

# St. Mary's Medical Center 2019 Community Health Implementation Strategy

**Adopted October 2019**








**Dignity Health™**  
St. Mary's Medical Center

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## At-a-Glance Summary

<b>Community Served</b> 	<p>St. Mary's Medical Center primarily serves the city and county of San Francisco. San Francisco has a population of 883,305. The city is characterized by steep inequality with ten percent of its population living below the federal poverty level, while at the same time hosting the third most billionaires in the world.</p>		
<b>Significant Community Health Needs Being Addressed</b> 	<p>The significant community health needs the hospital is helping to address and that form the basis of this document were identified in the hospital's most recent Community Health Needs Assessment (CHNA). Needs being addressed by strategies and programs are:</p> <table border="1"> <tbody> <tr> <td> <ul style="list-style-type: none"> <li>• Access to Coordinated, Culturally and Linguistically Appropriate Care and Services</li> <li>• Housing Security and an End to Homelessness</li> </ul> </td><td> <ul style="list-style-type: none"> <li>• Food Security, Healthy Eating, and Active Living</li> <li>• Social, Emotional and Behavioral Health</li> <li>• Safety from Violence and Trauma</li> </ul> </td></tr> </tbody> </table>	<ul style="list-style-type: none"> <li>• Access to Coordinated, Culturally and Linguistically Appropriate Care and Services</li> <li>• Housing Security and an End to Homelessness</li> </ul>	<ul style="list-style-type: none"> <li>• Food Security, Healthy Eating, and Active Living</li> <li>• Social, Emotional and Behavioral Health</li> <li>• Safety from Violence and Trauma</li> </ul>
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<b>Strategies and Programs to Address Needs</b> 	<p>The hospital intends to take several actions and to dedicate resources to these needs, including:</p> <p><b>Access to Coordinated, Culturally and Linguistically Appropriate Care and Services</b></p> <ul style="list-style-type: none"> <li>➤ Sr. Mary Philippa Health Center: serves as Medical Home to low income patients where participants in GME program serve as primary care providers with supervision of preceptors</li> <li>➤ Financial assistance for uninsured/underinsured and low income residents -- The hospital provides discounted and free health care to qualified individuals, following Dignity Health's Financial Assistance Policy</li> <li>➤ Graduate Medical Education: residents in medicine, orthopedics, podiatry</li> <li>➤ Internships: Nursing, Physical Therapy, Occupational Therapy, Speech Therapy, Dietician, Marriage Family Therapy, Nursing Assistants, Surgical Technicians</li> <li>➤ Breast Cancer Second Opinion Panel</li> <li>➤ Breast Cancer Support Group</li> <li>➤ HIV Services:             <ul style="list-style-type: none"> <li>○ Education</li> <li>○ Drug Assistance Program</li> </ul> </li> </ul> <p><b>Housing Security and an End to Homelessness</b></p> <ul style="list-style-type: none"> <li>➤ Linen Service for community shelter</li> <li>➤ Donation of clothing, meals and transportation to homeless patients</li> <li>➤ Legal and social worker services at Sr. Mary Philippa Health Center</li> </ul>		

	<p><b>Food Security, Healthy Eating and Active Living</b></p> <ul style="list-style-type: none"> <li>➤ Low cost meals for seniors in the hospital cafeteria</li> <li>➤ Diabetes Education Program</li> <li>➤ Senior Yoga</li> <li>➤ Sharing the Joy: Food vouchers provided to Clinic Patients</li> </ul> <p><b>Safety from Violence and Trauma</b></p> <ul style="list-style-type: none"> <li>➤ Human Trafficking Awareness Taskforce</li> <li>➤ Community grants to La Casa De Las Madres</li> </ul> <p><b>Social, Emotional and Behavioral Health</b></p> <ul style="list-style-type: none"> <li>➤ Counseling Enriched Education Program</li> <li>➤ Breast Cancer Support Group</li> </ul>
<p><b>Anticipated Impact</b></p> 	<p>The anticipated impacts of specific program initiatives, including goals and objectives, are stated in the Program Digests on the following pages. Overall, the hospital anticipates that actions taken to address significant health needs will: improve health knowledge, behaviors, and status; increase access to care; and help create conditions that support good health. The hospital is committed to monitoring key initiatives to assess and improve impact. Hospital executive leadership, Community Board, and Dignity Health receive and review program updates. In addition, the hospital evaluates impact and sets priorities for its community benefit program by conducting Community Health Needs Assessments every three years.</p>
<p><b>Planned Collaboration</b></p> 	<p>The San Francisco Health Improvement Partnership (SFHIP) guided CHNA development. SFHIP is a collaborative body whose mission is to embrace collective impact and to improve community health and wellness in San Francisco. Membership in SFHIP includes the San Francisco Department of Public Health, San Francisco's non-profit hospitals, the Clinical and Translational Science Institute's Community Engagement and Health Policy Program at UCSF, the San Francisco Unified School District, The Office of the Mayor, community representatives from the Asian and Pacific Islander Health Parity Coalition, Human Service Network, Chicano/Latino/Indigena Health Equity Coalition, and African American Community Health Council, Community Clinic Consortium, Faith based and philanthropic partners. SFHIP completes a CHNA once every three years.</p>

This document is publicly available online at <https://www.dignityhealth.org/bayarea/-/media/Service%20Areas/bayarea/PDFs/implementation-strategy-20163213448.ashx?la=en&hash=E3777A2BB37472B24DA96972F173210F2EB34979>.

Written comments on this report can be submitted to St. Mary's Medical Center Community Health Office, 450 Stanyan St., San Francisco CA 94117 or by e-mail to Alexander.Mitra@DignityHealth.org.

# Our Hospital and the Community Served

## About St. Mary's Medical Center

St. Mary's Medical Center is a member of Dignity Health, which is a part of CommonSpirit Health.

St. Mary's Medical Center is a member of Dignity Health, which is a part of CommonSpirit Health. St. Mary's was founded by the Sisters of Mercy and has cared for the people of the San Francisco Bay Area since 1857. In 1986 it was one of the founding hospitals of Dignity Health. A fully accredited teaching hospital in the heart of San Francisco, it has 275 licensed beds, 1039 employees, 474 physicians and credentialed staff, and 152 volunteers. For 162 years, St. Mary's has built a reputation for quality, personalized care, patient satisfaction, and exceptional clinical outcomes. Our key service lines include orthopedics, cardiovascular, oncology, adolescent psychiatry, and acute and outpatient rehabilitation. We offer a full range of diagnostic services and a 24 hour Emergency Department.

## Our Mission

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

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

## Financial Assistance for Medically Necessary Care

St. Mary's Medical Center delivers compassionate, high quality, affordable health care and advocates for members of our community who are poor and disenfranchised. In furtherance of this mission, the hospital provides financial assistance to eligible patients who do not have the capacity to pay for medically necessary health care services, and who otherwise may not be able to receive these services. The financial assistance policy and a plain language summary and other materials are on the hospital's web site.





## Description of the Community Served

St. Mary's Medical Center serves the City and County of San Francisco. A summary description of the community is below. Additional details can be found in the CHNA report online.

St. Mary's Medical Center is an acute care hospital and ambulatory health care provider serving a geographic service area that includes San Francisco, Northern San Mateo County and Southern Marin County. For Community Benefit activities we focus on the City and County of San Francisco: a cosmopolitan city that prides itself in its diversity yet suffers from a lack of affordability. Our location in the geographical center of the city and the unique fact that the city and county are one, surrounded by the Pacific Ocean and the Bay define both our demographics and political environment.

The lower income population continues to struggle, most notably in the area of affordable housing. Young professionals in the technology industry continue to move to San Francisco—living in the city and working in Santa Clara, San Mateo and San Francisco counties. Tensions continue as affordable housing has been replaced by high priced rentals and condominiums forcing some long-term residents to move out of the city and away from jobs that were previously accessible by public transportation. There is difficulty hiring for service sector jobs as well as beginning professionals such educators who cannot afford to live near San Francisco. Homelessness continues to visibly increase, has spread to more parts of the city and has become a greater source of tension despite interventions by city agencies and not-for-profit groups.

Under the Affordable Care Act, people who are above 138% of the federal poverty level tend to choose health plans with lower priced premiums but then are faced with large co-payments when they seek medical care. Bronze Plans (lowest premium) are designed so that insurance companies will pay 60% of covered healthcare expenses with the remaining 40% to be paid by consumers. This level of expense can still be unaffordable to very low income people.

Despite areas of affluence, there remain significant pockets of poverty (as evidenced in the Community Needs Index which follows) particularly in the African American and Hispanic/Latino communities. Because of our proximity to Golden Gate Park, our emergency department sees a large number of people who are homeless and others lacking access to primary care.

San Francisco has historically been on the forefront in providing access to health services for its citizens. Since 2007, the Healthy San Francisco program has been in operation, funded by the city, employer contributions and participant fees as well as being subsidized by private hospitals including SMMC. In FY 2019 we provided \$681,089 to this means-tested program. Healthy San Francisco has offered medical services to San Franciscans regardless of their income, employment or immigration status or pre-existing medical conditions.

**St. Mary's Medical Center - San Francisco**

<b>Total Population</b>	884,998
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**Race**

White - Non-Hispanic	40.1%
Black/African American - Non-Hispanic	4.8%
Hispanic or Latino	15.4%
Asian/Pacific Islander	35.5%
All Others	4.2%

**Total Hispanic & Race** 100.0%

<b>Median Income</b>	\$103,876
<b>Unemployment</b>	3.9%
<b>No High School Diploma</b>	12.5%
<b>Medicaid *</b>	19.6%
<b>Uninsured</b>	6.5%

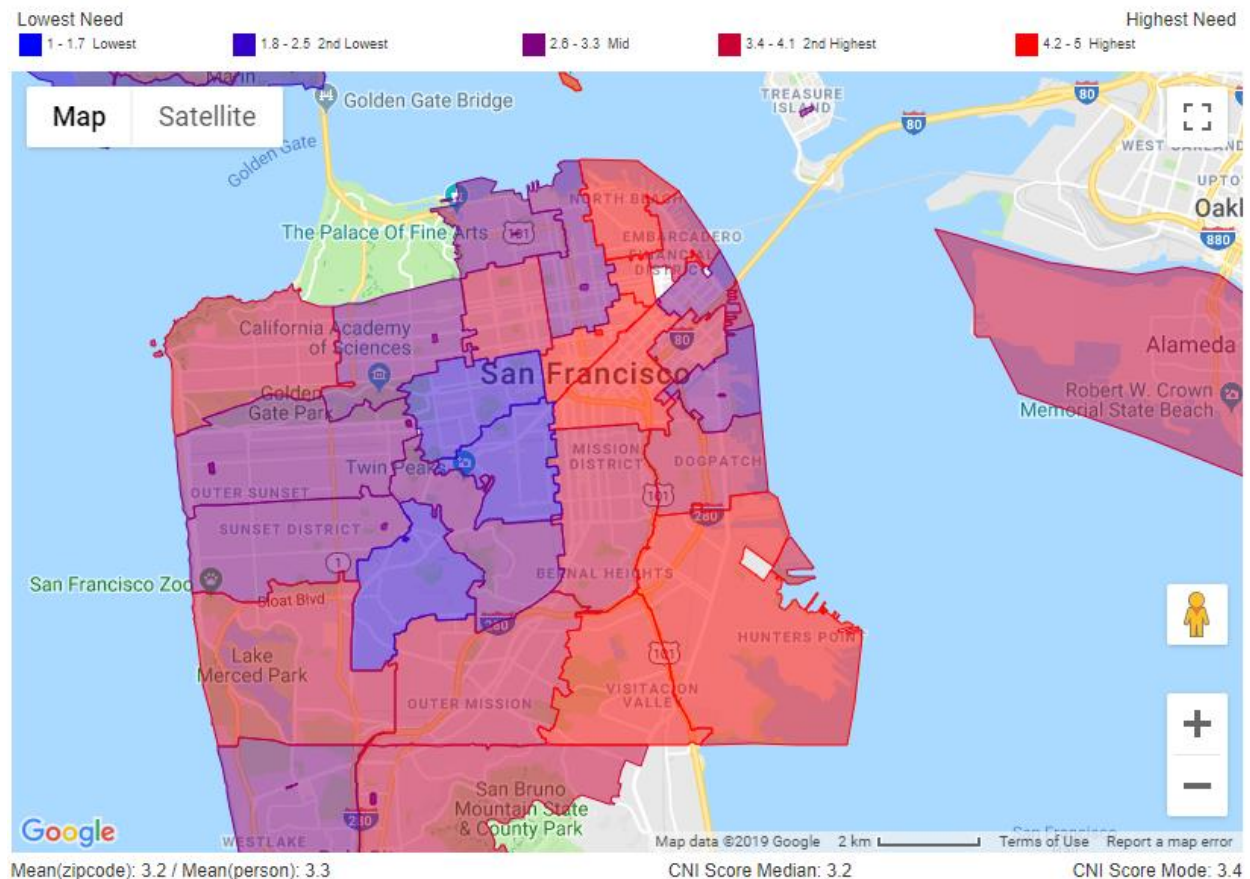
\* Does not include individuals dually-eligible for Medicaid and Medicare.

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## 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 health implementation strategy and programs were identified in the most recent CHNA report, which was adopted in June, 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 the link below or upon request at the hospital's Community Health office.

Link to St. Mary's Medical Center's Community Health Needs Assessment:

[https://www.dignityhealth.org/bayarea/-/media/Service%20Areas/bayarea/PDFs/SMMC-SF%20CHNA\\_2019\\_Report\\_Final-withCover1.ashx?la=en&hash=A36DB86F4871DEBB755899C31B88A076BB19CF7D](https://www.dignityhealth.org/bayarea/-/media/Service%20Areas/bayarea/PDFs/SMMC-SF%20CHNA_2019_Report_Final-withCover1.ashx?la=en&hash=A36DB86F4871DEBB755899C31B88A076BB19CF7D)

## Significant Health Needs

The community health needs assessment identified the following:

### **Foundational issues contributing to local health needs:**

- Racial health inequities
- Poverty

### **Access to coordinated, culturally and linguistically appropriate care and services:**

San Francisco continued to see gains in access to health care with 10,000 fewer residents uninsured in 2017 than in 2015. However, an estimated 3.6% of the population, or 31,480 residents, still do not have health insurance. Furthermore, access to services is influenced by location, affordability, hours of operation, and cultural and linguistic appropriateness of health care services.

### **Food security, healthy eating and active living:**

Inadequate nutrition and a lack of physical activity contribute to 9 of the leading 15 causes of premature death in San Francisco—heart failure, stroke, hypertension, diabetes, prostate cancer, colon cancer, Alzheimer's, breast cancer, and lung cancer. Studies have shown that just 2.5 hours of moderate intensity physical activity each week is associated with a gain of approximately three years of life.

### **Housing security and an end to homelessness:**

Housing is a key social determinant of health.<sup>1</sup> Housing stability, quality, safety, and affordability all have very direct and significant impacts on individual and community health. Much of California, and especially the Bay Area, is currently experiencing an acute shortage in housing, leading to unaffordable housing costs, overcrowding, homelessness and other associated negative health impacts. Between 2011 and 2015, the Bay Area added 501,000 new jobs—but only 65,000 new homes. An estimated 24,000 people in San Francisco live in crowded conditions and about 7,500 homeless persons were counted in San Francisco.

### **Safety from violence and trauma:**

Violence not only leads to serious mental, physical and emotional injuries and, potentially, death for the victim, but also negatively impacts the family and friends of the victim and their community. Persons of color are more likely to be victims of violence, to live in neighborhoods not perceived to be safe and to inequitable treatment through the criminal justice system.

### **Social, emotional, and behavioral health:**

Presence of mental illness can adversely impact the ability to perform across various facets of life—work, home, social settings. It also impacts the families, caregivers, and communities of those affected. Substance Abuse including drugs, alcohol and tobacco, contributes to 14 of the top causes of premature death in the City—lung cancer, COPD, HIV, drug overdose, assault, suicide, breast cancer, heart failure, stroke, hypertensive heart disease, colon cancer, liver cancer, prostate cancer, and Alzheimer's.

## 2019 Implementation Strategy

This section presents strategies and program activities the hospital intends to deliver, fund or collaborate with others to address significant community health needs over the next three years. It summarizes planned activities with statements on anticipated impacts and planned collaboration. Program Digests provide additional detail on select programs.

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 Implementation Strategy

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

Rooted in Dignity Health's mission, vision and values, St. Mary's Medical Center is dedicated to improving community health and delivering community benefit with the engagement of its management team, Community Benefit staff and Community Board. The board is composed of community members who provide stewardship and direction for the hospital as a community resource. These parties review community benefit plans and program updates prepared by the hospital's community health director and other staff.

This year the hospital worked together with community health providers, San Francisco Department of Public Health and three equity coalitions to create the 2019 San Francisco Community Health Needs Assessment (CHNA). The Needs Assessment identified the top health issues facing San Franciscans. The City's Health Commission adopted the 2019 CHNA in May and St. Mary's Community Board adopted the document in June 2019. In reviewing the CHNA, St. Mary's Medical Center's Community Board decided that it would focus its efforts on the following needs identified by the CHNA for the fiscal years 2020 - 2022:

1. Access to coordinated, culturally, and linguistically appropriate services across the continuum
2. Healthy eating and active living
3. Freedom from violence and trauma
4. Housing and an end to homelessness
5. Social, emotional, and behavioral health

The community benefit plan reflects programs within SMMC that can reasonably respond to the three identified areas of focus. At SMMC, some of our prominent Community Benefit programs serve to efficiently steward community health care costs. One example of this is the Sister Mary Philippa Health Center, which, by providing a Medical Home and improving appropriate access to health care, strives to prevent disease progression. SMMC chose to focus on the priorities that is has the institutional capacity to address.

## Strategy by Health Need

The tables below present strategies and program activities the hospital intends to deliver to help address significant health needs identified in the CHNA report.

They are organized by health need and include statements of the strategies' anticipated impact and any planned collaboration with other organizations in our community.



 <b>Health Need: Access to Coordinated, Culturally and Linguistically Appropriate Care and Services</b>	
<b>Strategy or Program Name</b>	<b>Summary Description</b>
Sr. Mary Philippa Health Center	Serves as Medical Home to low income patients where participants in Graduate Medical Education program serve as primary care providers with supervision by preceptors.
Financial assistance for uninsured/ underinsured and low income residents	The hospital provides discounted and free health care to qualified individuals, following Dignity Health's Financial Assistance Policy. Fundraising is also done to assist with providing care.
Graduate Medical Education	Residents in medicine, orthopedics, and podiatry are prepared in a clinical setting while providing direct services to people in need.
Internships for health professionals in training	Nursing, Physical Therapy, Occupational Therapy, Speech Therapy, Dietician, Marriage Family Therapy and Nursing Assistant students are supervised in clinical settings.
Community Grant to the San Francisco Care and Justice Alliance	Shanti, The Justice and Diversity Center of the Bar Association and the AIDS Legal Referral Panel provide intensive care navigation and legal services to persons living with HIV/AIDS and Hepatitis C Virus.
Breast Cancer Second Opinion Panel	Multidisciplinary panel reviews cases and makes clinical recommendations at no cost to patients.
Breast Cancer Support Group	Ongoing group offers support free of cost.
HIV Services	Education in various topics as well as assistance to patients in obtaining needed drugs.
Transportation Assistance	Van service, taxi vouchers or bus tokens provided to patients who need assistance with access to our facilities
San Francisco Health Improvement Partnership	We participate with other local providers to conduct the Community Health Needs Assessment as well as collaborate to help meet those needs.



HICAP	We collaborate with Health Insurance Counseling and Advocacy Program to provide space and secretarial assistance for volunteer counselors.
Transportation Assistance	Van service, taxi vouchers or bus tokens provided to patients who need assistance with access to our facilities
San Francisco Health Improvement Partnership	We participate with other local providers to conduct the Community Health Needs Assessment as well as collaborate to help meet those needs.

**Anticipated Impact:** People have better access to care and education that will keep them healthy. Health Professions students will be better prepared to provide care to people in need.

**Planned Collaboration:** University of San Francisco, Samuel Merritt University, Dominican University, San Francisco State University, Unitek, City College of San Francisco, UCSF, UC Berkeley, University of St. Augustine, Cal State East Bay, USC, San Diego State University, SEIU Workforce Development Program, Skyline College, Shanti, The Justice and Diversity Center of the Bar Association and the AIDS Legal Referral Panel, San Francisco Health Improvement Partnership, HICAP



### Health Need: Food Security, Healthy Eating, and Active Living

Strategy or Program Name	Summary Description
Low cost meals for seniors	All seniors receive a significant discount in the hospital cafeteria
Diabetes Education Program	Our diabetes educators provide a continuously repeating 6 week series of classes on aspects of diabetes self-care for any member of the community.
Sharing the Joy	Food vouchers provided to Clinic Patients
Senior Yoga	Weekly gentle yoga class with yoga instructor

**Anticipated Impact:** Participants will have education regarding healthy eating and exercise as assistance with obtaining healthy food.

**Planned Collaboration:** Nutrition Services, Diabetes Education, St. Mary's Foundation



### Health Need: Housing security and an end to homelessness

Strategy or Program Name	Summary Description
Linen Service for Community Shelters	<ul style="list-style-type: none"><li>• Donation of linens for Jazzy's Place, the only LGBT homeless shelter in San Francisco</li></ul>
Donations of clothing, meals and transportation to homeless patients	<ul style="list-style-type: none"><li>• Upon discharge the hospital offers homeless patients clothing, a meal and transportation to their home</li></ul>
Sr. Mary Philippa Health Center	<ul style="list-style-type: none"><li>• Social worker at the health clinic connects patients to rent support and housing resources to continue to live in place.</li><li>• Connect patients with lawyers that can assist them with support</li></ul>
<b>Impact:</b> Provide aid to and partner with organizations that support persons experiencing homelessness	
<b>Collaboration:</b> Dolores Street Community Services, Irish Immigrant Pastoral Center	



### Health Need: Social, Emotional, and Behavioral Health

Strategy or Program Name	Summary Description
Counseling Enriched Education Program	Offers qualified students of SF Unified School District classroom instruction by SFUSD teachers with mental health professions on-site to provide intensive therapy and treatment.
Adolescent Psychiatry Services	McAuley Adolescent Inpatient Unit is a short-term acute inpatient crisis unit. Through individual, group, and family services, the program works to create an atmosphere that nurtures healing, growth, and hope. Patients come from as far away as Oregon and Nevada due to the uniqueness and quality of the program.
<b>Anticipated Impact:</b> The program's objective is to help the adolescents identify a pathway to a healthy future.	
<b>Planned Collaboration:</b> St. Mary's partners with San Francisco Unified School District and San Francisco Department of Public Health to host and support program with mental health resources. St. Mary's also receives referrals from counties and other social services agencies.	



## Health Need: Safety from violence and trauma

Strategy or Program Name	Summary Description		
Human Trafficking Awareness Taskforce	Create process and awareness for hospital staff to identify persons suspected of being trafficked and connect them to resources. Lead trainings for staff		
Community grants to La Casa de las Madres	Lead trainings for staff Support organization that provides aid to domestic violence victims.		
<b>Impact:</b> Identify and provide services to suspected victims of human trafficking			
<b>Collaboration:</b> Huckleberry Youth Services, San Francisco Police Department			

## Program Digests

The following pages include Program Digests describing key programs and initiatives that address one or more significant health needs in the most recent CHNA report. 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.



### Counseling Enriched Education Program

Significant Health Needs Addressed	<ul style="list-style-type: none"> <li>☑ Psychosocial Health</li> <li>☑ Healthy Eating</li> <li>☑ Safety and Violence Prevention</li> <li>☑ Access to coordinated, culturally and linguistically appropriate services</li> <li>☑ Housing instability and homelessness</li> <li>☑ Substance Abuse</li> <li>☑ Physical Activity</li> </ul>
Program Description	St. Mary's Medical Center partners with the San Francisco Unified School District and San Francisco Department of Public Health to host a Counseling Enriched Education Program in St. Mary's McAuley building. The program offers qualified students of SFUSD classroom instruction by SFUSD teachers with mental health professions on-site to provide intensive therapy and treatment. While at the program students receive a healthy lunch and supervised during physical activities.
Community Benefit Category	A2-c Community-Based Clinical Services - Behavioral health services
<b>Planned Actions for 2019 - 2021</b>	
Program Goal / Anticipated Impact	Students will gain the tools necessary to manage their emotional/psychiatric problems to live a full, productive life.
Measurable Objective(s) with Indicator(s)	Comprehensive evaluation; Ongoing intensive therapy and treatment; Educational services for adolescents who are unable to successfully participate in comprehensive community-based academic programs and outpatient therapeutic services.
Intervention Actions for Achieving Goal	Comprehensive evaluation; Ongoing intensive therapy and treatment; Educational services for adolescents who are unable to successfully participate in comprehensive community-based academic programs and outpatient therapeutic services.
Planned Collaboration	St. Mary's Medical Center receives a grant from the San Francisco Department of Public Health and San Francisco Unified School District. The School District provides the teachers for the classes and screens students for eligibility and refers them to CEEP.



## Sister Mary Philippa Health Center

Significant Health Needs Addressed	<ul style="list-style-type: none"><li>☑ Access to coordinated, culturally and linguistically appropriate services</li><li>☑ Healthy Eating and active living</li><li>☑ Housing instability and homelessness</li><li>☑ Social, emotional and behavioral health</li><li>☑ Safety from violence and trauma</li></ul>
Program Description	The Sister Mary Philippa Health Center (SMPHC) serves as a Medical Home to more than 2,000 underinsured and uninsured patients. The Clinic offers adult primary care and specialty care to citizens of San Francisco who meet financial eligibility criteria. Specialties include HIV/AIDS, surgery, cardiology, ophthalmology, optometry, gynecology, podiatry, dermatology, rheumatology, and psychiatry. Additional ancillary services include on-site interpreters, case management, a pharmacy, and hospital laboratory and radiology services. The hospital provides staff, space, and supplies. Participants in the Graduate Medical Education Program serve as primary care physicians and are supervised by preceptors.
Community Benefit Category	Financial Assistance, Medicaid, Means-Tested Programs

Planned Actions for 2019 - 2021	
Program Goal / Anticipated Impact	Our goal is to continue to serve underinsured and uninsured patients through the Clinic. Our new fiscal year began with 268 HSF patients, 657 Medi-Cal, and 800 Medicare patients who are on fixed or low income and qualify for a secondary charity allowance at our Clinic and Hospital. The last two groups represent a new opportunity for the Clinic to express its mission by serving those whom some private practices will not see and for whom access to quality medical care is critical.
Measurable Objective(s) with Indicator(s)	The clinic will seek to expand its population of low income Medi-Cal and Medicare patients. It will measure this through the number of Medi-Cal and Medicare patients.
Intervention Actions for Achieving Goal	Working with SMMC leadership to expand the current contract of SFHP in-patient for SMPHC to accept SFHP patients. The Clinic will seek to expand its populations of low income Med-Cal and Medicare
Planned Collaboration	SMMC will continue to collaborate with San Francisco Health Plan and Anthem Blue Cross. We are hoping to expand our insurance partnership to include San Francisco Health Plan.





## Diabetes Education Program

Significant Health Needs Addressed	<ul style="list-style-type: none"><li><input checked="" type="checkbox"/> Psychosocial Health</li><li><input checked="" type="checkbox"/> Healthy Eating</li><li><input type="checkbox"/> Safety and Violence Prevention</li><li><input checked="" type="checkbox"/> Access to coordinated, culturally and linguistically appropriate services</li><li><input type="checkbox"/> Housing instability and homelessness</li><li><input type="checkbox"/> Substance Abuse</li><li><input checked="" type="checkbox"/> Physical Activity</li></ul>
Program Description	<p>St. Mary's provides support for individual and community education of people and families with diabetes in order to increase self-management abilities and reduce the risk of serious complications.</p> <p>The outpatient education program is a nationally certified program of excellence, maintained by compliance with specific quality indicators and outcome measures. Some services are free. Ongoing group classes are free. Community classes are free and all are welcome. Sponsored community events are attended and health screenings and education are provided.</p>
Community Benefit Category	A1-a Community Health Education - Lectures/Workshops

Planned Actions for 2019 - 2021	
Program Goal / Anticipated Impact	Ease the burden of care for patients with diabetes and physicians through comprehensive diabetes self-management education for all community members despite ability to pay. Improve community health with ongoing free classes including self-care, problem resolution, healthy eating, and exercise support. Reduce hospital admissions and readmissions for reasons of diabetes. Continue community outreach and education all age groups.
Measurable Objective(s) with Indicator(s)	<p>Quantify through survey increased feelings of reduced stress and increased feeling of community</p> <p>Quantify resident physician participation in education events.</p>
Intervention Actions for Achieving Goal	<p>Continue weekly diabetes/pre diabetes classes (only free program in SF)</p> <p>Twice yearly education for resident physicians in care of people with diabetes. Continued regular and planned nursing education.</p> <p>Cultivate space for small vegetable and flower garden.</p> <p>Host Holiday Eating class and provide healthy snacks.</p> <p>Host six-week cooking class.</p>
Planned Collaboration	Collaborate with marketing, community outreach, national organizations, Professional education providers, nursing education and medical education departments, community cooking class providers.

## Hospital Board and Committee Rosters

St. Mary's Medical Center  
San Francisco, California  
Community Board 2018-19

Richard Podolin, M.D.	Board Chair/ Medical Staff	St. Mary's Medical Center
Mark Savant M.D.	Medical Staff	St. Mary's Medical Center
Heather Fong	Retired Chief	San Francisco Police Department
Eric Gold	Healthcare Attorney (Retired)	Community Leader
Sr. Phyllis Hughes, RSM	Sponsor	Sisters of Mercy
E. Ann Myers, M.D.	Medical Staff	St. Mary's Medical Center
Kelvin Quan	Chief Executive Officer	May View Community Health Center
Hans Yu, D.O.	Medical Staff	St. Mary's Medical Center

### Ex-Officio Board Members

David Klein M.D.	President and CEO	St. Mary's Medical Center & Saint Francis Memorial Hospital
Sherie Ambrose	VP, Chief Nurse Executive/ Chief Operating Officer	St. Mary's Medical Center
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