children.
- Enhance public health and relieve the burden of government to improve health.
- Deliver services and strengthen service systems, to improve the health and well-being of vulnerable and underserved populations.
Collaboration:
- Sonrisas Dental Health, Inc.
- Operation Access
- Pathways Home Health and Hospice
- Share Financial Assistance Policy Summary or plain language summary with public and/or private community organizations or networks that serve the health and social needs of poor and vulnerable populations.
  Organizations included:
  - Redwood City School District
  - Redwood City Parks, Recreation and Community Services Department
  - Pathways Home Health and Hospice
  - HIP Housing
  - Peninsula Family Service
  - Villages of San Mateo County
- Mental Health Association of San Mateo County
- San Mateo County Pride Center
- San Mateo County Central Labor Council
- Peninsula Conflict Resolution Center
- Samaritan House
- Peninsula Volunteers, Inc.
- Sonrisas Dental Health, Inc.
- Familias Unidas
- LifeMoves
- Sequoia Hospital is a member of the Healthy Community Collaborative (HCC), which collectively plan to focus as a group on oral health access and delivery.

Community Grants Program

One important way the hospital helps to address community health needs is by awarding financial grants to non-profit organizations working together to improve health status and quality of life. Grant funds are used to deliver services and strengthen service systems, to improve the health and well-being of vulnerable and underserved populations.

In FY19, the hospital awarded the grants below totaling $133,663. Some projects also may be described elsewhere in this report.

<table>
<thead>
<tr>
<th>Grant Recipient</th>
<th>Project Name</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peninsula Conflict Resolution Center</td>
<td>Peninsula Conflict Resolution Center, Health Ambassador Program</td>
<td>$20,000</td>
</tr>
<tr>
<td>Peninsula Volunteers, Inc. (PVI)</td>
<td>Memory Care and Caregiving Collaborative</td>
<td>$20,000</td>
</tr>
<tr>
<td>Peninsula Volunteers, Inc. (PVI)</td>
<td>Supportive Services at Home Collaborative (SSHC)</td>
<td>$33,663</td>
</tr>
<tr>
<td>United through Education (Familias Unidas)</td>
<td>Familias Unidas/Families United Parent Engagement Workshops</td>
<td>$20,000</td>
</tr>
<tr>
<td>LifeMoves</td>
<td>Health Advocacy Outreach Program</td>
<td>$20,000</td>
</tr>
<tr>
<td>Sonrisas Dental Health, Inc.</td>
<td>Sonrisas Dental Health, Inc.</td>
<td>$20,000</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>LiveWell</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Significant Health Needs Addressed</strong></td>
</tr>
<tr>
<td>✓ Healthy Lifestyles</td>
</tr>
<tr>
<td>□ Housing and homelessness</td>
</tr>
<tr>
<td>□ Mental health and well-being</td>
</tr>
<tr>
<td>□ Health care access &amp; delivery</td>
</tr>
<tr>
<td><strong>Program Description</strong></td>
</tr>
<tr>
<td>Health screening program conducted monthly at 6 sites in the community by a registered nurse. Services include free screenings for blood pressure and diabetes, monitoring screening results, one-on-one counseling and referrals to physicians for abnormal results.</td>
</tr>
<tr>
<td><strong>Community Benefit Category</strong></td>
</tr>
<tr>
<td>A2-d Community-Based Clinical Services - Immunizations/Screenings</td>
</tr>
<tr>
<td><strong>FY 2019 Report</strong></td>
</tr>
<tr>
<td><strong>Program Goal / Anticipated Impact</strong></td>
</tr>
<tr>
<td>To detect early signs of disease, to monitor and refer for treatment to primary care physician, and to reduce the incidences of adverse effects.</td>
</tr>
<tr>
<td><strong>Measurable Objective(s) with Indicator(s)</strong></td>
</tr>
<tr>
<td><strong>Objectives</strong></td>
</tr>
<tr>
<td>• Identify and manage, via early intervention, older adults with cardiovascular and/or endocrine risk factors.</td>
</tr>
<tr>
<td><strong>Indicators</strong></td>
</tr>
<tr>
<td>• # of screening encounters</td>
</tr>
<tr>
<td>• # of referrals made to primary care physician</td>
</tr>
<tr>
<td>• # of participants who received one-on-one counseling</td>
</tr>
<tr>
<td>• Annual client survey</td>
</tr>
<tr>
<td><strong>Intervention Actions for Achieving Goal</strong></td>
</tr>
<tr>
<td>• Offered no cost screenings for, hypertension and diabetes, as well as counseling and routine monitoring at 6 senior/community center sites.</td>
</tr>
<tr>
<td>• Provided initial assessment and monthly on-going monitoring of screening results.</td>
</tr>
<tr>
<td>• Provided individual counseling with RN.</td>
</tr>
<tr>
<td>• Referred to physicians for abnormal results.</td>
</tr>
<tr>
<td>• Provided stroke awareness information, medication cards and monitored their use at monthly blood pressure screenings.</td>
</tr>
<tr>
<td>• Maintained records from client self-reported outcomes of physician visits following screening and counseling.</td>
</tr>
<tr>
<td>• Provided phone check-in’s with identified clients.</td>
</tr>
<tr>
<td>• Referred patients to Diabetes Empowerment Education Program as appropriate.</td>
</tr>
</tbody>
</table>
Sequoia Hospital Diabetes Treatment Center provided screening and education to the community and held a Community Health Fair hosted at Sequoia Hospital.

### Collaboration
- Veterans Memorial Senior Center
- Adaptive Physical Education Center
- Twin Pines Senior & Community Center
- San Carlos Adult Community Center
- Little House Activity Center
- Fair Oaks Adult Activity Center

### Performance / Impact

| Blood Pressure Screenings | • 758 screenings provided  
|                          | • 35 referrals made to primary care physician  
|                          | • 249 of participants received one-on-one counseling |

| Glucose Screenings | • 142 screenings provided  
|                   | • 5 referrals made to primary care physician  
|                   | • 47 of participants received one-on-one counseling |

| Annual Surveys | • 100% of those surveyed were very/extremely likely to recommend this service to a friend.  
|               | • 86% of those surveyed shared their results with their doctor.  
|               | • 15% of those surveyed said that their physician made changes to their medications, diet and/or exercise recommendations based on the results of the screening. |

### Hospital’s Contribution / Program Expense
- Resources committed to program: staff & supplies.  
- $33,078

### FY 2020 Plan

| Program Goal / Anticipated Impact | To detect early signs of disease, to monitor and refer for treatment to primary care physician, and to reduce the incidences of adverse effects. |

| Measurable Objective(s) with Indicator(s) | **Objectives**  
|                                          | • Identify and manage, via early intervention, older adults with cardiovascular and/or endocrine risk factors.  
|                                          | **Indicators**  
|                                          | • # of screening encounters  
|                                          | • # of referrals made to primary care physician  
|                                          | • # of participants who received one-on-one counseling  
|                                          | • Annual client survey |

| Intervention Actions for Achieving Goal | • Offer no cost screenings for, hypertension and diabetes, as well as counseling and routine monitoring at 6 senior/community center sites.  
|                                          | • Provide initial assessment and monthly on-going monitoring of screening results.  
|                                          | • Provide individual counseling with RN.  
|                                          | • Refer to physicians for abnormal results. |
- Provide stroke awareness information, medication cards and monitor their use at monthly blood pressure screenings.
- Maintain records from client self-reported outcomes of physician visits following screening and counseling.
- Provide phone check-in’s with identified clients.
- Diabetes Treatment Center to host a community health fair on November 6, 2019 at Sequoia Hospital.

<table>
<thead>
<tr>
<th>Planned Collaboration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans Memorial Senior Center</td>
</tr>
<tr>
<td>Adaptive Physical Education Center</td>
</tr>
<tr>
<td>Twin Pines Senior &amp; Community Center</td>
</tr>
<tr>
<td>San Carlos Adult Community Center</td>
</tr>
<tr>
<td>Little House Activity Center</td>
</tr>
<tr>
<td>Fair Oaks Adult Activity Center</td>
</tr>
</tbody>
</table>
## Make Time for Fitness

### Significant Health Needs Addressed
- Healthy Lifestyles
- Mental health and well-being

### Program Description
Make Time for Fitness (MTF) is a program designed to address healthy eating, physical activity, anti-bullying and avoidance of tobacco products, alcohol, and marijuana among 4th grade students attending RCSD schools.

### Community Benefit Category
A1: Community Health Education

### FY 2019 Report

#### Program Goal / Anticipated Impact
Teach school-aged children to recognize and adopt behaviors for lifelong good health.

#### Measurable Objective(s) with Indicator(s)

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase knowledge of healthy eating, physical activity, anti-bullying and avoidance of tobacco products, alcohol, and marijuana.</td>
<td>Student behavior change survey, Teacher evaluation</td>
</tr>
</tbody>
</table>

#### Intervention Actions for Achieving Goal
- Make Time for Fitness Walking Courses - special walking courses installed by Sequoia Hospital and maintained by every elementary school in Redwood City. Courses were utilized by PE+, teachers, parents, and community members.
- A Make Time for Fitness planning and implementation committee was convened by the director of Health & Wellness. Members included community partners, and volunteers.
- Re-designed the pre- and post-survey to better capture the student’s self-reported anticipated change of behavior post Make Time for Fitness event.
- Re-designed the Make Time for Fitness workbook to include language consistent with the local campaign efforts to address e-cigarettes, vapes, & cannabis.
- SUHSD students, from 3 high schools, were selected by teachers to serve as leaders of interactive learning stations at MTF (Tobacco products, alcohol, and marijuana, Yoga, Friendship Fitness, 3 out of 5 Breakfast, and Water First). Training was provided by our local community partners.
- Hosted Make Time for Fitness Fieldtrip at Red Morton Park –
### Collaboration
- Redwood City School District
- Sequoia Union High School District
- Redwood City Parks, Recreation and Community Services
- Sodexo Education
- San Mateo County Tobacco Prevention Program
- UC Cal Fresh Nutrition Education Program
- San Mateo County Public Health Nutrition
- Safe Routes to School California
- Sequoia Healthcare District – PE+ program
- Dairy Council of California

### Performance / Impact

**Student behavior change survey – 356 responses**

<table>
<thead>
<tr>
<th>Behavior</th>
<th>Before MTF</th>
<th>After MTF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Almost never</td>
<td>7%</td>
<td>5%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>52%</td>
<td>24%</td>
</tr>
<tr>
<td>Almost Always</td>
<td>41%</td>
<td>70%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Behavior</th>
<th>Before MTF</th>
<th>After MTF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Almost never</td>
<td>12%</td>
<td>6%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>51%</td>
<td>35%</td>
</tr>
<tr>
<td>Almost Always</td>
<td>37%</td>
<td>59%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Behavior</th>
<th>Before MTF</th>
<th>After MTF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Almost never</td>
<td>30%</td>
<td>10%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>46%</td>
<td>35%</td>
</tr>
<tr>
<td>Almost Always</td>
<td>24%</td>
<td>55%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Behavior</th>
<th>Before MTF</th>
<th>After MTF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Almost never</td>
<td>95%</td>
<td>97%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>4%</td>
<td>1%</td>
</tr>
<tr>
<td>Almost Always</td>
<td>1%</td>
<td>2%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Behavior</th>
<th>Before MTF</th>
<th>After MTF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Almost never</td>
<td>36%</td>
<td>16%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>46%</td>
<td>47%</td>
</tr>
<tr>
<td>Almost Always</td>
<td>18%</td>
<td>37%</td>
</tr>
</tbody>
</table>
Teacher program evaluations – 11 responses

How much did your students learn from the Make Time for Fitness Program?

<table>
<thead>
<tr>
<th>Description</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>They learned a lot.</td>
<td>25%</td>
</tr>
<tr>
<td>They learned a good amount.</td>
<td>25%</td>
</tr>
<tr>
<td>They learned some.</td>
<td>42%</td>
</tr>
<tr>
<td>They learned very little.</td>
<td>8%</td>
</tr>
</tbody>
</table>

How much did you like the Make Time for Fitness Program?

<table>
<thead>
<tr>
<th>Description</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>I liked it a lot. It was excellent.</td>
<td>46%</td>
</tr>
<tr>
<td>I like it. It was good.</td>
<td>23%</td>
</tr>
<tr>
<td>I liked it a little. It was okay.</td>
<td>31%</td>
</tr>
<tr>
<td>I didn’t like it.</td>
<td>0%</td>
</tr>
</tbody>
</table>

Hospital’s Contribution / Program Expense

Resources committed to program: staff, supplies, food, and transportation $22,024

FY 2020 Plan

Program Goal / Anticipated Impact

Teach school-aged children to recognize and adopt behaviors for lifelong good health.

Measurable Objective(s) with Indicator(s)

Objectives
- Increase knowledge of healthy eating, physical activity, anti-bullying and avoidance of tobacco products, alcohol, and marijuana.

Indicators
- Student behavior change survey
- Teacher evaluation

Intervention Actions for Achieving Goal

- Make Time for Fitness Walking Courses will be utilized by RCSD PE+ program, teachers, parents and community members.
- A Make Time for Fitness planning and implementation committee will be convened by the director of Health & Wellness. Members will include community partners, volunteers, and members of the RCSD wellness committee.
- Review and edit education materials as needed.
- Host annual Make Time for Fitness event at Red Morton Park – May 28, 2020

Planned Collaboration

- Redwood City School District
- Sequoia Union High School District
- Redwood City Parks, Recreation and Community Services
- Sodexo Education
- San Mateo County Tobacco Prevention Program
- UC Cal Fresh Nutrition Education Program
- San Mateo County Public Health Nutrition
- Safe Routes to School California
- Sequoia Healthcare District – PE+ program
- Dairy Council of California
## Health Advocacy Outreach Program

### Significant Health Needs Addressed
- Healthy Lifestyles
- Housing and homelessness
- Mental health and well-being
- Health care access & delivery

### Program Description
LifeMoves Homeless Outreach Team (HOT) provides critically needed support services, in collaboration with Sequoia Hospital’s Care Coordination team, to unsheltered homeless people in San Mateo County.

### Community Benefit Category
E2-a Grants - Program grants

## FY 2019 Report

### Program Goal / Anticipated Impact
Promote sustainable life choices.

#### Measurable Objective(s) with Indicator(s)

<table>
<thead>
<tr>
<th>Objectives</th>
<th>Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connect homeless individuals and families to medical and behavioral health services; shelter and housing resources; and additional support services such as food and employment.</td>
<td>Number of individuals assessed to determine next steps regarding shelter, substance abuse treatment, primary and behavioral health and other basic services.</td>
</tr>
</tbody>
</table>

### Intervention Actions for Achieving Goal
- Dignity Health Sequoia Hospital Community Grants Program

### Collaboration
- LifeMoves
- Samaritan House (SMC Coordinated Entry System)
- Fair Oaks Community Center
- San Mateo County Behavioral Health & Recovery Services
- Redwood City Police Department
- San Mateo Medical Center
- Hospital Community Collaborative
- Pathways Home Health and Hospice

### Performance / Impact
27 individuals were assessed to determine next steps regarding shelter, substance abuse treatment, primary and behavioral health and other basic services.

### Hospital’s Contribution / Program Expense
Grant funding committed to program: $20,000

## FY 2020 Plan

---

2019 Community Benefit Report and 2020 Plan

Sequoia Hospital

Page 26 | 36
## Program Goal / Anticipated Impact
Promote sustainable life choices.

### Measurable Objective(s) with Indicator(s)

**Objectives**
- Connect homeless individuals and families to
  - medical and behavioral health services;
  - shelter and housing resources; and
  - additional support services such as food and employment.

**Indicators**
- Number of individuals assessed to determine next steps regarding shelter, substance abuse treatment, primary and behavioral health and other basic services.

### Intervention Actions for Achieving Goal
- Dignity Health Sequoia Hospital Community Grants Program

### Planned Collaboration
- LifeMoves
- Samaritan House (SMC Coordinated Entry System)
- Fair Oaks Community Center
- San Mateo County Behavioral Health & Recovery Services
- Redwood City Police Department
- San Mateo Medical Center
### Financial assistance for the uninsured or underinsured

<table>
<thead>
<tr>
<th>Significant Health Needs Addressed</th>
<th>□ Healthy Lifestyles</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>□ Housing and homelessness</td>
</tr>
<tr>
<td></td>
<td>□ Mental health and well-being</td>
</tr>
<tr>
<td></td>
<td>✔ Health care access &amp; delivery</td>
</tr>
</tbody>
</table>

| Program Description | Financial assistance to uninsured or underinsured patients who meet certain income requirements to help pay for medically necessary hospital services provided by Dignity Health. |

| Community Benefit Category | Financial assistance for the uninsured or underinsured |

<table>
<thead>
<tr>
<th>FY 2019 Report</th>
</tr>
</thead>
</table>

| Program Goal / Anticipated Impact | Deliver compassionate, high quality, affordable health care and advocate for members of our community who are poor and disenfranchised. |

<table>
<thead>
<tr>
<th>Measurable Objective(s) with Indicator(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Patients served</td>
</tr>
<tr>
<td>▪ Total amount of funding provided</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Intervention Actions for Achieving Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Notified and informed patients and members of the community about the Financial Assistance Policy in ways reasonably calculated to reach people who are most likely to require patient financial assistance.</td>
</tr>
<tr>
<td>▪ Provided financial assistance to eligible patients who do not have the capacity to pay for medically necessary health care services, and who otherwise may not have been able to receive these services.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Collaboration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared Financial Assistance Policy Summary or plain language summary with public and /or private community organizations or networks that serve the health and social needs of poor and vulnerable populations.</td>
</tr>
<tr>
<td>Organizations included:</td>
</tr>
<tr>
<td>▪ Redwood City School District</td>
</tr>
<tr>
<td>▪ Redwood City Parks, Recreation and Community Services Department</td>
</tr>
<tr>
<td>▪ Pathways Home Health and Hospice</td>
</tr>
<tr>
<td>▪ HIP Housing</td>
</tr>
<tr>
<td>▪ Peninsula Family Service</td>
</tr>
<tr>
<td>▪ Villages of San Mateo County</td>
</tr>
<tr>
<td>▪ Mental Health Association of San Mateo County</td>
</tr>
<tr>
<td>▪ San Mateo County Pride Center</td>
</tr>
<tr>
<td>▪ San Mateo County Central Labor Council</td>
</tr>
<tr>
<td>▪ Peninsula Conflict Resolution Center</td>
</tr>
<tr>
<td>▪ Samaritan House; Peninsula Volunteers, Inc.</td>
</tr>
<tr>
<td>▪ Sonrisas Dental Health, Inc.;</td>
</tr>
<tr>
<td>▪ Familias Unidas</td>
</tr>
<tr>
<td>Performance / Impact</td>
</tr>
<tr>
<td>-----------------------</td>
</tr>
<tr>
<td>LifeMoves.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hospital’s Contribution / Program Expense</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1,417,738</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FY 2020 Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Goal / Anticipated Impact</td>
</tr>
<tr>
<td>Deliver compassionate, high quality, affordable health care and advocate for members of our community who are poor and disenfranchised.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Measurable Objective(s) with Indicator(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients served</td>
</tr>
<tr>
<td>Total amount of funding provided</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Intervention Actions for Achieving Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notify and inform patients and members of the community about the Financial Assistance Policy in ways reasonably calculated to reach people who are most likely to require patient financial assistance.</td>
</tr>
<tr>
<td>Provide 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.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Planned Collaboration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Share policy or plain language summary with public and/or private community organizations or networks that serve the health and social needs of poor and vulnerable populations. Organizations include:</td>
</tr>
<tr>
<td>Redwood City School District</td>
</tr>
<tr>
<td>Redwood City Parks, Recreation and Community Services Department</td>
</tr>
<tr>
<td>Pathways Home Health and Hospice</td>
</tr>
<tr>
<td>HIP Housing</td>
</tr>
<tr>
<td>Peninsula Family Service</td>
</tr>
<tr>
<td>Villages of San Mateo County</td>
</tr>
<tr>
<td>Mental Health Association of San Mateo County</td>
</tr>
<tr>
<td>San Mateo County Pride Center</td>
</tr>
<tr>
<td>San Mateo County Central Labor Council</td>
</tr>
<tr>
<td>Peninsula Conflict Resolution Center</td>
</tr>
<tr>
<td>Samaritan House</td>
</tr>
<tr>
<td>Peninsula Volunteers, Inc.</td>
</tr>
<tr>
<td>Sonrisas Dental Health, Inc.</td>
</tr>
<tr>
<td>Familias Unidas</td>
</tr>
<tr>
<td>LifeMoves</td>
</tr>
</tbody>
</table>
Other Programs

The hospital delivers community programs and services 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.

Community Building

- Redwood City School District Wellness Advisory committee member – a forum for school district staff, community organizations, community members, parents, and youth to collaborate on efforts to keep students healthy.
- SUHSD Wellness Advisory Council (WAC) executive committee member – Students, parents, teachers, health professionals, counseling/administrative staff, and Board members work alongside community members and outside agencies to discuss all aspects of wellness.
- Friends and Family CPR program (Partnership with Sequoia Healthcare District) – classes for 9th grade high school students, expectant parents, and new parents.
- The San Mateo County Paratransit Coordinating Council (PCC) member – an organization dedicated to improving the quality and availability of paratransit services in San Mateo County.
- Fall Prevention Coalition of San Mateo County steering committee member – informs, collaborates, and raises awareness to prevent falls among older adults living in our community.
- San Mateo County Breastfeeding Advisory committee member – promotes and supports breastfeeding as the optimal infant feeding method through pre- and post-natal education, advocacy, and community outreach.
- Tobacco Education Coalition steering committee member – advocating policy change to support a tobacco-free San Mateo County.
- Healthy Community Collaborative of San Mateo County co-chair – A group of San Mateo County organizations formed in 1995 for the purpose of identifying and addressing the health needs of the community by conducting a triennial Community Health Needs Assessment.
- San Mateo County Human Trafficking Program committee member – works to equip individuals, empower communities and engage non-profits with best practices to sustain in the fight against human trafficking.

Health & Wellness Center

Health & Wellness Center is department of Sequoia Hospital located in downtown Redwood City. The center has been open to the public since 1993 and provides Sequoia Hospital’s community health programs to the broader community and to the vulnerable.

- The Big Lift library — a box of books where anyone can borrow a book (or two) and bring back another to share.
- Grief Support Group Living with Loss (in partnership with Pathways Home Health & Hospice) — A group designed to explore and make sense of the complex and overwhelming feelings that may accompany grief.
- Food Addicts in Recovery Anonymous (FA) (host site) – An international fellowship of men and women who have experienced difficulties in life as a result of the way they used to eat.
• Stanford Healing Partners (host site) – Healing Partners provide free Healing Touch sessions to men and women diagnosed with cancer who are under the active care of a physician.
• Nursing Mothers Counsel (host site) – The organization’s goal is to help mothers and their babies enjoy a relaxed and happy feeding relationship.
• AARP Drivers Safety (host site) – Research-based driving strategies that can reduce the likelihood of having a crash.
• Meniere’s Disease Support group (host site) – A group to share knowledge, experiences, and support.

**Health professional education**

Sequoia contributes to the long-term health of our community by partnering with educational institutions to provide student training in many health care disciplines.

• Clinical Chaplaincy Training Program at Sequoia Hospital, accredited by the Association for Clinical Pastoral Education, Inc. (ACPE)
• San Francisco State University – Nursing Program
• University of San Francisco – Nursing Program
• Niles College – Sterile Processing Training Program
• University of the Pacific – Pharmacy Training Program
• Touro University California College of Pharmacy
• University of California San Francisco – Pharmacy Training Program
• Samuel Merritt University – Physical Therapy Training Program
• Foothill College – Respiratory Training Program
• Foothill College – Paramedic Training Program
• Skyline College – Paramedic Training Program
• Skyline College – Surgical Technician Training Program
• Canada College – Radiology Training Program
• University of California San Francisco – Physician Assistant Training Program

**Human Trafficking Community Response**

Guided by the Dignity Health Human Trafficking Response Program, the hospital has convened a multi-disciplinary Human Trafficking Taskforce to support education and awareness programs for both Sex and Labor Trafficking. Monthly communications including newsletters, posters, seminars and an annual Awareness Day are provided to educate staff, visitors, volunteers, community members and our partner organizations.

**Dignity Health Concussion Network**

This comprehensive program was designed to promote the health and safety of student athletes through innovative education methods, baseline testing, concussion research and immediate access to professional consultation. The Barrow Brainbook, a user-friendly e-learning module, provides sport-related concussion education and strategies for action if needed. With the oversight of a team of highly-skilled professionals in the management of concussion, this program helps to prevent potentially serious brain injuries by educating parents and their student athletes, coaches, and the wider community on how to recognize and appropriately respond to a suspected concussion. This allows local student athletes to enjoy the benefits of engaging in sports without lingering severe brain injuries.
# Economic Value of Community Benefit

Sequoia Hospital  
Complete Summary - Classified Including Non Community Benefit (Medicare)  
For period from 7/1/2018 through 6/30/2019

<table>
<thead>
<tr>
<th>Benefits for Vulnerable</th>
<th>Persons Served</th>
<th>Net Benefit</th>
<th>% of Org. Expenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial assistance for the uninsured or underinsured</td>
<td>1,989</td>
<td>1,417,738</td>
<td>0.5</td>
</tr>
<tr>
<td>Medicaid</td>
<td>4,888</td>
<td>14,803,878</td>
<td>5.1</td>
</tr>
<tr>
<td><strong>Community Services</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A - Community Health Improvement Services</td>
<td>865</td>
<td>270,661</td>
<td>0.1</td>
</tr>
<tr>
<td>C - Subsidized Health Services</td>
<td>0</td>
<td>779,538</td>
<td>0.3</td>
</tr>
<tr>
<td>E - Cash and In-Kind Contributions</td>
<td>226</td>
<td>201,694</td>
<td>0.1</td>
</tr>
<tr>
<td>F - Community Building Activities</td>
<td>5</td>
<td>43,235</td>
<td>0.0</td>
</tr>
<tr>
<td>G - Community Benefit Operations</td>
<td>30</td>
<td>432,042</td>
<td>0.1</td>
</tr>
<tr>
<td><strong>Totals for Community Services</strong></td>
<td>1,126</td>
<td>1,727,170</td>
<td>0.6</td>
</tr>
<tr>
<td><strong>Totals for Vulnerable</strong></td>
<td>8,003</td>
<td>17,948,786</td>
<td>6.2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Benefits for Broader Community</th>
<th>Persons Served</th>
<th>Net Benefit</th>
<th>% of Org. Expenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A - Community Health Improvement Services</td>
<td>8,545</td>
<td>306,688</td>
<td>0.1</td>
</tr>
<tr>
<td>B - Health Professions Education</td>
<td>152</td>
<td>899,320</td>
<td>0.3</td>
</tr>
<tr>
<td>E - Cash and In-Kind Contributions</td>
<td>40</td>
<td>5,069</td>
<td>0.0</td>
</tr>
<tr>
<td>F - Community Building Activities</td>
<td>1,324</td>
<td>97,389</td>
<td>0.0</td>
</tr>
<tr>
<td><strong>Totals for Community Services</strong></td>
<td>10,061</td>
<td>1,308,466</td>
<td>0.5</td>
</tr>
<tr>
<td><strong>Totals for Broader Community</strong></td>
<td>10,061</td>
<td>1,308,466</td>
<td>0.5</td>
</tr>
<tr>
<td><strong>Totals - Community Benefit</strong></td>
<td>18,064</td>
<td>19,257,252</td>
<td>6.7</td>
</tr>
<tr>
<td><strong>Medicare</strong></td>
<td>26,314</td>
<td>56,745,270</td>
<td>19.6</td>
</tr>
<tr>
<td><strong>Totals with Medicare</strong></td>
<td>44,378</td>
<td>76,002,522</td>
<td>26.3</td>
</tr>
</tbody>
</table>

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

Sequoia Hospital Community Board

Chair
Betty Till, Executive Coach
LifeWork Solutions

Secretary
Timothy C. Wu
Zoological Society of San Francisco

President Medical Staff
Dieter Bruno, MD
Peninsula Urology Center

Hospital President
Bill Graham

Members

Dorena Chan
Community Member

Sandra Ferrando
Community Member

Connie Guerrero
Swinterton Builders

Kim Hurst
Community Member

Sunil Pandya
Wells Fargo

Dan Rengstorff, MD
Peninsula Gastroenterology Medical Group

Mojdeh Talebian, MD
Dignity Health Medical Network

Tykia Warden
San Mateo County Community Colleges Foundation

Jason Wong, MD
Medical Director of Health Services Samaritan House
Community Advisory Committee

Chair
Betty Till
Executive coach, LifeWork Solutions
Liaison to Sequoia Hospital Board

John Baker, Ed.D., Superintendent
Redwood City School District

Christopher Beth, Director
Redwood City Parks, Recreation and Community Services Department

Joanie Cavanaugh, Founder & Principal
Cavanaugh Creative Group

Sandra Coolidge, President
Philanthropy Pathways Home Health & Hospice

Laura Fanucchi, Associate Executive Director
HIP Housing

Sandra Ferrando
Community Member
Liaison to Sequoia Hospital Board

Ted Hannig, Attorney
Hannig Law Firm

Diane Howard, Vice Mayor
City of Redwood City

Susan Houston, Director
Older Adult Services Peninsula Family Service

Alisa Greene MacAvoy, Trustee
Redwood City School Board

Scott McMullin, Board Chair
Villages of San Mateo County

Melissa Platte, Executive Director
Mental Health Association of San Mateo County

Lisa Putkey, Program Director
San Mateo County Pride Center

Julie Lind Rupp, Executive Officer/Executive Secretary-Treasurer
San Mateo County Central Labor Council
Lisa Tealer, Interim Director
Bay Area Community Health Advisory Council

Paula Uccelli
Sequoia Hospital Foundation Hon Board

Sue Vuna, Community Engagement Specialist
Peninsula Conflict Resolution Center

Jason Wong, M.D., Medical Director of Health Service
Samaritan House
*Liaison to Sequoia Hospital Board*

**Staff**

Bill Graham, President
Sequoia Hospital
*Liaison to Sequoia Hospital Board*

David Cowell, Director
Mission Integration, Spiritual and Palliative Care
Sequoia Hospital

Jennifer Svihus,
President of Foundation
Sequoia Hospital

Marie Violet, Director of Health & Wellness
Sequoia Hospital

Tricia Coffey, Manager of Community Health
Sequoia Hospital
Financial Assistance Policy Summary

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 payments 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.

Dominican Hospital 1555 Soquel Dr, Santa Cruz, CA 95065 | Financial Counseling 831-462-7831 | Patient Financial Services 831-457-7001 | www.dignityhealth.org/dominican/paymenthelp

Sequoia Hospital 170 Alameda de las Pulgas, Redwood City, CA 94062 | Financial Counseling 650-367-5551 | Patient Financial Services 888-488-7667 | www.dignityhealth.org/sequoia/paymenthelp

Saint Francis Memorial Hospital 500 Hyde St, San Francisco, CA 94109 | Financial Counseling 415-353-6136 | Patient Financial Services 888-488-7667 | www.dignityhealth.org/saintfrancis/paymenthelp

St. Mary’s Medical Center 450 Stanyan St, San Francisco, CA 94117 | Financial Counseling 415-750-5817 | Patient Financial Services 888-488-7667 | www.dignityhealth.org/stmarys/paymenthelp