

# Sequoia Hospital

## Community Benefit 2020 Report and 2021 Plan

**Adopted November 2020**



**Dignity Health™**  
Sequoia Hospital

## A message from

Bill Graham, president of Sequoia Hospital, and Jason Wong, M.D., Chair of the Dignity Health Sequoia Hospital Community Board.

Sequoia Hospital has provided exceptional care to our community since 1950. During this 70 year legacy, we have grown and evolved as the needs of our community have changed. Never has this been more important than this year with the advent of COVID-19. We are exceptionally proud of our role caring for patients and families impacted by this disease. The pandemic, however, has also emphasized the many limitations of our current health care system. This is challenging us to reimagine how we engage our community with a renewed emphasis on those who are most vulnerable due to socio-economics, race and ethnicity, and sexual and gender orientation. We are committed to continuing this growth to ensure that health is accessible to all members of our community.

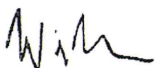
Dignity Health's approach to community health improvement aims to address significant health needs identified in the Community Health Needs Assessments that we conduct with community input, including from the local public health department. Our initiatives to deliver community benefit include financial 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 2020 Report and 2021 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 2020 (FY20), Sequoia Hospital provided \$23,271,469 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services and other community benefits. The hospital also incurred \$58,413,335 in unreimbursed costs of caring for patients covered by Medicare.

The hospital's Community Board reviewed, approved and adopted the Community Benefit 2020 Report and 2021 Plan at its November 4, 2020 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.



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Bill Graham  
President







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Jason Wong, MD  
Chairperson, Board of Directors

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## At-a-Glance Summary

<p><b>Community Served</b></p> 	<p>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.</p> <p>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.</p> <p>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.</p>		
<p><b>Economic Value of Community Benefit</b></p> 	<p>\$23,271,469 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services, community grants and other community benefits</p> <p>\$58,413,335 in unreimbursed costs of caring for patients covered by Medicare</p>		
<p><b>Significant Community Health Needs Being Addressed</b></p> 	<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 2019 Community Health Needs Assessment (CHNA). Needs being addressed by strategies and programs are:</p> <table border="1"> <tbody> <tr> <td> <ul style="list-style-type: none"> <li>• <i>Healthy lifestyles</i></li> <li>• <i>Housing &amp; homelessness</i></li> </ul> </td><td> <ul style="list-style-type: none"> <li>• <i>Mental health and well-being</i></li> <li>• <i>Health care access &amp; delivery</i></li> </ul> </td></tr> </tbody> </table>	<ul style="list-style-type: none"> <li>• <i>Healthy lifestyles</i></li> <li>• <i>Housing &amp; homelessness</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>Mental health and well-being</i></li> <li>• <i>Health care access &amp; delivery</i></li> </ul>
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<p><b>FY20 Programs and Services</b></p> 	<p>During the first 3Q's of FY20 the hospital delivered programs and services to help address identified significant community health needs. During the COVID-19 pandemic, the hospital was able to continue to provide many of these programs and services with minimal interruption or revision. These included:</p> <p><i>Healthy lifestyles</i></p> <ul style="list-style-type: none"> <li>• LiveWell Program - Health screening program conducted monthly at 6 sites in the community. Services included free screenings for blood pressure and diabetes, monitoring screening results, one-on-one counseling and referrals to physicians for abnormal results. During COVID-19 a registered nurse made weekly wellness-check phone calls to participants.</li> </ul>		


- 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. During COVID-19 the model has been adapted to be delivered online.
- 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. During COVID-19 distance learning activities and videos were delivered.
- Matter of Balance (M.O.B.) - Evidence based program that acknowledges the risk of falling but emphasizes practical coping skills to reduce this concern. During COVID-19 the program was suspended until a virtual adaptation of the program could be evaluated to show it remains evidence based.
- Post-Stroke Lecture Series (June-December 2019) - Open to stroke survivors and their caregivers. Sessions discuss different topics hosted by expert clinical staff.  
Post-Stroke Caregivers Support Group Meeting (January 2020) - Open to caregivers in the stroke community. During COVID-19, the Pacific Stroke Association (PSA) is conducting the meetings virtually.
- Dignity Health Sequoia Hospital Community Grants Program - during COVID-19 re-allocation of previously awarded funds was allowed to meet needs that emerged due to the pandemic.
- 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  
During COVID-19 re-allocation of previously awarded funds was allowed to meet needs that emerged due to the pandemic.
- Charitable cash and in-kind donations

#### *Mental health and well-being*



	<ul style="list-style-type: none"> <li>• New Parents Support Group - helps people navigate the challenges of parenting in a structured, inclusive, strength-based and empowering group experience. During COVID-19 the meetings are being held virtually.</li> <li>• Dignity Health Sequoia Hospital Community Grants Program During COVID-19 re-allocation of previously awarded funds was allowed to meet needs that emerged due to the pandemic.</li> <li>• Charitable cash and in-kind donations</li> </ul> <p><i>Health care access &amp; delivery</i></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Operation Access - Provided in-kind services to Operation Access, which coordinates surgeries and medical procedures for uninsured people through its network of volunteers and participating hospitals.</li> <li>• Dignity Health Sequoia Hospital Community Grants Program During COVID-19 re-allocation of previously awarded funds was allowed to meet needs that emerged due to the pandemic. Charitable cash and in-kind donations</li> </ul>
<p><b>FY21 Planned Programs and Services</b></p> 	<p>For FY21, the hospital plans to continue FY20 programs while adhering to CDC COVID-19 guidelines. We will continue to work in collaboration with our community partners and grantees to address the health of the community and avoid duplication of services. Our priority is to understand the extent that the coronavirus pandemic has impacted the health needs of the community.</p>

This document is publicly available online at

<https://www.dignityhealth.org/bayarea/locations/sequoia/about-us/community-benefits>.

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](https://www.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

As CommonSpirit Health, we make the healing presence of God known in our world by improving the health of the people we serve, especially those who are vulnerable, while we advance social justice for all.

## Our Vision

A healthier future for all – inspired by faith, driven by innovation, and powered by our humanity.

## 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 our 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.



<b>Total Population</b>	560,716
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### Race

White - Non-Hispanic	47.2%
Black/African American - Non-Hispanic	2.1%
Hispanic or Latino	22.5%
Asian/Pacific Islander	23.3%
All Others	4.9%

<b>% Below Poverty</b>	4.1%
<b>Unemployment</b>	3.4%
<b>No High School Diploma</b>	8.5%
<b>Medicaid (household)</b>	5.3%
<b>Uninsured (household)</b>	2.2%

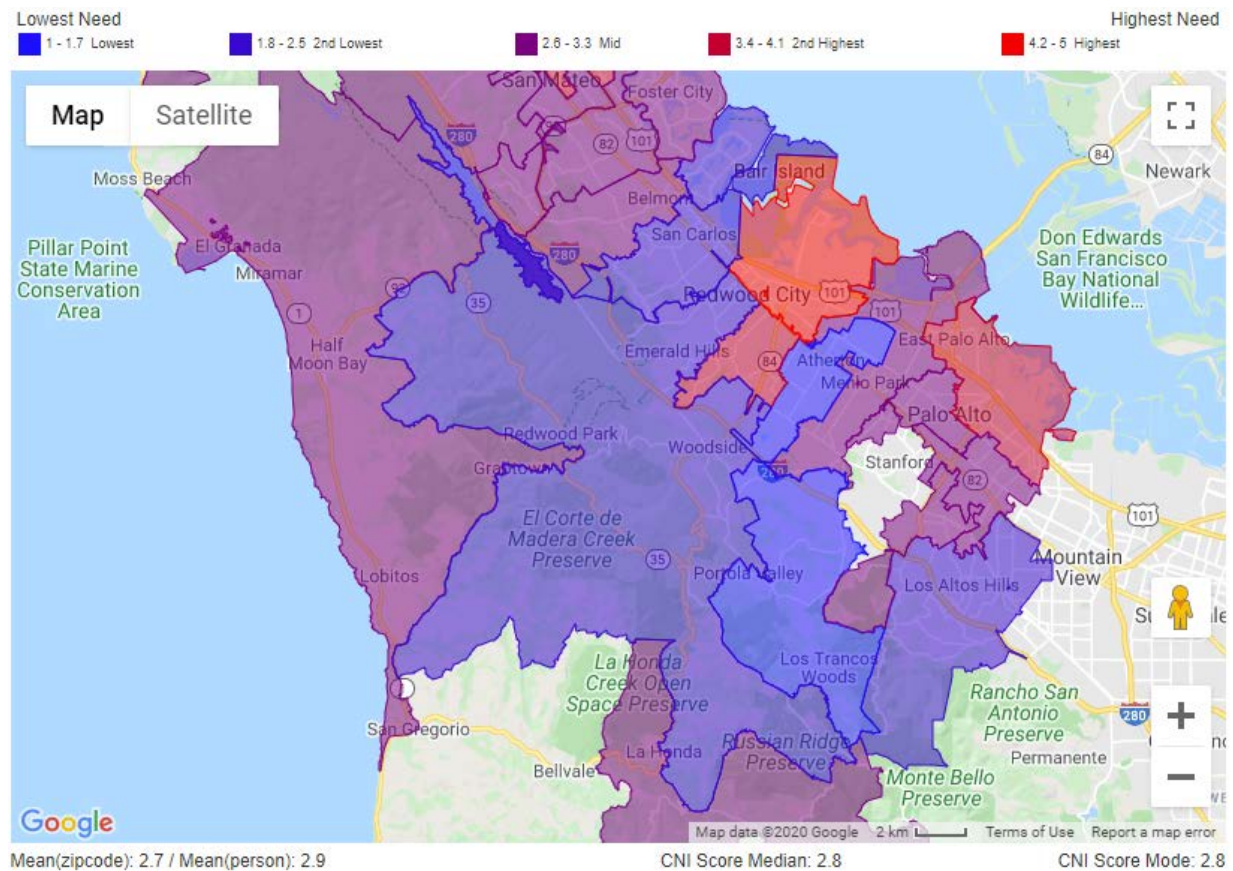
**Source:** Claritas Pop-Facts® 2020; SG2 Market Demographic Module



## 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
94002	2.6	28452	Belmont	San Mateo	California
94010	2.8	42439	Burlingame	San Mateo	California
94019	2.8	21106	Half Moon Bay	San Mateo	California
94020	2.8	1904	La Honda	San Mateo	California
94022	1.8	20512	Los Altos	Santa Clara	California
94025	3	44382	Menlo Park	San Mateo	California
94027	1.6	7165	Atherton	San Mateo	California
94028	1.6	6749	Portola Valley	San Mateo	California
94061	3.4	38689	Redwood City	San Mateo	California
94062	2.2	27590	Redwood City	San Mateo	California
94063	4.2	35925	Redwood City	San Mateo	California
94065	2.4	12982	Redwood City	San Mateo	California
94070	2.2	30677	San Carlos	San Mateo	California
94301	3	17981	Palo Alto	Santa Clara	California
94303	3.6	47405	Palo Alto	San Mateo	California
94304	2.8	4616	Palo Alto	Santa Clara	California
94306	2.8	28511	Palo Alto	Santa Clara	California
94401	3.4	36869	San Mateo	San Mateo	California
94402	2.6	25531	San Mateo	San Mateo	California
94403	2.6	43544	San Mateo	San Mateo	California
94404	2.6	37687	San Mateo	San Mateo	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 May 2019.

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 <https://www.dignityhealth.org/bayarea/locations/sequoia/about-us/community-benefits> or upon request at the hospital's Health & Wellness office.

### Significant Health Needs

The most recent community health needs assessment identified the following significant community health needs:

- **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 2019 CHNA report also identified other needs not prioritized as significant.

## 2020 Report and 2021 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 FY20 and planned activities for FY21, 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.

## Impact of the Coronavirus Pandemic

The pandemic has highlighted the importance of access to preventive health care, good nutrition, good education, safe housing and job opportunities. The most vulnerable have suffered disproportionality from the virus and its economic fallout.

Sequoia Hospital worked with numerous community organizations to build capacity to strengthen safety net programs to respond to real time needs. In addition, the hospital provided personal protective equipment to partner organizations and disseminated COVID-19 information to the public in multiple languages.




The San Mateo County Communitywide COVID-19 Long-term Strategic Plan (June 3, 2020) had the following key findings

- Government agencies, the private sector, and nonprofit organizations are working at or above capacity to provide urgently needed and vital services, resources, and expertise to those in need.
- COVID-19 has caused a disruption on a global scale and has destabilized systems that are critical to almost all aspects of daily life.
- Ongoing recovery efforts will be necessary until there is a vaccine or herd immunity, which could take many months or years.
- The county, like Sequoia Hospital, will be figuring out actions in real time. This situation requires flexibility as events change, understand there may be setbacks during the process, and quickly adjust behavior to take appropriate actions to reduce and contain the spread of infections and continue to balance the risks involved.

## 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.

 <b>Health Need: Healthy lifestyles</b>			
<b>Strategy or Program Name</b>	<b>Summary Description</b>	<b>Active FY20</b>	<b>Planned FY21</b>
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. During COVID-19 a registered nurse made weekly wellness-check phone calls to participants.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Diabetes Empowerment Education Program (DEEP)	Evidence based educational program designed to engage community residents in self-management practices for prevention and control of diabetes. During COVID-19 the model has been adapted to be delivered online.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Blood glucose meter instruction	Helps empower patients with the self-management tools and educational resources they need to prevent and control a variety of diabetic issues.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Make Time for Fitness Program	Make Time for Fitness (MTF) encourages healthy eating, physical activity, anti-bullying and avoidance of tobacco products, alcohol, and marijuana amongst elementary school students. During COVID-19 distance learning activities and videos were delivered.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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. During COVID-19 the program was suspended until a virtual adaptation of the program could be evaluated to show it remains evidence based.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Bingocize®	An evidence-based program that mixes exercise, health education, and bingo to help overcome health problems in participants across the entire spectrum of care. During COVID-19 the model has been adapted to be delivered online.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Post-Stroke Lecture Series/ Post-Stroke Caregivers Support Group Meeting	Open to stroke survivors and their caregivers. Sessions discuss different topics hosted by expert clinical staff. As of January 2020 the group was redesigned and renamed Post-Stroke Caregivers Support Group Meeting. The group is open to caregivers in the stroke community and held in partnership with the Pacific Stroke Association (PSA). During COVID-19 PSA is conducting the meetings virtually.	☒	☒
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. During COVID-19 re-allocation of previously awarded funds was allowed to meet needs identified by grantees that emerged due to the pandemic.	☒	☒
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

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Adaptive Physical Education Center</li> <li>• Alzheimer's Association</li> <li>• Dairy Council of California</li> <li>• Fair Oaks Adult Activity Center</li> <li>• Family Caregiver Alliance</li> <li>• Little House Activity Center</li> <li>• Pacific Stroke Association</li> <li>• Redwood City Parks, Recreation and Community Services</li> <li>• Redwood City School District</li> <li>• Safe Routes to School California</li> <li>• San Carlos Adult Community Center</li> </ul> | <ul style="list-style-type: none"> <li>• San Mateo County Public Health Nutrition</li> <li>• San Mateo County Tobacco Prevention Program</li> <li>• Sequoia Healthcare District</li> <li>• Sequoia Union High School District</li> <li>• Sodexo Education</li> <li>• Stanford Health Care</li> <li>• Twin Pines Senior &amp; Community Center</li> <li>• UC Cal Fresh Nutrition Education Program</li> <li>• United through Education – Familias Unidas</li> <li>• Veterans Memorial Senior Center</li> </ul> |
|--|---|



## Health Need: Housing & Homelessness

Strategy or Program Name	Summary Description	Active FY20	Planned FY21
Discharge Planning for Homeless Patients	<p>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.</p> <p>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.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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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.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

### 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

Strategy or Program Name	Summary Description	Active FY20	Planned FY21
New Parents Support Group	Helps people navigate the challenges of parenting in a structured, inclusive, strength-based and empowering group experience. During COVID-19 the meetings are being held virtually.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HeartMath	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.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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. During COVID-19 re-allocation of previously awarded funds was allowed to meet needs identified by grantees that emerged due to the pandemic.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

### Impact

- Improve youth mental health and wellness through coordinated prevention and early intervention services.
- Support the mental health and other vital needs of Newcomers.
- Offer direct psychotherapy services to at-risk youth.
- 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

- Acknowledge Alliance
- Fair Oaks Community Center
- Friends for Youth
- Jacki Silber, LMFT – Counseling & Mental Health
- LifeMoves
- Mental Health Association of San Mateo County
- One Life Wellness Center
- Pathways Home Health and Hospice
- Samaritan House
- San Mateo County Behavioral Health & Recovery Services



## Health Need: Health care access & delivery

Strategy or Program Name	Summary Description	Active FY20	Planned FY21
Financial assistance for the uninsured or underinsured	Financial assistance to uninsured or underinsured patients who meet certain income requirements to help pay for medically necessary hospital services provided by Dignity Health.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sequoia Community Care	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.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Operation Access	Provide in-kind to Operation Access, which coordinates surgeries and medical procedures for uninsured people through its network of volunteers and participating hospitals.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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. During COVID-19 re-allocation of previously awarded funds was allowed to meet needs identified by grantees that emerged due to the pandemic.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

### Impact

- Increase access to appropriate health care services.
- 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

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• Operation Access</li> <li>• Pathways Home Health and Hospice</li> <li>• 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.</li> <li>• Sonrisas Dental Health, Inc.</li> <li>• 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.</li> </ul> <p>Organizations included:</p> <ul style="list-style-type: none"> <li>○ HIP Housing</li> </ul> | <ul style="list-style-type: none"> <li>○ LifeMoves</li> <li>○ Mental Health Association of San Mateo County</li> <li>○ Pathways Home Health and Hospice</li> <li>○ Peninsula Conflict Resolution Center</li> <li>○ Peninsula Family Service</li> <li>○ Peninsula Volunteers, Inc.</li> <li>○ Redwood City Parks, Recreation and Community Services Department</li> <li>○ Redwood City School District</li> <li>○ Samaritan House</li> <li>○ San Mateo County Central Labor Council</li> <li>○ San Mateo County Pride Center</li> <li>○ Villages of San Mateo County</li> <li>○ Familias Unidas</li> </ul> |
|---|---|

## 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 FY20, the hospital awarded the grants below totaling \$138,428. Some projects also may be described elsewhere in this report.

Grant Recipient	Project Name	Amount
Cleo Eulau Center for Child and Adolescents DBA Acknowledge Alliance	Collaborative Counseling and Transition Program	\$ 20,000
Friends for Youth	Whole Health for Youth Initiative	\$ 20,000
LifeMoves	Homeless Outreach Team (HOT) Program	\$ 20,000
One Life Wellness Center	Teen and Family Mental/Behavioral Health and Emotional Wellbeing	\$ 20,000
Operation Access	San Mateo Specialty Care Access & Delivery Program	\$ 18,428
Sonrisas Dental Health, Inc.	Sonrisas Dental Health School Screening Program	\$ 20,000
United through Education- Familias Unidas	Familias Unidas Family Engagement Workshop	\$ 20,000

## 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.

 <b>LiveWell</b>	
Significant Health Needs Addressed	<ul style="list-style-type: none"> <li>✓ Healthy Lifestyles</li> <li>❑ Housing and homelessness</li> <li>❑ Mental health and well-being</li> <li>❑ Health care access &amp; delivery</li> </ul>
Program Description	Health screening program conducted monthly at 7 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.
Community Benefit Category	A2-d Community-Based Clinical Services - Immunizations/Screenings
FY 2020 Report	
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)	<p><i>Objectives</i></p> <ul style="list-style-type: none"> <li>• Identify and manage, via early intervention, older adults with cardiovascular and/or endocrine risk factors.</li> </ul> <p><i>Indicators</i></p> <ul style="list-style-type: none"> <li>• # of screening encounters</li> <li>• # of referrals made to primary care physician</li> <li>• # of participants who received one-on-one counseling</li> <li>• Annual client survey</li> </ul>
Intervention Actions for Achieving Goal	<ul style="list-style-type: none"> <li>• Offered no cost screenings for, hypertension and diabetes, as well as counseling and routine monitoring at 7 senior/community center sites.</li> <li>• Provided initial assessment and monthly on-going monitoring of screening results.</li> <li>• Provided individual counseling with RN.</li> <li>• Referred to physicians for abnormal results.</li> <li>• Provided stroke awareness information, medication cards and monitor their use at monthly blood pressure screenings.</li> <li>• Maintained records from client self-reported outcomes of physician visits following screening and counseling.</li> <li>• Provided phone check-in's with identified clients.</li> </ul>

	<ul style="list-style-type: none"> <li>During COVID-19 a registered nurse made weekly wellness-check phone calls to participants.</li> </ul>
Collaboration	<ul style="list-style-type: none"> <li>Veterans Memorial Senior Center</li> <li>Adaptive Physical Education Center</li> <li>Twin Pines Senior &amp; Community Center</li> <li>San Carlos Adult Community Center</li> <li>Little House Activity Center</li> <li>Fair Oaks Adult Activity Center</li> <li>Peninsula Volunteers, Inc.</li> <li>Redwood Shores Branch Library</li> </ul>
Performance / Impact	<p><i>Blood Pressure Screenings</i></p> <ul style="list-style-type: none"> <li>556 screenings provided</li> <li>25 referrals made to primary care physician</li> <li>164 of participants received one-on-one counseling</li> </ul> <p><i>Glucose Screenings</i></p> <ul style="list-style-type: none"> <li>171 screenings provided</li> <li>6 referrals made to primary care physician</li> <li>39 participants received one-on-one counseling</li> </ul> <p><i>Annual Surveys</i></p> <ul style="list-style-type: none"> <li>Due to COVID-19 we were unable to conduct our annual survey.</li> </ul>
Hospital's Contribution / Program Expense	Resources committed to program: staff & supplies. \$19,148
<b>FY 2021 Plan</b>	
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 once we are able to provide in-person services.
Measurable Objective(s) with Indicator(s)	<p><i>Blood Pressure Screenings</i></p> <ul style="list-style-type: none"> <li># of screenings provided</li> <li># of referrals made to primary care physician</li> <li># of participants received one-on-one counseling</li> </ul> <p><i>Glucose Screenings</i></p> <ul style="list-style-type: none"> <li># of screenings provided</li> <li># of referrals made to primary care physician</li> <li># of participants received one-on-one counseling</li> </ul> <p><i>Annual Survey of participants and directors of centers</i></p>
Intervention Actions for Achieving Goal	<ul style="list-style-type: none"> <li>Convene virtual networking meetings with directors of local senior/community center sites.</li> <li>Promote self-care by providing tools to help address older adult's physical and mental health. <ul style="list-style-type: none"> <li>Monthly health articles</li> <li>Nurse wellness-check phone calls</li> <li>Virtual health lectures</li> <li>Produce videos addressing the health needs of older adults</li> </ul> </li> </ul>



	<ul style="list-style-type: none"> <li>○ Work with community organizations to address the digital divide and ensure people without technological connections are not left behind now that a large part of education and events have moved to online platforms.</li> <li>● Offer no cost screenings for, hypertension and diabetes, as well as counseling and routine monitoring at 7 senior/community center sites once in-person screenings are allowed.</li> </ul>
Planned Collaboration	<ul style="list-style-type: none"> <li>● Veterans Memorial Senior Center</li> <li>● Adaptive Physical Education Center</li> <li>● Twin Pines Senior &amp; Community Center</li> <li>● San Carlos Adult Community Center</li> <li>● Little House Activity Center</li> <li>● Fair Oaks Adult Activity Center</li> <li>● Peninsula Volunteers, Inc.</li> <li>● Redwood Shores Branch Library</li> </ul>



## Make Time for Fitness

Significant Health Needs Addressed	<ul style="list-style-type: none"><li>✓ Healthy Lifestyles</li><li>□ Housing and homelessness</li><li>✓ Mental health and well-being</li><li>□ Health care access &amp; delivery</li></ul>
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 2020 Report	
Program Goal / Anticipated Impact	Teach school-aged children to recognize and adopt behaviors for lifelong good health.
Measurable Objective(s) with Indicator(s)	<p><i>Objectives</i></p> <ul style="list-style-type: none"><li>• Increase knowledge of healthy eating, physical activity, anti-bullying and avoidance of tobacco products, alcohol, and marijuana.</li></ul> <p><i>Indicators</i></p> <ul style="list-style-type: none"><li>• Student behavior change survey</li><li>• Teacher evaluation</li></ul>
Intervention Actions for Achieving Goal	<ul style="list-style-type: none"><li>• 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.</li><li>• A Make Time for Fitness planning and implementation committee was convened by the director of Health &amp; Wellness. Members included community partners, and volunteers.</li><li>• 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.</li><li>• Canceled Make time for Fitness fieldtrip due to COVID-19 Shelter in Place mandate. However, learning materials were created to provide a Make Time for Fitness Distance learning program for Redwood City School District 4<sup>th</sup> grade students.</li></ul>
Collaboration	<ul style="list-style-type: none"><li>• Redwood City School District</li></ul>

	<ul style="list-style-type: none"> <li>• Sequoia Union High School District</li> <li>• Redwood City Parks, Recreation and Community Services</li> <li>• Sodexo Education</li> <li>• San Mateo County Tobacco Prevention Program</li> <li>• UC Cal Fresh Nutrition Education Program</li> <li>• San Mateo County Public Health Nutrition</li> <li>• Safe Routes to School California</li> <li>• Sequoia Healthcare District – PE+ program</li> <li>• Dairy Council of California</li> </ul>
Performance / Impact	<p>Due to the COVID-19 Shelter in Place order the Make Time for Fitness fieldtrip was canceled. It was decided by Sequoia Hospital and partner community organizations that an easy-to-use, quick resource would be compiled for 4th grade teachers so that students were able to participate in the annual Make Time for Fitness program while distance learning.</p> <p>Lessons and videos were compiled for each of the Make Time for Fitness stations that students would regularly experience in-person at Red Morton Park fieldtrip.</p> <ul style="list-style-type: none"> <li>• <b>Mindful Minutes</b> - videos that walk students through mindfulness practices.</li> <li>• <b>Build a Healthy Breakfast with 3 out of 5 Food Groups</b> Healthy Breakfast Tips: Eating 3 out of 5 Food Groups (Video) and Make Time to Build a Healthy Breakfast (fillable PDF).</li> <li>• <b>Tobacco Prevention</b> Videos and handouts that teach students what tobacco and vapes do to a person's body, including the dangerous chemicals they contain. These videos are online versions of the presentation students would have seen in person at Red Morton Park fieldtrip.</li> <li>• <b>Drink Water First</b> Videos about drinking water to fuel your body instead of juice, soda and sports drinks, as well as the health benefits of drinking water.</li> <li>• <b>Fitness Activities</b> videos made by PE+ coaches demonstrating stretching and other activities that students can do at home during distance learning.</li> </ul>
Hospital's Contribution / Program Expense	Resources committed to program: staff and supplies \$6,342
<b>FY 2021 Plan</b>	
Program Goal / Anticipated Impact	Teach school-aged children to recognize and adopt behaviors for lifelong good health delivered either in-person or by distance learning.
Measurable Objective(s) with Indicator(s)	<p><i>Objectives</i></p> <ul style="list-style-type: none"> <li>• Increase knowledge of healthy eating, physical activity, anti-bullying and avoidance of tobacco products, alcohol, and</li> </ul>

	<p>marijuana.</p> <p><i>Indicators</i></p> <ul style="list-style-type: none"> <li>• Student behavior change survey</li> <li>• Teacher evaluation</li> </ul>
Intervention Actions for Achieving Goal	<ul style="list-style-type: none"> <li>• Make Time for Fitness Walking Courses will be utilized by RCSD PE+ program, teachers, parents and community members.</li> <li>• A Make Time for Fitness planning and implementation committee will be convened by the director of Health &amp; Wellness. Members will include community partners, volunteers, and members of the RCSD wellness committee.</li> <li>• Review and edit education materials as needed.</li> </ul>
Planned Collaboration	<ul style="list-style-type: none"> <li>• Redwood City School District</li> <li>• Sequoia Union High School District</li> <li>• Redwood City Parks, Recreation and Community Services</li> <li>• Sodexo Education</li> <li>• San Mateo County Tobacco Prevention Program</li> <li>• UC Cal Fresh Nutrition Education Program</li> <li>• San Mateo County Public Health Nutrition</li> <li>• Safe Routes to School California</li> <li>• Sequoia Healthcare District – PE+ program</li> <li>• Dairy Council of California</li> </ul>



## Health Advocacy Outreach Program

Significant Health Needs Addressed	<ul style="list-style-type: none"><li><input type="checkbox"/> Healthy Lifestyles</li><li><input checked="" type="checkbox"/> Housing and homelessness</li><li><input checked="" type="checkbox"/> Mental health and well-being</li><li><input checked="" type="checkbox"/> Health care access &amp; delivery</li></ul>
Program Description	LifeMoves Homeless Outreach Team (HOT) provides critically needed support services to medically-fragile homeless individuals being discharged from Sequoia Hospital and other individuals in the hospital's service area.
Community Benefit Category	E2-a Grants - Program grants
FY 2020 Report	
Program Goal / Anticipated Impact	Provide a natural bridge for disenfranchised individuals to access the services they need.
Measurable Objective(s) with Indicator(s)	<p><i>Objectives</i></p> <ul style="list-style-type: none"><li>• Life Moves will provide an initial assessment to 100% of clients referred by Sequoia Hospital.</li><li>• LifeMoves will address immediate basic needs – food, clothing, hygiene kits, and transportation to 100% of clients referred by Sequoia Hospital.</li><li>• LifeMoves will connect 100% of clients referred by Sequoia Hospital (and wish to access shelter and health services in San Mateo County) to the Coordinated Entry System (CES).</li><li>• 50% of the clients who do not wish to be connected to CES will be followed up by partner agencies and/or LifeMoves and strongly encouraged to connect to the CES.</li></ul>
Intervention Actions for Achieving Goal	<ul style="list-style-type: none"><li>• Dignity Health Sequoia Hospital Community Grants Program</li></ul>
Collaboration	<ul style="list-style-type: none"><li>• LifeMoves</li><li>• Samaritan House (SMC Coordinated Entry System)</li><li>• Fair Oaks Community Center</li><li>• San Mateo County Behavioral Health &amp; Recovery Services</li><li>• Redwood City Police Department</li><li>• San Mateo Medical Center</li><li>• Hospital Community Collaborative</li><li>• Pathways Home Health and Hospice</li></ul>
Performance / Impact	<p>25 individuals were assessed to determine next steps regarding shelter, substance abuse treatment, primary and behavioral health and other basic services.</p> <ul style="list-style-type: none"><li>• Life Moves provided an initial assessment to 100% of clients referred by Sequoia Hospital.</li></ul>



	<ul style="list-style-type: none"> <li>LifeMoves addressed immediate basic needs – food, clothing, hygiene kits, and transportation to 100% of clients referred by Sequoia Hospital.</li> <li>LifeMoves connected 100% of clients referred by Sequoia Hospital (and wish to access shelter and health services in San Mateo County to the Coordinated Entry System (CES).</li> <li>50% of the clients who did not wish to be connected to CES were followed up by partner agencies and/or LifeMoves and strongly encouraged to connect to the CES.</li> </ul>
Hospital's Contribution / Program Expense	Grant funding committed to program: \$20,000
<b>FY 2021 Plan</b>	
Program Goal / Anticipated Impact	Provide a natural bridge for disenfranchised individuals to access the services they need.
Measurable Objective(s) with Indicator(s)	<p><i>Objectives</i></p> <ul style="list-style-type: none"> <li>Life Moves will provide an initial assessment to 100% of clients referred by Sequoia Hospital.</li> <li>LifeMoves will address immediate basic needs – food, clothing, hygiene kits, and transportation to 100% of clients referred by Sequoia Hospital.</li> <li>LifeMoves will connect 100% of clients referred by Sequoia Hospital (and wish to access shelter and health services in San Mateo County to the Coordinated Entry System (CES).</li> <li>50% of the clients who do not wish to be connected to CES will be followed up by partner agencies and/or LifeMoves and strongly encouraged to connect to the CES.</li> </ul>
Intervention Actions for Achieving Goal	<ul style="list-style-type: none"> <li>Dignity Health Sequoia Hospital Community Grants Program</li> </ul>
Planned Collaboration	<ul style="list-style-type: none"> <li>LifeMoves</li> <li>Samaritan House (SMC Coordinated Entry System)</li> <li>Fair Oaks Community Center</li> <li>San Mateo County Behavioral Health &amp; Recovery Services</li> <li>Redwood City Police Department</li> <li>San Mateo Medical Center</li> </ul>

## Other Programs and Non-Quantifiable Benefits

The hospital delivers community programs, services and non-quantifiable benefits in addition to those described elsewhere in this report. Like all 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 expectant parents, and new parents.
- Health Career Academy at Sequoia High School Advisory committee member – provided funds and supplies to support program's health and safety initiatives.
- 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 Initiative committee member – works to equip individuals, empower communities and engage non-profits with best practices to sustain in the fight against human trafficking.
- Career Exploration in Healthcare and Heart Care – a collaboration with the Wender Weis Foundation for Children. The event helps underserved students in the Bay Area explore future career possibilities.
- Terra Linda Middle School, San Carlos School District – Sponsor of Friends Really Enjoy Diversity club (FRED)

### Health & Wellness Center

Health & Wellness Center is a 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.

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

#### Violence and Human Trafficking Community Response

Guided by the Dignity Health Violence and Human Trafficking Response Program, the hospital has convened a multi-disciplinary Violence and Human Trafficking Taskforce to support education and awareness programs. Monthly communications including newsletters, posters, seminars and an annual Awareness Day are provided to educate staff, visitors, volunteers, community members and our partner organizations. With the increase of distance learning during COVID-19 we are exploring materials and resources for educating youth and families about online safety.

#### Dignity Health Concussion Network

This comprehensive program was designed to promote the health and safety of students through innovative education methods, baseline testing, concussion research and immediate access to professional consultation. All 9<sup>th</sup> grade Sequoia Union High School students are granted access to the Barrow Brainbook tool, which is a user-friendly e-learning module, providing sport-related concussion education and strategies for action if needed.

#### LGBTQ Healthcare Equality Leader

Sequoia Hospital is committed to providing inclusive & equitable health care for everyone including LGBTQ patients, visitors and employees and is proud to receive the coveted designation “LGBTQ Healthcare Equality Leader” in HRC Foundation’s Healthcare Equality Index.

## Economic Value of Community Benefit

### 240 Sequoia Hospital

#### Complete Summary - Classified Including Non Community Benefit (Medicare)

For period from 7/1/2019 through 6/30/2020

	Persons	Net Benefit	% of Expenses
<b><u>Benefits for Poor</u></b>			
<b>Financial Assistance</b>	<b>2,549</b>	<b>2,884,684</b>	<b>1.0%</b>
<b>Medicaid</b>	<b>4,504</b>	<b>16,869,790</b>	<b>6.0%</b>
<b>Community Services</b>			
A - Community Health Improvement Services	705	276,728	0.1%
C - Subsidized Health Services	3	1,654,982	0.6%
E - Cash and In-Kind Contributions	950	233,028	0.1%
F - Community Building Activities	29	3,527	0.0%
G - Community Benefit Operations	68	405,270	0.1%
<b>Totals for Community Services</b>	<b>1,755</b>	<b>2,573,535</b>	<b>0.9%</b>
<b>Totals for Poor</b>	<b>8,808</b>	<b>22,328,009</b>	<b>8.0%</b>
<b><u>Benefits for Broader Community</u></b>			
<b>Community Services</b>			
A - Community Health Improvement Services	4,867	276,002	0.1%
B - Health Professions Education	151	658,064	0.2%
E - Cash and In-Kind Contributions	20	1,800	0.0%
F - Community Building Activities	27	7,594	0.0%
<b>Totals for Community Services</b>	<b>5,065</b>	<b>943,460</b>	<b>0.3%</b>
<b>Totals for Broader Community</b>	<b>5,065</b>	<b>943,460</b>	<b>0.3%</b>
 <b>Totals - Community Benefit</b>	 <b>13,873</b>	 <b>23,271,469</b>	 <b>8.3%</b>
<b>Medicare</b>	<b>22,306</b>	<b>58,413,335</b>	<b>20.9%</b>
 <b>Totals with Medicare</b>	 <b>36,179</b>	 <b>81,684,804</b>	 <b>29.3%</b>

The economic value of all community benefit is reported at cost. Patient financial assistance (charity care) reported here is as reported to the Office of Statewide Health Planning and Development in Hospital Annual Financial Disclosure Reports, as required by Assembly Bill 204. The community benefit of Medicaid and other means-tested programs is calculated using a cost-to-charge ratio to determine costs, minus revenue received for providing that care. Other net community benefit expenses are calculated using a cost accounting methodology. Restricted offsetting revenue for a given activity, where applicable, is subtracted from total expenses to determine net benefit in dollars.

## Hospital Board and Committee Rosters

### Sequoia Hospital Community Board

#### *Chair*

**Jason Wong, MD**

Samaritan House

#### *Vice Chair*

**Dan Rengstorff, MD**

Peninsula Gastroenterology Medical Group

#### *Secretary*

**Mojdeh Talebian, MD**

#### *President, Medical Staff*

**Kristin Gershfield, MD**

Sequoia Hospital

#### *Members*

**Jan Barker**

Community Member

**Dorena Chan**

Community Member

**Sandra Ferrando**

Community Member

**Bill Graham**

President, Sequoia Hospital

**Connie Guerrero**

Swinterton Builders

**Sunil Pandya**

Wells Fargo

**Tykia Warden**

Executive Director of Development

San Mateo County Community Colleges

Foundation

## Community Advisory Committee

*Chair*

**Jason Wong, M.D.**

*Sequoia Hospital Board Member*

Samaritan House

Medical Director of Health Services

**Seini Mateialona**

Peninsula Conflict Resolution Center

Manager of Mediation Services

**John Baker, Ed.D.**

Superintendent, RWC School District

**Melissa Platte**

Executive Director

Mental Health Association of San Mateo County

**Christopher Beth**

Director, Redwood City Parks, Recreation and  
Community Services Department

**Catherine Haueter**

Gender Pronouns: She/Her/Hers

Clinical Program Coordinator

San Mateo County Pride Center

**Joanie Cavanaugh**

Cavanaugh Creative Group

Founder & Principal

**Erin Chazer**

Assistant Executive Officer

San Mateo County Central Labor Council

**Laura Fanucchi**

Associate Executive Director

HIPhousing

**Lisa Tealer**

Executive Director

Bay Area Community Health Advisory Council

**Sandra Ferrando**

*Sequoia Hospital Board Member*

**Paula Uccelli**

Sequoia Hospital Foundation Hon Board

**Ted Hannig**

Attorney, Hannig Law Firm

*STAFF*

Sequoia Hospital

**Diane Howard**

City of Redwood City Council Member

**Bill Graham**

*Liaison to Sequoia Hospital Board*

President

**Susan Houston**

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RCSD Board of Trustee

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Manager of Community Health

**Scott McMullin**

President, Sequoia Village



# 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 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.

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**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](http://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](http://www.dignityhealth.org/sequoia/paymenthelp)

**Saint Francis Memorial Hospital** 900 Hyde St, San Francisco, CA 94109 | **Financial Counseling** 415-353-6136  
**Patient Financial Services** 888-488-7667 | [www.dignityhealth.org/saintfrancis/paymenthelp](http://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](http://www.dignityhealth.org/stmarys/paymenthelp)