

# Sharp HealthCare Community Benefit Plan and Report

Fiscal Year 2023



Committed to Improving the  
Health and Well-Being of Our Community



**Sharp HealthCare  
Community Benefit Plan and  
Report  
Fiscal Year 2023**

Submitted to:

Department of Health Care Access and Information  
Healthcare Information Division – Accounting and Reporting Systems Section  
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*“The greatness of a community is most accurately measured by the compassionate actions of its members.” — Coretta Scott King*

At Sharp HealthCare, the San Diego community defines our purpose and commitment to be the best place to work, the best place to practice medicine and the best place to receive care. Since 1950, Sharp has held true to this commitment and has grown to serve our region with seven hospitals, three affiliated medical groups, a health plan and more than 19,000 employees.

This commitment shines through Sharp team members, who go above and beyond to provide an extraordinary standard of care through The Sharp Experience, which focuses on the most basic and critical element of the health care equation: people.

The *Sharp HealthCare Community Benefit Plan and Report*, Fiscal Year 2023 reflects Sharp’s contribution to the community, represented not only by uncompensated care dollars, but also by tens of thousands of hours devoted by Sharp team members to programs and services beyond our medical facilities. These efforts include free health screenings, transportation resources, training and career pathway programs for students and education and support to community members.

In fiscal year 2023, Sharp’s community benefit contributions totaled \$570,261,806. This support represents our commitment to the San Diego community as we look ahead to future milestones and challenges in health care. We will continue to provide care and programs that set standards, exceed expectations and preserve the health and well-being of our community.



Chris Howard  
President and Chief Executive Officer

## **Preface**

Sharp HealthCare prepared this Community Benefit Report for fiscal year 2023 in accordance with the requirements of California Senate Bill 697 (SB 697), community benefit legislation enacted in 1994.<sup>1</sup>

SB 697 requires not-for-profit hospitals to file an annual report with the California Department of Health Care Access and Information about activities undertaken to address community needs within a hospital's mission and financial capacity. To the extent possible, the report must assign and report the economic value of the community benefit according to the following framework: medical care services; other benefits for vulnerable populations; other benefits for the broader community; health research, education and training programs; and non-quantifiable benefits.

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<sup>1</sup> According to Senate Bill 697, hospitals under the common control of a single corporation or another entity may file a consolidated report with California's Department of Health Care Access and Information (formerly known as the Office of Statewide Health Planning and Development). See California Health and Safety Code Section 127340, et seq.

## **Glossary of Terms and Abbreviations**

**211**

211 San Diego — an organization that connects individuals with community services

### **A**

**A New PATH**

Parents for Addiction Treatment and Healing

**ACE**

Adverse Childhood Experience

**ACNL**

Association of California Nurse Leaders

**ACP**

Advance Care Planning

**ACS**

American Cancer Society

**ACT**

Acceptance and Commitment Therapy

**ADA**

American Diabetes Association

**Advance Directives**

Advance health care directives

**AHA**

American Heart Association

**AHP**

Association for Healthcare Philanthropy

**AIAN**

American Indian/Alaskan Native

**AIDET**

Acknowledge, Introduce, Duration, Explanation and Thank You

**AIDS**

Acquired Immunodeficiency Syndrome

**AIM**

Advanced Illness Management

**AIS**

(County of San Diego) Aging and Independence Services

**ALA**

American Lung Association

**ANCC**

American Nurses Credentialing Center

**APEX**

Accreditation Program for Excellence

**APG**

America's Physician Groups

**App**

A mobile application

**ASA**

American Stroke Association

### **B**

**Barnhart Cancer Center**

Douglas & Nancy Barnhart Cancer Center at SCVMC

**BE-FAST**

Balance, Eyes, Face, Arms, Speech, Time

**BFCHC**

The Breastfeeding-Friendly Community Health Centers project

**BMI**

Body Mass Index

**BSW**

Bachelor of Social Work

**C****CAHHS**

California Association of Hospitals and Health Systems

**CalFresh**

Supplemental Nutrition Assistance Program — a federal program known locally as the CalFresh Program.

**Cancer Centers of Sharp**

Cancer Centers of Sharp HealthCare (Barnhart Cancer Center, David and Donna Long Cancer Center and Laurel Amtower Cancer Institute)

**CCCC**

Coalition for Compassionate Care of California

**CCR**

(San Diego County Office of Education) College and Career Readiness program

**CDC**

Centers for Disease Control and Prevention

**CHA**

California Hospital Association

**CHAMPVA**

Civilian Health and Medical Program of the Department of Veterans Affairs

**CHCF**

California Health Care Foundation

**CHD**

Coronary Heart Disease

**CHF**

Congestive Heart Failure

**CHIP**

Community Health Improvement Partners

**CHIS**

The California Health Interview Survey — California's state health survey and the largest state health survey in the nation. Conducted on a continuous basis, a full data cycle takes two years to complete. CHIS data provide statewide information on the overall population, including many racial and ethnic groups, as well as local level information on most counties.

**CHNA**

Community Health Needs Assessment

**CHSU**

Community Health Statistics Unit

**CIE**

Community Information Exchange

**CME**

Continuing Medical Education

**CMS**

County Medical Services

**CNI**

Community Need Index

**CO<sub>2</sub>**

Carbon Dioxide

**CoC**

Commission on Cancer

**COPD**

Chronic Obstructive Pulmonary Disease

**COR**

Clinical Oncology Research

**Covered California**

Insurance marketplace implementing the federal Patient Protection and Affordable Care Act in California.

**COVID-19**

Coronavirus disease 2019 — an illness caused by a virus that can spread from person to person

**CPR**

Cardiopulmonary Resuscitation

**CPS**

Clinical Pharmacy Services

**CSEC**

Commercial Sexual Exploitation of Children

**CSUSM**

California State University San Marcos

**CT**

Computed Tomography

**CTI**

Care Transitions Intervention

**CVD**

Cardiovascular Disease

**D****David and Donna Long Cancer Center**

David and Donna Long Center for Cancer Treatment at SGH

**DEIB**

Diversity, Equity, Inclusion and Belonging

**DEXA Scanning**

Dual-energy x-ray absorptiometry bone density scanning

**DME**

Durable Medical Equipment

**E****EBPI**

Evidence-Based Practice Institute

**ECAN**

East County Action Network

**ECMO**

Extracorporeal membrane oxygenation

**ECPR**

Extracorporeal cardiopulmonary resuscitation

**ECSSP**

East County Senior Service Providers

**ED**

Emergency Department

**EKG**

Electrocardiography

**EMCC**

(County of San Diego) Emergency Medical Care Committee

**EMS**

Emergency Medical Services

**EOLOA**

End of Life Option Act

**EPA**

U.S. Environmental Protection Agency

**ES**

Energy Star, an international standard for energy efficiency

**EVC**

Electric vehicle charger

**F****FHCSD**

Family Health Centers of San Diego

**Food Bank**

Jacobs & Cushman San Diego Food Bank

**FPL**

Federal Poverty Level

**FSD**

Feeding San Diego

**FY**

Fiscal year (as of and for the year ended September 30)

**G****GHD**

Grossmont Healthcare District

**GHG**

Greenhouse gas

**H****HASD&IC**

Hospital Association of San Diego and Imperial Counties

**HASPI**

Health and Science Pipeline Initiative

**HCAI**

California Department of Health Care Access and Information

**HEAL**

Health, Education, Advocacy, Linkage

**HESI**

Healthcare Exploration Summer Institute

**HHSA**

(County of San Diego) Health and Human Services Agency

**HIV**

Human Immunodeficiency Virus

**HP2030**

Healthy People 2030

**HPP**

Hospital Preparedness Program

**HRC**

Human Rights Campaign

**HRPP**

Human Research Protection Program

**HSHMC**

Health Sciences High and Middle College

**HVAC**

Heating, ventilation and air-conditioning

**HVP**

San Diego County Hospice Veteran Partnership

**I****ICD-10**

International Classification of Diseases – 10th Revision

**ICU**

Intensive Care Unit

**ILA**  
Independent Living Association

**Innovation Center**  
Sharp Prebys Innovation and Education Center

**IOP**  
Intensive Outpatient Program at SMV

**IPH**  
Institute for Public Health

**IRB**  
Institutional Review Board

**IV t-PA**  
Intravenous tissue plasminogen activator

## K

**kWh**  
Kilowatt-hour

## L

**Laurel Amtower Cancer Institute**  
Laurel Amtower Cancer Institute and Neuro-Oncology Center

**Lbs**  
Pounds

**LBW**  
Low Birth Weight

**LCSW**  
Licensed Clinical Social Worker

**LED**  
Light emitting diode (lighting)

**LGBTQ+**  
Lesbian, Gay, Bisexual, Transgender and Queer (or Questioning) and Others

**LVO**  
Large Vessel Occlusion

## M

**MAAT**  
Memory and Attention Adaptation Training

**Medi-Cal**  
California's Medicaid program

**Medicare**  
The federal health insurance program for people ages 65 or older, certain younger people with disabilities, and people with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a transplant).

**MAT**  
Medications for Addiction Treatment

**MFT**  
Marriage and Family Therapy

**MRI**  
Magnetic Resonance Imaging

**MSW**  
Master of Social Work

## N

**NAMI**  
National Alliance on Mental Illness

**NAS**  
Neonatal Abstinence Syndrome

**NBB**  
New Beginnings Boutique

**NCHS**  
National Center for Health Statistics

**NCI**

National Cancer Institute

**NCQA**

National Committee for Quality Assurance

**NH**

Non-Hispanic

**NICU**

Neonatal Intensive Care Unit

**NIH**

National Institutes of Health

**NRI**

Neonatal Research Institute

**NRN**

Neonatal Research Network

**NU**

National University

**O****OBGYN**

Obstetrician/gynecologist

**ORI**

(Sharp) Outcomes Research Institute

**P****PACE**

Program of All-Inclusive Care for the Elderly

**PCP**

Primary Care Physician

**PEARR Tool**

Provide Privacy, Educate, Ask, Respect and Respond Tool

**PERT**

Psychiatric Emergency Response Team

**PET**

Positron Emission Tomography

**PHS**

San Diego County Public Health Services

**PLNU**

Point Loma Nazarene University

**POLST**

Physician Orders for Life-Sustaining Treatment

**POLST eRegistry**

electronic POLST registry

**Project HELP**

Project Hospital Emergency Liaison Program — Sharp HealthCare hospital funds that provide emergency financial assistance for medications and transportation to assist patients who cannot afford to pay.

**PTSD**

Post-traumatic stress disorder

**R****RD**

Registered Dietitian

**RN**

Registered Nurse

**RSV**

Respiratory Syncytial Virus

## S

### **SAMHSA**

Substance Abuse and Mental Health Services Administration

### **SANDAG**

San Diego Association of Governments

### **SB 697**

Senate Bill 697 — community benefit legislation that requires not-for-profit hospitals to file an annual report with HCAI describing and assigning financial value to activities that address community needs.

### **SBH**

Sharp Best Health

### **SCFR**

Sharp Center for Research

### **SCHHC**

Sharp Coronado Hospital and Healthcare Center

### **SCI**

Spinal Cord Injury

### **SCMG**

Sharp Community Medical Group

### **SCVMC**

Sharp Chula Vista Medical Center

### **SDADVS**

San Diego Association of Directors of Volunteer Services

### **SDC**

San Diego County

### **SDCCC**

San Diego Coalition for Compassionate Care

### **SDCCEOLC**

San Diego County Coalition for Improving End-of-Life Care

### **SDCOE**

San Diego County Office of Education

### **SDOH**

Social Determinants of Health

### **SDSU**

San Diego State University

### **SEA**

Sharp Equality Alliance

### **SES**

Socioeconomic status

### **Sewall Healthy Living Center**

Sewall Healthy Living Center at Sharp Coronado Hospital

### **SGH**

Sharp Grossmont Hospital

### **SGHWN**

Sharp Grossmont Hospital for Women & Newborns

### **Sharp**

Sharp HealthCare

### **Sharp Rehab**

Sharp Rehabilitation Services

### **SHP**

Sharp Health Plan

### **SIOP**

SMV's Senior Intensive Outpatient Program

### **SLAH**

Sharp Lends a Hand — Sharp's systemwide community service program

**SMBHWN**

Sharp Mary Birch Hospital for Women & Newborns

**SMC**

Sharp McDonald Center

**SMH**

Sharp Memorial Hospital

**SMMC**

Sharp Metropolitan Medical Campus, including SMH, SMBHWN, SMC, SMV and the OPP.

**SMV**

Sharp Mesa Vista Hospital

**SNAP**

Supplemental Nutrition Assistance Program

**SNF**

Skilled Nursing Facility

**Spreckels Center**

John D. Spreckels Center and Bowling Green

**SRSMC**

Sharp Rees-Stealy Medical Centers

**SRSMG**

Sharp Rees-Stealy Medical Group

**STEMI**

ST-elevation myocardial infarction — acute heart attack

**SUD**

Substance Use Disorder

**SWC**

Southwestern College

**T****TBI**

Traumatic Brain Injury

**ThinkFirst**

ThinkFirst San Diego is a chapter of the ThinkFirst National Injury Prevention Foundation

**TIC**

Trauma-Informed Care

**TRICARE**

The regionally managed health care program for active-duty and retired members of the uniformed services — as well as their loved ones and survivors.

**U****UC**

University of California

**USD**

University of San Diego

**V****VA**

U.S. Department of Veterans Affairs

**VIPs**

Voices for Injury Prevention — Sharp ThinkFirst San Diego's traumatic brain and spinal cord injury survivors who provide personal testimonies to prevent injury among youth and adults.

**VLBW**

Very Low Birth Weight

**VOICe**

(Southern California) Vascular Outcomes Improvement Collaborative

# W

## **WHV**

We Honor Veterans

## **WIC**

Women, Infants, and Children

# An Overview of Sharp HealthCare



## Section

# 1 An Overview of Sharp HealthCare

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*The Sharp Experience is the foundation of everything we do. And at the heart of this is our sense of community. Sharp is honored to be known as an excellent community citizen embodying an organization of people working together to do the right thing every day to improve the health and well-being of those we serve.*

— Chris Howard, President and Chief Executive Officer, Sharp HealthCare

Sharp HealthCare (Sharp) is an integrated, regional health care delivery system based in San Diego, California. The Sharp system includes four acute care hospitals; three specialty hospitals; three affiliated medical groups; 23 medical centers; five urgent care centers; three skilled nursing facilities (SNF); two inpatient rehabilitation centers; home health, hospice and home infusion programs; numerous outpatient facilities and programs; three charitable foundations; and a variety of other community health education programs and related services. Sharp also offers individual and group health maintenance organization coverage through Sharp Health Plan (SHP). Serving a population of approximately 3.3 million in San Diego County (SDC), as of September 30, 2023, Sharp is licensed to operate 2,209 beds and has approximately 2,800 Sharp-affiliated physicians and 19,200 employees.

## FOUR ACUTE CARE HOSPITALS:

### **Sharp Chula Vista Medical Center (449 licensed beds)**

The largest provider of health care services in SDC's fast-growing south region, Sharp Chula Vista Medical Center (SCVMC) operates the region's busiest emergency department (ED) and is the closest hospital to the busiest international border in the world. SCVMC is home to the region's most comprehensive heart program, services for orthopedic care, cancer treatment, services for women and infants, and the only bloodless medicine and surgery center in SDC.

### **Sharp Coronado Hospital and Healthcare Center (181 licensed beds)**

Sharp Coronado Hospital and Healthcare Center (SCHHC) provides services that include acute, subacute and long-term care, liver care, integrative and rehabilitative therapies, orthopedics, a community fitness center and emergency services.

### **Sharp Grossmont Hospital (542 licensed beds)**

Sharp Grossmont Hospital (SGH) is the largest provider of health care services in San Diego's east region and has one of the busiest EDs in SDC. SGH is known for outstanding programs in heart care, oncology, orthopedics, rehabilitation, stroke care and women's health.

### **Sharp Memorial Hospital (656 licensed beds)**

A regional tertiary care leader, Sharp Memorial Hospital (SMH) provides specialized care in cancer treatment, orthopedics, organ transplantation, bariatric surgery, heart care and rehabilitation. SMH also houses the county's largest emergency and trauma center.

### **THREE SPECIALTY CARE HOSPITALS:**

#### **Sharp Mary Birch Hospital for Women & Newborns (206 licensed beds)**

A freestanding women's hospital specializing in labor and delivery services, high-risk pregnancy, obstetrics, gynecology, gynecologic oncology and neonatal intensive care, Sharp Mary Birch Hospital for Women & Newborns (SMBHWN) is the largest maternity hospital in San Diego and delivers more babies than nearly any other hospital in California.

#### **Sharp Mesa Vista Hospital (159 licensed beds)**

As the most comprehensive behavioral health hospital in San Diego, Sharp Mesa Vista Hospital (SMV) provides services to treat anxiety, depression, substance use, eating disorders, bipolar disorder and more for patients of all ages.

#### **Sharp McDonald Center (16 licensed beds)<sup>2</sup>**

Sharp McDonald Center (SMC) is the only medically supervised substance use recovery center in SDC. Offering the most comprehensive hospital-based treatment program in San Diego, SMC provides services such as addiction treatment, medically supervised detoxification and rehabilitation, day treatment, outpatient and inpatient programs, and aftercare.

Collectively, the operations of SMH, SMBHWN, SMV and SMC are reported under the not-for-profit public benefit corporation of SMH and are referred to herein as the Sharp Metropolitan Medical Campus (SMMC). The operations of Sharp Rees-Stealy Medical Centers (SRSMC) are included under the not-for-profit public benefit corporation of Sharp, the parent organization. The operations of SGH are reported under the not-for-profit public benefit corporation, Grossmont Hospital Corporation. The operations of Sharp HospiceCare are reported under SGH.

### **Mission Statement**

It is Sharp's mission to improve the health of those we serve with a commitment to excellence in all that we do. Sharp's goal is to offer quality care and services that set community standards, exceed patients' expectations and are provided in a caring, convenient, cost-effective and accessible manner.

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<sup>2</sup> As a licensed chemical dependency recovery hospital, Sharp McDonald Center (SMC) is not required to file a community benefit plan. However, SMC is committed to community programs and services and has presented community benefit information in [Section 12: Sharp Mesa Vista Hospital and Sharp McDonald Center](#).

## **Vision**

Sharp's vision is to transform the health care experience and be recognized as the best place to work, the best place to practice medicine and the best place to receive care. Sharp will be known as an excellent community citizen embodying an organization of people working together to do the right thing every day to improve the health and well-being of those we serve. Sharp will become the best health system in the universe.

## **Values**

- Integrity
  - Trustworthy, Respectful, Sincere, Authentic, and Committed to Organizational Mission and Values
- Caring
  - Compassionate, Communicative, Service-Oriented, Dedicated to Teamwork and Collaboration, Serves Others Above Self, Celebrates Wins, and Embraces Diversity, Equity, Inclusion and Belonging (DEIB)
- Safety
  - Reliable, Competent, Inquiring, Unwavering, Resilient, Transparent, and Sound Decision Maker
- Innovation
  - Continuous, Creative, Initiates Breakthroughs, Develops Self, and Willing to Accept New Ideas and Change
- Excellence
  - Quality-Focused, Compelled by Operational and Service Excellence, Cost-Effective, and Accountable



## **Culture: The Sharp Experience**

For over two decades, Sharp has been on a journey to transform the health care experience for patients and their families, physicians and staff. Through a sweeping organization-wide performance-and-experience-improvement initiative called The Sharp Experience, the entire Sharp team has recommitted to purposeful, worthwhile work and creating the kind of health care people want and deserve. This work has added discipline and focus to every part of the organization, helping to make Sharp one of the nation's top-ranked health care systems. Sharp is San Diego's health care leader because it remains focused on the most important element of the health care equation: the people.

Supported by its extraordinary culture, Sharp is transforming the health care experience in San Diego by striving to be:

- *The best place to work:* Attracting and retaining highly skilled and passionate staff members who are focused on providing quality health care and building a culture of teamwork, recognition, celebration and professional and personal growth. This commitment to serving patients and supporting one another will make Sharp “the best health system in the universe.”
- *The best place to practice medicine:* Creating an environment in which physicians and advanced clinicians enjoy positive, collaborative relationships with nurses and other caregivers; experience unsurpassed service as valued customers; have access to state-of-the-art equipment and cutting-edge technology; and enjoy the camaraderie of the highest-caliber medical staff at San Diego’s health care leader.
- *The best place to receive care:* Providing a new standard of service in the health care industry, much like that of a five-star hotel; employing service-oriented individuals who see it as their privilege to exceed the expectations of every patient by treating them with the utmost care, compassion and respect; and creating healing environments that are pleasant, soothing, safe, immaculate, and easy to access and navigate.

Through this transformation, Sharp continues to live its mission to care for all people, with special concern for the underserved and San Diego’s diverse population. Sharp has been serving the San Diego community for more than 65 years and will continue to do so.

## **Pillars of Excellence**

In support of Sharp’s organizational commitment to transform the health care experience, Sharp’s Pillars of Excellence serve as a guide for its team members, providing framework and alignment for everything Sharp does. In 2014, Sharp made an important decision regarding these pillars as part of its continued journey toward excellence.

Each year, Sharp incorporates cycles of learning into its strategic planning process. In 2014, Sharp’s Executive Steering Committee and Board of Directors enhanced Sharp’s safety focus, further driving the organization’s emphasis on its culture of safety and incorporating the commitment to become a High Reliability Organization in all aspects of the organization. At the core of High Reliability Organizations are five key concepts:

- Sensitivity to operations
- A reluctance to simplify
- Preoccupation with failure
- Deference to expertise
- Resilience

Applying high-reliability concepts in an organization begins when leaders at all levels start thinking about how the care they provide could improve. It begins with a culture of safety.

With this learning, Sharp is a seven-pillar organization: Quality, Safety, Service, People, Finance, Growth and Community. The foundational elements of Sharp's strategic plan have been enhanced to emphasize Sharp's desire to do no harm. This strategic plan guides Sharp's transformation of the health care experience by focusing on safe, high-quality and efficient care provided in a caring, convenient, cost-effective and accessible manner.

The seven pillars listed below are a visible testament to Sharp's commitment to become the best health system in the universe by achieving excellence in these areas:



Be the leader in clinical excellence across the care continuum.



Keep patients, employees, physicians and volunteers safe and free from harm.



Create exceptional experiences at every touch point for consumers, patients and families, enrollees, physicians, partners and team members.



Create an inclusive, values-driven culture that attracts, retains and promotes the best people who are representative of the community.



Achieve financial results to ensure Sharp's ability to deliver on its mission and vision as a high-quality, affordable health system.



Be the integrated delivery system of choice by enhancing market position, innovation, physician collaboration, systemness and our value proposition.



Be an exemplary public citizen by improving health equity and wellness in our community and environment.

## Awards

Below please find a selection of recognitions Sharp has received in recent years:



In 2021, Sharp ranked No. 30 in the large employer category as one of the “Best Places to Work” for information technology professionals by the International Data Group’s Computerworld survey. Sharp was also ranked No. 5 among the top 10 employers for diversity and inclusion. The list is compiled by evaluating a company’s benefits, training, retention, career development, average salary increases, employee surveys, workplace morale and more. Sharp has been recognized as one of the “Best Places to Work” in information technology each year since 2013.



Sharp was recognized in 2021 as a Best-in-Class Employer by Gallagher, a global leader in insurance, risk management and consulting services. Each year, Gallagher conducts its Benefits Strategy & Benchmarking Survey to showcase significant patterns, best practices and philosophies among high performers in workforce engagement and cost control. Organizations that receive the Best-in-Class Employer designation have demonstrated their ability to effectively support their employees’ physical, emotional, career and financial well-being.



Mental Health America’s Bell Seal for Workplace Mental Health is a certification that recognizes organizations that strive to improve employee mental health and create a psychologically safe workplace for all. In 2022, Mental Health America awarded Sharp the Platinum Bell Seal for Workplace Mental Health.



Sharp was named one of the nation’s “Most Wired” health care systems from 2012 to 2021 by the College of Healthcare Information Management Executives’ annual Most Wired Survey and Benchmark Study. “Most Wired” hospitals are committed to using technology to enhance quality of care for both patients and staff. In 2021, Sharp met the criteria to be designated a Level 8 Acute health system, meaning it has deployed various technologies and strategies to help analyze data and is starting to achieve meaningful clinical and efficiency outcomes.



The Foundations of Sharp HealthCare achieved High Performer: Overall status among respondents for the 2023 Association for Healthcare Philanthropy (AHP) Report on Giving. AHP recognizes high performance based on organizations that fall within the 75<sup>th</sup> percentile in net production returns, calculated by subtracting total fundraising expenses from total production returns. This is the ninth consecutive year that Sharp has been recognized as an AHP High Performer. Additionally, Sharp was recognized as a 2023 AHP High Performer in the Health System category which recognizes high performance based on organizations that fall within the 75<sup>th</sup> percentile in net fundraising revenue among all participating U.S. health systems.



In 2023, SMH, SCVMC and SCHHC were recognized on *Newsweek's* fifth annual list of the top hospitals worldwide, which features 28 countries and over 2,300 hospitals. SMH was ranked No. 78 among all U.S. hospitals included in the ranking and No. 12 in California; SCVMC was ranked No. 120 in the U.S. and No. 22 in California; and SCHHC was ranked 279 among all U.S. hospitals included in the ranking and No. 28 in California. To distinguish the top hospitals for maternity care in the U.S. in 2023, *Newsweek* divided the institutions into two performance categories: five-ribbon hospitals (159 institutions) and four-ribbon hospitals (225 institutions). In 2023, SMBHWN was ranked as a five-ribbon institution among *Newsweek's* Best Maternity Hospitals, while SCVMC was ranked as a four-ribbon institution. SGH was previously ranked a top maternity hospital in 2021. SMH was previously ranked No. 78 in 2020 and No. 89 in 2019, while SCVMC was ranked No. 137 in 2019. In 2023, SMC was recognized in *Newsweek* and Statista's fourth annual list of America's Best Addiction Treatment Centers. SMC was ranked No. 26 as a top treatment center in California. In 2023, SHC also recognized in *Newsweek's* America's Greatest Workplaces for Diversity.



In 2015, and from 2017 to 2023, Sharp was ranked "San Diego's Best Hospital Group" in the annual *San Diego Union-Tribune* Readers Poll. In 2017, and from 2019 to 2023, SMH was ranked "San Diego's Best Hospital." In 2023, 2020 and from 2015 to 2018, Sharp Community Medical Group (SCMG) was ranked "San Diego's Best Medical Group." In 2023 and 2022, Sharp Rees-Stealy Medical Group (SRSMG) was ranked "Best Audiologist," "Best Weight Loss Clinic/Counseling," "Best Laser Eye Center" and "Best Pharmacy." Also in 2023, and from 2017 to 2021, SRSMG was ranked "Best Hearing Aid Store." In 2022, SRSMG was ranked "San Diego's Best Medical Group." Additionally, SHP was ranked "Best Insurance Provider" in 2023 and

2022. In fiscal year (FY) 2023, Sharp HospiceCare was ranked “Best In-Home Care (Medical).”

 Established in 1948, *San Diego Magazine* is a multimedia company covering the culture, lifestyle and people of San Diego. In 2023, to celebrate its 75th anniversary, the magazine encouraged readers to nominate and vote for the Best of San Diego People's Choice Award. San Diego Magazine readers voted SMH as "The Best of San Diego 2023" Hospital and SHP as "The Best of San Diego 2023" Health Insurance.

 Cal Hospital Compare is a website that features quality and performance information on California hospitals to help consumers make informed medical decisions through an objective, unbiased lens. In 2023, SMH, SCVMC and SCHHC were recognized in Cal Hospital Compare's Patient Safety Honor Roll program. Additionally, SCHHC was recognized for its superior performance, SGH was recognized for its excellent progress and SMH and SCVMC were recognized for most improved in the Opioid Care Honor Roll program. Additionally, SGH was recognized by the California Health and Human Services Agency, earning a spot on their 2022 Maternity Honor Roll for meeting or surpassing the statewide target aimed at reducing births via c-section in first-time mothers with low-risk pregnancies.

 From 2013 to 2022, the Press Ganey organization recognized multiple Sharp entities with Guardian of Excellence Awards®. Based on one year of data, this designation recognizes health care organizations that reach the 95<sup>th</sup> percentile for patient satisfaction, employee engagement, physician engagement or clinical quality. Sharp entities awarded in the Employee Engagement category include SCVMC, SCHHC, SGH, SMBHWN, SMH, the James S. Brown Pavilion (formerly the Sharp Memorial Outpatient Pavilion), SMV, Sharp HospiceCare, SRSMG, SCMG and Sharp Home Health, while SCHHC, SMH, the James S. Brown Pavilion and SMBHWN have been awarded for Patient Experience and SCHHC, SMBHWN and SMV have received awards for Physician Engagement.

 Press Ganey also recognized multiple Sharp entities with the Pinnacle of Excellence Award® (formerly the Beacon of Excellence Award). This award recognizes the top three performing health care organizations that have maintained consistently high levels of excellence over three years in the categories of Patient Experience, Employee Engagement, Physician Engagement and Clinical Quality Performance. From 2021 to 2023, SHC, SMH, and SMBHWN were recognized for Physician Engagement. Between 2013 and 2020, Press Ganey recognized SMH six times for Patient Experience.



In 2023, SMH was recognized as a top hospital for bariatric surgery by the digital platform Money, in partnership with The Leapfrog Group, which recognizes hospitals with the best ability to perform bariatric surgeries, with a focus on volume and safety measures. In 2022, SCHHC was named to the inaugural Best Hospital in America list by Money in partnership with The Leapfrog Group, which selected 148 hospitals to receive the Best Hospital Award based on criteria including hospital infection rates, medication management, hand hygiene practices, nursing workforce and critical care.



In 2023, SMBHWN was named to The Leapfrog Group's Top Teaching Hospitals list, which recognizes facilities that meet the highest standards of patient safety, care quality and efficiency. SCHHC was previously recognized as a Top Hospital in 2021 and 2022; SMBHWN was recognized in 2016, 2017, 2019 and 2022; and SMH was recognized in 2016 and 2022.



In 2023, SMH was recognized by the PINC AI 100 Top Hospitals® program, a program previously led by Merative and IBM Watson Health. In 2022, SMH (including SMBHWN) was named a Merative 100 Top Hospitals® winner by IBM Watson Health in the large community hospitals category. PINC AI's 100 Top Hospitals analysis uses clinical, financial, operational and patient perception-of-care measures to identify top performing hospitals and health systems.



Healthgrades is an organization that measures and reports hospital performance based on patient outcomes. This information helps consumers choose where they want to receive care. From 2021 to 2023, SMH was recognized with the Outstanding Patient Experience Award and SCVMC earned a Patient Safety Excellence Award. SGH received the Patient Safety Excellence Award for the first time in 2023 and SMH received the award in 2020. Further, in 2023 and 2022, SCVMC received the Pulmonary Care Excellence Award under the Specialty Clinical Quality Awards for superior clinical outcomes in treating chronic obstructive pulmonary disease and pneumonia. In 2021, SCVMC was recognized with the Gastrointestinal Care Excellence Award and SCHHC was recognized with the Patient Safety Excellence Award.



The Women's Choice Award® is a symbol of excellence in customer experience, awarded by the collective voice of women. In 2023, multiple Sharp entities were recognized in a variety of categories, including: Bariatrics, Best Mammogram Imaging Center, Comprehensive Breast Centers, Women's Services, Emergency Care, Heart Care, Minimally Invasive Surgery, Obstetrics, Outpatient Experience, Patient Experience, Patient Safety and Stroke Care. Awarded Sharp entities included SCHHC, SCVMC, SGH (including SGH Outpatient Imaging), SMH, and several SRSMC locations, including Downtown and Otay Ranch. Previously, Sharp entities were recognized for Orthopedics care and Birch Patrick Convalescent Center was recognized among America's Best Extended Care and Nursing Homes.



In 2023, Sharp was named a Network of Excellence in Robotic Surgery by Surgical Review Corporation, making Sharp the first Network of Excellence on the West Coast. This recognition was given to Sharp's five Centers of Excellence in Robotic Surgery, and includes all Sharp entities, nine different specialties and 30 Surgeons of Excellence candidates.



SCVMC, SGH, SMH and SMBHWN have received MAGNET® recognition by the American Nurses Credentialing Center (ANCC). The MAGNET Recognition Program® is the highest honor bestowed by the ANCC and is recognized nationally as the gold standard in nursing excellence. SGH received the designation in 2006, 2011, 2017 and was re-designated in 2022. SMBHWN first received its designation in 2015 and received its most recent re-designation in 2020. SMH was designated in 2008, 2013, 2018 and was re-designated in 2022. SCVMC received its first designation in 2021.



In 2023, SRS Center for Health Management earned CDC Full Plus Recognition for its National Diabetes Prevention Program lifestyle change program. This designation is reserved for organizations that have effectively delivered a quality, evidence-based lifestyle change program that meets all of the standards for CDC recognition and additional retention thresholds.



The ANCC Practice Transition Accreditation validates hospital residency programs that meet rigorous, evidence-based standards for quality and excellence. In 2020, the Sharp HealthCare Nurse Residency Program achieved accreditation with distinction from ANCC, becoming the second organization nationwide and the first in California to be accredited under the new 2020 standards.



The Emergency Nurses Association Lantern Award is a national award that recognizes EDs that demonstrate exceptional and innovative performance in leadership, practice, education, advocacy and research. Bestowed by the Emergency Nurses Association, only 1% of the nation's EDs have received a Lantern Award, including SMH and SGH's EDs in 2023. SMH was the first hospital in San Diego recognized with the Lantern Award in 2014 and is the only ED in California, and one of only three EDs in the nation, to receive the recognition four or more times.



In 2023, SGH, SMH, SCVMC and SCHHC renewed their accreditation as "Accredited Senior-Friendly Emergency Departments" by the American College of Emergency Physicians. The Geriatric Emergency Department Accreditation Program was created to recognize EDs that provide the highest standards of care for older adults. In 2021, SGH received Gold Standard Level 1 accreditation and is the second hospital in California to receive this status. Previously, in 2020, SMH, SCVMC, SGH and SCHHC were recognized with Bronze Standard Level 3 accreditation.



Planetree is a coalition of more than 80 hospitals worldwide that are committed to improving medical care from the patient's perspective. SCHHC became a Designated Planetree Person-Centered Hospital in 2007 and was re-designated in 2017 for the fourth consecutive time. SMH became a Planetree Person-Centered Hospital in 2012 and was re-designated in 2015. SCVMC joined SCHHC and SMH as a Designated Planetree Person-Centered Hospital in 2014 and was re-designated in 2018. Also, in 2014, SCHHC and SMH each achieved Planetree Designation with Distinction for demonstrating leadership and innovation in patient-centered care. In addition, Planetree awarded the Gold Certification for Excellence in Person-Centered Care to SGH in 2018, SMH in 2019, SCHHC in 2020 and SCVMC in 2023.



In 2022, SMBHWN's prestigious Society for Obstetric Anesthesia and Perinatology Center of Excellence designation, initially granted in 2018, was renewed, making it one of only 40 institutions in North America to receive the designation. The designation honors hospitals that demonstrate excellence and safety in obstetric anesthesiology and achieve a high level of clinical care.



In 2021, Sharp Specialty Pharmacy earned full accreditation from two of the country's leading health care accrediting agencies, the Utilization Review Accreditation Commission and the Accreditation Commission for Health Care. This dual accreditation recognizes Sharp's commitment to providing quality care and services to patients who are on complex, high-cost medication to treat serious and specialized disease states.



*San Diego Business Journal's* Corporate & Social Responsibility Diversity, Equity & Inclusion Awards recognize the significant accomplishments of local organizations who embrace these values and incorporate them into company culture. In 2020, Sharp was recognized with this award for its commitment to equity and inclusion, as demonstrated by the ongoing work of the Sharp Equality Alliance (SEA).



Sharp's Villa Coronado Skilled Nursing Facility was designated as a LGBTQ+ Long-Term Care Equality Leader in the 2023 Human Rights Campaign (HRC) Foundation and SAGE's Long-Term Care Equality Index. Villa Coronado Skilled Nursing Facility is the only West Coast SNF to earn this designation, which recognizes LGBTQ+ inclusive policies and practices in long-term care and senior housing communities as well as formally recognizes those communities that lead the field in LGBTQ+ inclusion. Only 7% of participants nationwide qualified for the Equality Leader Tier, the highest level of achievement obtained by Villa Coronado Skilled Nursing Facility.



The HRC Foundation's Healthcare Equality Index is a national benchmarking tool that evaluates health care facilities' policies and practices related to the equity and inclusion of LGBTQ+ patients, visitors and employees. In 2022, all seven Sharp hospitals were designated as LGBTQ+ Healthcare Equality Leaders. With a perfect score of 100 at every hospital, Sharp received the maximum ratings possible for

nondiscrimination and staff training; patient services and support; employee benefits and policies; and patient and community engagement initiatives.



In 2022 and 2023, SCVMC was recognized by The Lown Institute Hospitals Index for Social Responsibility as the No.1 hospital in California that received an “A” grade in patient outcomes, value of care and health equity while also experiencing a high COVID-19 (coronavirus disease 2019) burden during the first year of the pandemic. Additionally, SCVMC was ranked No. 12 in the U.S.

for Social Responsibility. The Lown Institute Hospitals Index is the first to measure Social Responsibility for more than 3,600 hospitals nationwide. The Index evaluates hospitals on over 50 metrics across categories of health equity, value and outcomes.



In 2021 and 2022, the City of Chula Vista recognized SCVMC as a Chula Vista Champion for the contributions of the hospital's staff, physicians and volunteers to the city during the COVID-19 pandemic.



In 2021, SGH was recognized by the City of El Cajon with the “Exceptional Community Service during COVID-19” honorary award in recognition of tremendous service provided to the community during the COVID-19 pandemic, including its vaccination superstation at Grossmont Center.



In 2022, the NCQA distinguished SHP as an organization with health equity accreditation, which highlights an organization’s efforts to provide culturally and linguistically appropriate services and reduce health care disparities. In 2021, SHP was recognized with distinction in the Electronic Clinical Data category, which recognizes organizations that collect and report structured electronic clinical data for quality measurement and improvement. SHP previously maintained the NCQA’s highest level “Excellent” accreditation status for service and clinical quality annually from 2013 to 2018. Accreditation status is based on compliance with rigorous requirements and performance on the Healthcare Effectiveness Data and Information Set, and Consumer Assessment of Healthcare Providers and Systems measures. In addition, in 2020, SHP earned a three-year Wellness & Health Promotion Accreditation from NCQA and was the only organization in the U.S. to earn a longer accreditation status than the standard one-year period.



★★★★★ Covered California is California’s official health insurance marketplace, offering individuals and small businesses the ability to purchase health coverage at federally subsidized rates. SHP earned a 4- out of 5-star overall rating in Covered California’s 2023 Coverage Year Quality Ratings, which included 5-star ratings in the categories of “Plan Services for Members” and “Members’ Care Experience,” and a 4-star rating in “Getting the Right Care.”



Every year, Medicare uses a 5-star rating system to evaluate health plans, and in 2023, SHP earned a 5-star overall rating. A plan’s star rating is based on factors that include feedback from members about their service and care, the number of members who left or stayed, the number of complaints Medicare received and data from doctors and hospitals Medicare works with. Additionally, in 2023, SHP was the highest member-rated health plan in California for the eighth year in a row and the highest-rated Medicare Advantage plan in California.



America’s Physician Groups (APG) is a professional association representing more than 300 medical groups, independent practice associations and integrated health care systems across the nation. APG has awarded its highest level of distinction — “Elite Status” — to SCMG and SRSMG each year from 2010 to 2022. In consideration of the ongoing impact of the COVID-19 pandemic, APG canceled its awards survey for 2021.



The Integrated Healthcare Association recognized SCMG in 2022 with its annual Excellence in Healthcare Award, California’s top honor for provider organizations. The award recognizes provider organizations that earn strong results in clinical quality and patient experience while effectively managing costs. SCMG was one of only 27 provider organizations across California to earn this recognition in 2022, 1 of 21 in 2021, and one of 20 in 2020. SCMG was also among eight provider organizations honored with the Ronald P. Bangasser, MD, Memorial Award for Quality Improvement for demonstrating the highest year-to-year relative quality improvement in the San Diego region.



In 2023, SCVMC, SGH and SMH each earned the American Heart Association (AHA)/American Stroke Association's (ASA) Guidelines® — Stroke Gold Plus Quality Achievement Award and SCHHC earned the AHA and ASA Get With the Guidelines® Stroke Silver Plus Quality Achievement Award, which recognize a commitment to improving stroke care through consistently adhering to the latest scientific treatment guidelines for treating stroke and improving patient outcomes. Additionally, SCHHC joined SCVMC, SGH and SMH in receiving recognition for the AHA's Target: Type 2 Diabetes Honor Roll, which distinguishes participating hospitals that provide the latest, evidence-based care to patients hospitalized with Type 2 diabetes and cardiovascular disease (CVD) or stroke.



SHP was named in the 2023 U.S. News and World Report list of Best Insurance Companies for Medicare Advantage in California for the third year in a row. U.S. News and World Report defines this as a company whose plans are rated at least 3 out of 5 stars by Centers for Medicare and Medicaid Services and whose plans have an average rating of 4.5 or more stars within the state.



In 2023 and 2024, Sharp Grossmont Hospital for Women & Newborns and Sharp Chula Vista Center for Women & Newborns were named to U.S. News & World Report's Best Hospitals for Maternity Care list, which recognizes hospitals nationwide for quality measures, such as low C-section rates, low newborn complication rates, and low early elective delivery rates, among other criteria.



In 2022, Sharp was recognized by the American College of Cardiology as one of the top health systems for heart care in the U.S. Sharp is among only 89 programs — and the only health system in San Diego — to be nationally recognized by the American College of Cardiology for its leadership in providing the highest-quality care to patients with heart disease.



In 2023, Sharp's Kidney and Pancreas Transplant Program was recognized as a Center of Excellence by the Donor Care Network. Donor Care Network Centers of Excellence are an elite group of high-performance transplant centers that are dedicated to following an extensive list of guidelines and commitments to provide the highest level of care, protection and support to living donors. Sharp's Kidney and Pancreas Transplant Program is one of two programs in SDC that is part of the Donor Care Network Centers of Excellence.



SMC and SMV were designated as 2022 Evernorth Behavioral Centers of Excellence in treatment of substance use disorders, as well as child, adolescent and adult mental health. Evernorth, the health services business of Cigna Corporation, creates and connects premier health services offerings, including benefits management, pharmacy, care solutions, insights and intelligence. Evernorth also provides innovative and flexible solutions for health plans, employers and government programs. Evernorth recognized SMC and SMV for cost-savings and clinical quality measurements, including a commitment to improving length-of-stay intervals, reducing readmission rates and providing follow-up plans for patients.



Since 2012, the Hospice Consumer Assessment of Healthcare Providers and Systems Honors and Honors Elite Awards have been a prestigious annual distinction that recognizes hospice agencies that go above and beyond in providing quality care for patients and caregivers. In 2023, Sharp HospiceCare received the Hospice Consumer Assessment of Healthcare Providers and Systems Honors Award, a testament to its dedication to improving patient care and the caregiver experience.



In 2023, SGH was designated an "Age-Friendly Health System" by the Institute for Healthcare Improvement. SMH was the first Sharp facility to receive this designation in 2022. This designation recognizes SGH and SMH as leaders in the care of older adults and demonstrates the hospitals' commitment to providing a continuum of age-friendly care for patients in all clinical settings.



In 2022, Sharp's Transitions Advanced Illness Management program earned the Certificate of Distinction for its exemplary program performance during an annual

survey by The Joint Commission. The certification covers a three-year period. Additionally, in 2021, SGH became the first hospital in SDC and 10th in the state to receive Disease-Specific Care Certification for Sepsis from The Joint Commission.



In 2022, the SHC Antimicrobial Stewardship Program achieved Gold designation for the California Department of Public Health Antimicrobial Stewardship Honor Roll.

## **Patient Access to Care Programs**

Sharp provides financial assistance and a variety of support services to improve access to care for uninsured, underinsured and other patients who lack the ability to pay. In accordance with federal law, Sharp does not refuse any patient who requires emergency medical care.

Sharp helps every uninsured patient who receives care in the ED find opportunities for health coverage through PointCare — a quick, web-based screening, enrollment and reporting platform designed by health coverage experts to provide patients with financial assistance options. At Sharp, patients use PointCare’s simple online questionnaire to generate personalized coverage options that are filed in their account for future reference and accessibility. The results of the questionnaire enable Sharp staff to have informed and supportive discussions with the patient about health care coverage and empower them with options. In FY 2023, Sharp used PointCare to assist more than 8,200 self-pay patients, while maintaining each patient’s dignity throughout the process. Sharp was the first hospital system in SDC to implement an on-site process for real-time Medi-Cal eligibility determinations (Presumptive Eligibility) in 2014. In FY 2023, Sharp secured this benefit for more than 5,670 unfunded ED patients.

In support of Covered California’s annual open-enrollment period in FY 2023, Sharp’s registration staff included 20 Certified Application Counselors to better assist both patients and the general community with navigating the Covered California website and plan enrollment.

In collaboration with San Diego-based CSI Financial Services, Sharp continued to use the ClearBalance specialized loan program to assist patients who struggle to resolve high medical bills. The program helps both insured and uninsured patients secure small bank loans to help pay off their medical bills in low monthly installments and prevent unpaid accounts from going to collections. Since 2010, ClearBalance has assisted more than 9,100 Sharp patients.

In addition, three Sharp hospitals — SCVMC, SGH and SMH — qualify as covered entities for the 340B Drug Pricing Program administered by the U.S. Department of Health and Human Services Health Resources and Services Administration. Participating hospitals are permitted to purchase outpatient drugs at reduced

prices. Savings generated by this program are used to offset patient care costs for Sharp's most vulnerable patient populations, as well as to help patients afford medication through Sharp's Patient Assistance Program.

Sharp's Patient Assistance Program helps patients in need gain access to free or low-cost medications, which can help reduce hospital readmissions and frequent use of medical services. Patients are referred by population health teams, physicians, pharmacists, case managers, social workers, nurses or other patients, or may be identified through internal data reports. Team members research all available options for these patients, including programs offered by drug manufacturers, grant-based programs offered by foundations, copay assistance and other low-cost alternatives. In FY 2023, the Patient Assistance Program helped patients access more than \$14.5 million worth of prescriptions.

In FY 2023, Sharp also assisted underinsured individuals who were unable to pay their medical bills. Through the Maximum Out of Pocket Program, team members met with patients at all Sharp hospitals to help them better understand their health insurance benefits, how to access care during their hospital stay, and available options to help with payments. In FY 2023, the Maximum Out of Pocket Program provided more than \$406,000 in adjustments to patient bills.

Since FY 2016, Sharp's Patient Access Services team has worked closely with Sharp's Care Transitions Intervention program to evaluate patients for CalFresh<sup>3</sup> eligibility prior to hospital discharge. These consultations have dramatically increased the likelihood that patients complete CalFresh applications and receive benefits. As a result of this effort, approximately 54,480 Sharp patients have completed applications for CalFresh benefits.

## **Community Information Exchange**

Beginning in 2019, Sharp initiated a systemwide pilot partnership with 211 San Diego's (211) Community Information Exchange (CIE) to better understand and address the barriers that impact the health and well-being of its patients. Research continues to underscore that social determinants of health (SDOH) have a significant impact on a person's ability to access care and maintain health.<sup>4</sup>

Approximately 135 CIE community partners — including health care organizations, the County of San Diego Health and Human Services Agency, housing networks, food banks and other social service agencies — use an integrated technology platform to support proactive, holistic, person-centered care. Shared records allow CIE partners to evaluate an individual's SDOH needs and history of community services utilization as well as make direct referrals to critical community-based resources. Sharp case managers and social workers across the system have CIE training tools to better serve

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<sup>3</sup> The [CalFresh Program](#), federally known as the Supplemental Nutrition Assistance Program, issues monthly electronic benefits that can be used to buy most foods at many markets and food stores.

<sup>4</sup> Centers for Disease Control and Prevention (CDC). (2022, December 8). [Why Is Addressing Social Determinants of Health Important for CDC and Public Health?](#)

vulnerable patients in the acute care setting, including patients who experience homelessness, food insecurity and other barriers.

Since its inception, CIE has grown its client database to nearly 317,000 individuals who have consented into the system to receive resource and referral assistance from participating community partners. Approximately 9,200 of these individuals are known Sharp patients, establishing valuable insight on SDOH needs and locations of vulnerable populations in Sharp service areas. Roughly a third of these patients are also insured by SHP. The top ZIP codes of patients with matching CIE client records are in the south and east regions of SDC, according to monthly member matching reports from 211. The top community referrals provided to patients through the CIE include housing, utilities, food and economic support.

Sharp teams continue to work closely with 211 on the implementation and data integration plans for CIE, which includes evaluation of ongoing metrics, such as system utilization of CIE, referral tracking, case management efficiency and successful connection to community referrals. Data will be used to re-evaluate the value and sustainability of CIE for Sharp upon adoption and implementation of new electronic health record management system strategies.

## **Health Professions Training**

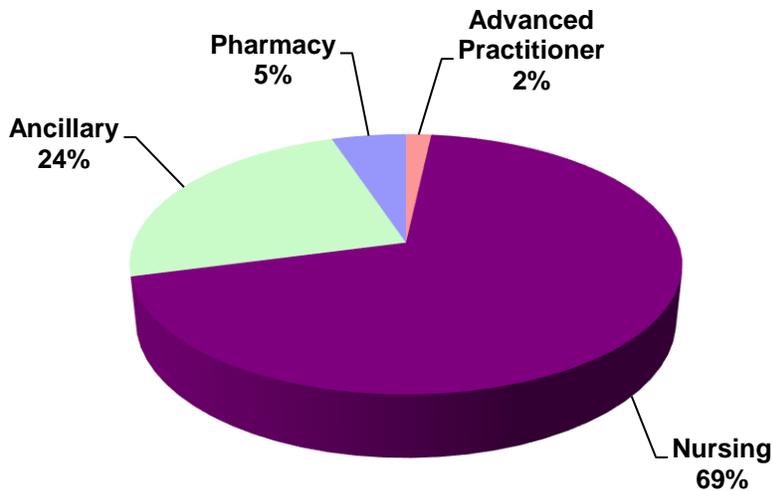
Sharp demonstrates a deep investment in new and prospective members of the health care workforce through internships and career pipeline programs. In FY 2023, more than 2,700 student interns dedicated over 466,100 hours within the Sharp system.

Sharp provided education and training for students in a variety of disciplines, including multiple areas of nursing (e.g., critical care, medical/surgical, behavioral health, women's services, cardiac services and hospice), advanced practice provider positions (e.g., nurse practitioner, clinical nurse specialist and physician assistant) and allied health (ancillary) professions, such as rehabilitation therapies (e.g., speech, physical and occupational therapy), pharmacy, respiratory therapy, imaging, cardiovascular, dietetics, laboratory, surgical technology, paramedic, social work, psychology and business. Sharp provided training opportunities to students from local community colleges, such as Grossmont College, MiraCosta College, Palomar College, San Diego Mesa College and Southwestern College; local and national universities, such as California State University San Marcos, Point Loma Nazarene University (PLNU), San Diego State University (SDSU), University of California (UC) San Diego, University of San Diego (USD) and University of St. Augustine for Health Sciences; and vocational schools, such as Colorado Technical University, Concorde Career College, High Desert Medical College and Grossmont Health Occupations Center. **Table 1** presents the total number of students and student hours at each Sharp entity in FY 2023. **Figure 1** presents the distribution of students at Sharp by internship type in FY 2023.

**Table 1: Sharp HealthCare Internships — FY 2023**

Sharp HealthCare Entity	Nursing		Advanced Practice Provider		Ancillary		Total	
	Students	Hours <sup>5</sup>	Students	Hours	Students	Hours	Students	Hours
Sharp Chula Vista Medical Center	332	45,089	19	2,058	123	35,200	474	82,347
Sharp Coronado Hospital and Healthcare Center	79	9,463	-	-	27	9,692	106	19,155
Sharp Grossmont Hospital	674	90,250	9	1,003	171	39,001	854	130,254
Sharp Mary Birch Hospital for Women & Newborns	138	38,080	3	285	20	3,500	161	38,369
Sharp Memorial Hospital	247	31,961	12	1,467	208	49,248	467	82,676
Sharp Mesa Vista Hospital	270	17,744	3	866	55	35,703	328	54,313
Sharp HospiceCare	1	192	1	112	-	-	2	304
Sharp HealthCare <sup>6</sup>	139	8,907	-	-	188	49,805	327	58,712
<b>Total</b>	<b>1,880</b>	<b>241,686</b>	<b>47</b>	<b>5,791</b>	<b>792</b>	<b>218,653</b>	<b>2,719</b>	<b>466,130</b>

**Figure 1: Sharp HealthCare Interns by Student Type — FY 2023**



<sup>5</sup> Nursing hours include both group hours (groups of students with a school instructor), as well as precepted hours (single student with a Sharp HealthCare [Sharp] employee).

<sup>6</sup> Sharp internship figures include students from Sharp Home Health, Sharp System Offices, Sharp Health Plan and Sharp Rees-Stealy Medical Centers.

Sharp also offers a graduate-level Clinical Pastoral Education program, which teaches students clinical theories and skills to provide spiritual care to patients and their families. In FY 2023, the program supervised five chaplain students on the campuses of SMBHWN, SMH and SMV. Graduates of Sharp's Clinical Pastoral Education program serve various health care institutions and hospices in San Diego. In addition, more than 30 program graduates attended a seminar titled Post Traumatic Growth, a professional chaplain educational event hosted by Sharp's Spiritual Care and Education Department, as part of their continued education and development.

Sharp hospitals continued to partner with the Arizona College of Osteopathic Medicine program at Midwestern University in Glendale, Arizona, to provide physician-led mentorship opportunities for medical students. In FY 2023, the partnership provided more than 30 students with mentorship opportunities at Sharp hospitals, including SCHHC, SCVMC, SGH, SMBHWN and SMH.

In addition, Sharp provides specialized classes to prepare future preceptors for their role as student mentors. Through the Precepting With Pride class, Sharp health professionals who are new to precepting learn about the essential components of role modeling and educating. Through a mentoring class, new nurse mentors and mentees attend an orientation designed to describe their unique roles and promote a successful precepting experience.

### **Health Sciences High and Middle College**

Health Sciences High and Middle College (HSHMC) — a partnership between Sharp, a group of SDSU professors and the Grossmont-Cuyamaca Community College District — is a tuition-free, public charter high school that provides students with broad exposure to health care careers. HSHMC students use job shadowing to connect with Sharp team members and explore real-world applications of their school-based knowledge and skills. This collaboration prepares students to enter health, science and medical technology careers in the following five pathways: biotechnology research and development, diagnostic services, health informatics, support services and therapeutic services.

The high school curriculum provides students with a variety of service-learning projects and internships focused on careers in health care. Students earn high school diplomas, complete college entrance requirements, and have opportunities to earn community college credits, degrees or vocational certificates. Students also devote time to various SRSMC sites. Following relaxed guidelines related to the COVID-19 pandemic, Sharp welcomed back HSHMC students at the end of FY 2022 and throughout FY 2023, ensuring a safe environment for students on the following campuses: SCVMC, SGH, SMBHWN, SMH and three SRSMC sites — Genesee, La Mesa and Santee. Each student was scheduled to be on campus once a week for five hours.

All students begin their internship experience with a systemwide orientation to Sharp. This includes CPR (cardiopulmonary resuscitation), Health Insurance Portability and

Accountability Act, infection prevention and AIDET (acknowledge, introduce, duration, explanation and thank you) training. Students shadow several providers in both patient and non-patient care areas and are placed in new assignments each semester. Job shadowing activities consist of two levels of training: Level I is the entry level for all students, while Level II includes enhanced patient interaction and hands-on experience, commensurate with students' skill levels. Meanwhile, students complete health-related coursework at a community college, such as Introduction to Health Professions, Introduction to Nutrition, Health and Social Justice, Introduction to Public Health, Health and Lifestyles, and Psychology, among other courses.

In FY 2023, 170 HSHMC students — including 40 Level I students and 130 Level II students — were supervised for approximately 2,770 hours on Sharp campuses. Students rotated through instructional pods in specialty areas, including but not limited to nursing; emergency services; maternal infant services; neonatal intensive care unit (NICU); occupational therapy; physical therapy; medical/surgical; rehabilitation; laboratory services; pharmacy; cardiac care; radiology; engineering; nutrition; pulmonary services; administration; Arts for Healing; sterile processing; and general operations. Students not only had the opportunity to observe patient care, but also received guidance from Sharp staff on career pathway development as well as job and education requirements.

Each year, Sharp reviews and evaluates its collaboration with HSHMC, including student and graduate outcomes, to promote long-term sustainability. Seventy-one percent of HSHMC students are economically disadvantaged, and the school's free and reduced-price meal eligibility rate is higher than the averages for SDC and California. Despite these challenges, HSHMC maintains a 90% attendance rate and excels in preparing students for high school graduation, college entrance and a future career. In June 2023, 175 students graduated from HSHMC and 90% of the graduating class went on to attend two- or four-year colleges. Further, 68% of students stated they wanted to pursue a career in health care. HSHMC has a 97.8% graduation rate, which is higher than the California state average (87.4%).

HSHMC has received numerous awards for its educational innovation, vision and impact. HSHMC received the Innovation in Education Achieve Award from the Classroom of the Future Foundation in 2019 and 2022 for demonstrating positive student outcomes through its innovative programs. In 2020, HSHMC received the Shirley Hord Teacher Learning Team Award for excellence in professional learning, which included successfully implementing continuous improvement initiatives, resulting in increased effectiveness for teachers. In addition, in 2019, HSHMC earned the distinction of becoming a Visible Learning+™ Certified School from the Visible Learning Partnership, a collaboration between Professor John Hattie of the University of Melbourne, Australia, and Corwin — a SAGE Publishing Company — for its impact on professional development. Visible Learning+™ evidence-based research focuses on best practices in schools to accelerate student learning, including helping educators understand, measure and evaluate the impact they can have on student growth and achievement.

Sharp and HSHMC continue to explore ways to reinvigorate the partnership, sharing the importance and impact of the internship experience through real-world experiences and advancement of the health care profession. Sharp is honored to have partnered with HSHMC for more than a decade and will continue to support student learning for years to come.

## **Lectures and Continuing Education**

Sharp contributes to the academic development of students at colleges and universities throughout San Diego by providing guest lectures and presentations on health care topics. Sharp continued to provide both in-person and virtual options for lectures and presentations throughout FY 2023. Topics included movement disorders; complexities of late-stage spinal tumor treatment; diabetes; careers in dietetics; providing a trauma-informed approach to human trafficking; spirituality, medicine and ethics; suicide assessment and prevention; integrative healing modalities; suturing; importance of clinical documentation; continuing education planning; process and quality improvement; professional and financial awareness; and public health and health careers. Lectures were delivered to students from a variety of graduate and undergraduate programs at USD, SDSU, PLNU and Azusa Pacific University.

For more than a decade, Sharp has collaborated with SDSU to offer its Master of Public Health students a semester-long class titled Hospital and Ambulatory Care Management. Virtual lectures were provided by Sharp executives and leaders on a variety of topics, including an overview of Sharp; strategy and the health care market; market function; human resources (including unions and other workforce issues); health plan design management; Accountable Care Organizations; governance systems; finance; information systems; quality monitoring, measurement and continuous improvement; hospital planning and construction; contract management; philanthropy; behavioral health; and nursing and physician organization and management. Typically, the class includes a tour of a hospital and a Sharp System Office, but these tours remained canceled in FY 2023 due to COVID-19-related restrictions.

Sharp's Continuing Medical Education (CME) department manages three accreditation programs. Sharp is accredited by the Accreditation Council for Continuing Medical Education, including Accreditation with Commendation; the Accreditation Council for Pharmacy Education; and by the American Board of Medical Specialties Portfolio Program. CME provides needs-based, clinically relevant educational activities and professional development opportunities to physicians and other health professionals to improve patient safety and clinical outcomes. In FY 2023, CME invested more than 1,250 hours in live and online CME activities for San Diego health care providers. This included one- and two-day, in-person conferences on patient safety, pulmonary and neurally adjusted ventilatory assist (NAVA); a national conference for primary care physicians; and specialty conferences for Sharp medical group clinicians. New educational series were developed related to DEIB, nutrition, Epic, kidney-pancreas transplant and neurosciences. Additional presentation topics included primary care strategies to prevent readmissions; neonatology; heart disease; cardiology; advance care planning (ACP); diabetes; bloodless surgery; physician leadership; wellness;

physician mentoring; artificial intelligence; fatty liver; autism; pneumonia; high reliability organization; spinal tumor treatment; movement disorders; obesity; and more.

CME also develops and implements online learning modules and performance improvement projects to enhance clinical practices and optimize patient care. In FY 2023, this included a series on Lifestyle Medicine, Trauma-Informed Care, Geropalliative Care and Food Insecurity. Other module topics included simulation instruction, early management of sepsis, in-patient stroke and improving clinical cancer care. Additionally, CME initiated three performance improvement projects focused on decreasing length of stay, improving patient-hospital communication and ACP.

Each year, CME identifies and addresses a public health priority in compliance with its Accreditation with Commendation. For the past several years, CME has collaborated with Sharp Community Benefit and used findings from Sharp's triennial Community Health Needs Assessments (CHNA) to inform the selection of these public health priorities. In FY 2023, CME continued its collaboration with Sharp Community Benefit to continue addressing food insecurity through a CME-accredited online education series available to community physicians and providers throughout San Diego. CME also focused on revamping a six-part online learning series on Be Well Lifestyle Medicine in FY 2023. Topics included culinary medicine; introduction to lifestyle medicine; motivational strategies; wellness strategies; lifestyle medicine tools; and lifestyle implementation strategies. Overall, approximately 450 physicians participated in the Be Well Lifestyle Medicine series.

### *Evidence-Based Practice Institute*

Recognizing the important role that nurses play in transforming the lives of patients and their families, the Terrence and Barbara Caster Institute for Nursing Excellence was created to provide nurses with resources and opportunities for enhanced collaboration, best-practice sharing and lifelong learning. The Terrence and Barbara Caster Institute for Nursing Excellence's Center for Community Engagement fosters partnerships and regional health improvement through various efforts, including academic service partnerships, community consortia, innovative clinical placements and student experiences, professional symposiums, school of nursing advisory boards, and equity, diversity and inclusion. Housed within the Center for Community Engagement, the Evidence-Based Practice Institute (EBPI) is offered by the San Diego Consortium for Excellence in Nursing and Allied Health, which was established in 2006 to promote the use of evidence-based practices in the health care community. The EBPI offers professional development opportunities that prepare teams of staff fellows and mentors to change and improve clinical practice and patient care through identifying a problem, developing a solution and incorporating this new knowledge into practice. The consortium is a partnership between Sharp, Rady Children's Hospital, UC San Diego Health, U.S. Department of Veterans Affairs (VA) San Diego Healthcare System, Kaiser Permanente, Scripps Health, PLNU, SDSU, Azusa Pacific University and USD. In 2020, the consortium formed a nonprofit corporation with formal board member roles,

including team members from Sharp who serve as chairperson, president and chief information officer.

In addition to board leadership, Sharp provides instructors and mentors to support the EBPI's mission. EBPI fellows and mentors partner with one another through a variety of learning strategies. Mentors facilitate and support fellows as they navigate the health care system and implement the processes of evidence-based practice change. Mentors also assist fellows in working collaboratively with key project stakeholders. Historically, the EBPI has included six in-person, full-day classes featuring group activities, self-directed learning programs outside of the classroom and formal mentorship throughout the program. Since 2021, the program has used an interactive, virtual platform to organize education structured around the 8A's Evidence-Based Practice Model. Created by experts in evidence-based practice from Sharp and UC San Diego Health, the model guides the translation of evidence into practice and results in enhanced decision-making and better outcomes. The model includes the following steps: The Catalyst, Assessing, Asking, Acquiring, Appraising, Applying, Analyzing, and Advancing and Adopting.

The EBPI program culminated with a virtual conference and graduation ceremony in November 2023, during which fellows and mentors shared their project results. Thirty-three project teams, composed of mentors and fellows, graduated from the program. Projects addressed issues in clinical practice and patient care, including delirium prevention in the intensive care setting; post operative pain management in the post anesthesia care unit; trauma-informed assessment of patients experiencing traumatic birth; identifying and assessing pressure injuries in people with dark skin tones; and prevention of hospital-acquired pressure injuries.

## **Research**

Sharp is dedicated to expanding scientific knowledge to support the broader health and research communities. The Sharp Center for Research (SCFR) promotes high-quality research initiatives that help advance patient care and outcomes throughout the world. The SCFR includes the Human Research Protection Program (HRPP), the Institutional Review Board (IRB) and the Outcomes Research Institute (ORI).

### *Human Research Protection Program*

The SCFR's HRPP is responsible for the ethical and regulatory compliant oversight of research conducted at Sharp. Sharp is accredited by the Association for the Accreditation of Human Research Protection Programs, which acts as a public affirmation of the HRPP's commitment to following rigorous standards for ethics, quality and protection for human research. To date, Sharp is the only health system in SDC to receive accreditation from the Association for the Accreditation of Human Research Protection Programs.

### *Institutional Review Board*

As one of the key components of the HRPP, the IRB seeks to promote a culture of safety and respect for those participating in research for the greater good of the community. All proposed research studies with human participants must be reviewed by the IRB to protect participant safety and maintain responsible research conduct.

In FY 2023, a dedicated 16-person IRB committee — including physicians, nurses, pharmacists, individuals with expertise and training in non-scientific areas of research and members of the community — devoted hundreds of hours to the review and analysis of both new and ongoing research studies. Research at Sharp is conducted on all clinical phases of drug and device development, and the populations studied span the life cycle — from newborns to older adults. These clinical trials increase scientific knowledge and enable health care providers to assess the safety and effectiveness of new treatments. At any given time, Sharp participates in approximately 160 clinical trials encompassing many therapeutic areas, including behavioral health, emergency care, gastroenterology, heart and vascular, infectious disease, kidney, liver, neurology, newborn care, oncology (comprising the largest share of Sharp’s clinical trials) and orthopedics. In FY 2023, this included 33 active oncology clinical trials.

The HRPP educates and supports Sharp researchers as well as the broader San Diego health and research communities regarding the protection of human research participants. As part of its mission, the SCFR hosts quarterly meetings on relevant educational topics for community physicians, psychologists, research nurses, study coordinators and students throughout SDC.

### *Outcomes Research Institute*

Sharp’s ORI measures long-term results of care, as well as develops and disseminates best practices for health care delivery. The ORI collaborates with Sharp team members to aid in the design of patient-centered outcomes research projects; assist with study protocol development, data collection and analysis; explore funding mechanisms for research projects; and facilitate IRB application submissions.

The ORI seeks guidance and expertise from the local and national academic communities on how to effectively conduct outcomes research to improve patient and community health. This networking has resulted in collaborative research partnerships with investigators at SDSU and the University of Arizona.

During FY 2023, the ORI engaged in several continuing research projects. This includes collaboration with Sharp ophthalmology researchers to evaluate a Sharp-developed smartphone app (application) that is designed to improve cataract patient compliance with pre- and post-surgery care instructions. In addition, in preparation for a future research study, the ORI is consulting with oncology staff who have developed a new clinical program for patients experiencing cancer-related cognitive impairment. The Sharp ORI continued to participate in the University of Arizona’s five-year National

Institutes of Health-awarded grant study titled “Ethnicity and Lung Cancer Survival: A Test of the Hispanic Sociocultural Hypothesis.” Further, results from a study conducted in collaboration with SDSU, titled “Intervention Recommendations to Improve Uptake of Breast, Cervical, and Colorectal Screening Among Individuals Living with Serious Mental Illness,” are expected to be published in the journal *Cancer Causes & Control*.

## Volunteer Service



### Sharp Lends a Hand

In FY 2023, Sharp continued its systemwide community service program, Sharp Lends a Hand (SLAH). SLAH uses the findings of Sharp’s triennial CHNAs to identify health priorities in SDC that could be addressed through volunteer support. In FY 2023, SLAH identified improving cardiovascular health in SDC’s underserved communities as its area of focus, with a goal of providing 7,000 volunteer hours or food units<sup>7</sup> throughout the year.

SLAH selected several activities during the year to address cardiovascular health in SDC with an emphasis on nutrition insecurity, including food drives in support of the Jacobs & Cushman San Diego Food Bank (Food Bank) as well as volunteer events in partnership with Feeding San Diego (FSD), Mama’s Kitchen and Serving Seniors. Through the support of Sharp employees, family and friends,<sup>8</sup> SLAH contributed more than 17,700 units throughout the year (nearly 16,000 pounds [lbs] of food and 1,700 volunteer hours), surpassing its goal by over 10,000 units.

Each month, the Food Bank collaborates with hundreds of nonprofit community partners to provide meals to 600,000 San Diegans. For more than a decade, Sharp has hosted holiday SuperFood Drives to support the Food Bank’s efforts to provide nutritious food for people in need. During the 2022 holiday season, Sharp team members were encouraged to donate nutritious foods to improve access to healthy meals for San Diegans in need. Through the holiday SuperFood Drive, 10 locations throughout the Sharp system collected nearly 2,400 lbs of nutritious food and over \$1,200 for the Food Bank — a total of 2070 meals. SLAH also collected nearly 4,700 food units during the Grossmont Spring Drive and collaborated with Sharp Best Health (SBH) on two Move for Good food drive events in January and August, which collected nearly 10,500 lbs of food.

As a member of the Feeding America network, FSD partners with hundreds of local food donors throughout SDC to distribute millions of meals to local children, families,

<sup>7</sup> A "food unit" is defined as one pound of food, one volunteer hour to an organization that provides food assistance or one dollar to a Sharp sponsored virtual food drive.

<sup>8</sup> The time associated with Sharp employees, who were compensated during their Sharp Lends a Hand volunteer service, is financially valued in this report, but the time of other Sharp volunteers, family members and friends is not financially valued in this report.

seniors and service members each year. SLAH partnered with FSD to host a pilot Summer Meal Site at Sharp's Spectrum campus to provide children age 18 and under with shelf-stable meals while school was out. More than a dozen volunteers set up and provided meal service and site monitoring at pilot sessions in early summer 2023.

Mama's Kitchen is a community-driven organization that enlists volunteers to help prepare and deliver nutritious meals to community members affected by AIDS or cancer who are unable to shop or cook for themselves. Throughout the year, 44 SLAH volunteers helped Mama's Kitchen serve meals by preparing and packaging snack and vegetable items for delivery.

Serving Seniors is a local nonprofit that provides a broad array of health-promoting services to help seniors in poverty thrive despite their low incomes. In 2023, 11 SLAH volunteers helped serve breakfast and lunch to seniors during shifts at one of their congregate meal sites.

SLAH selected several additional volunteer projects for FY 2023, including partnerships with the following organizations to provide support for community events and clean-ups, and special populations such as veterans, community members who are unhoused and individuals with disabilities:

- American Heart Association – Go Red for Women
- American Lung Association in California - Lung Force Walk
- County of San Diego HHSA (Live Well San Diego) - Love Your Heart
- Father Joe's Villages
- I Love A Clean San Diego
- Life Rolls On Foundation
- Olivewood Gardens and Learning Center
- SD Women's Week Leadership Conference
- Surfrider Foundation San Diego County
- The San Diego River Park Foundation
- Wreaths Across America

Hundreds of SLAH volunteers participated in these projects throughout the year, donating thousands of hours of their personal time.

### **Sharp Humanitarian Service Program**

The Sharp Humanitarian Service Program provides paid leave for Sharp employees to volunteer for programs that provide health care or other supportive services to underserved or adversely affected populations throughout the world. In FY 2023, the program funded more than 20 employees on trips for various humanitarian efforts to Ethiopia, Guatemala, India, South Sudan, Turkey and other locations across the globe. Five of these opportunities are shared below.

International Medical Relief is a nonprofit organization that provides health care services to underserved and vulnerable populations worldwide. Through the International Medical Relief program in February, a Sharp registered nurse (RN) participated in a week-long disaster relief effort in Turkey to provide critical aid following the 7.8 magnitude earthquake, which resulted in over 50,000 casualties. The Sharp RN assisted with triaging patients, as well as providing wound care, medication administration and respiratory treatments. With the help of Turkish translators, the medical team, including physicians, nurse practitioners and non-medical volunteers, provided care to approximately 300 patients per day.

International Medical Relief states that poor sanitation, overcrowding and poverty contribute to illness. Through the International Medical Relief program, in March, another Sharp RN participated in a one-week medical mission in Mumbai, India, to provide medical attention to communities affected by these environmental conditions. The medical mission consisted of daily walk-in clinics at various locations, where the team provided medical attention to those in need. Through the effort, the Sharp RN provided medical care and health education in the communities surrounding Mumbai. Alongside a team of physicians, physician assistants, nurse practitioners, RNs and dentists, the medical mission served approximately 400 patients.

Pan Union is a local nonprofit that partners with various organizations to reach underserved African refugee and immigrant communities in different disciplines, including education, technology and health care. In April and May, a Sharp staff member participated in a Pan African Family Union trip to Ethiopia and South Sudan, alongside Water4Life Ministries, various rotary clubs and a group of students, teachers and volunteers. Women and children in refugee camps often collect water from hand-dug wells, which can be a source of waterborne diseases. The group helped distribute 80 water filter units to provide access to clean, potable water. Given that each filter has the capacity to provide clean water for up to 20 people, this effort provided clean water to nearly 1,600 refugees.

Friends With Purpose is a nonprofit organization dedicated to providing medical care and community development in underserved international communities. In April and May, two Sharp nurses traveled to Guatemala alongside a team of health professionals where they performed more than 50 surgeries on villagers from Patzun. The volunteer team, which included doctors, nurses, surgical technicians, translators and ancillary workers, provided surgical procedures to patients from indigenous communities, who experience poverty, malnutrition and barriers that limit access to health care. The volunteers performed basic general surgeries, such as laparoscopic cholecystectomies (gallbladder removal), hernia repairs, obstetrics/gynecology procedures, cyst removals and other minor surgeries.

Experience Camps is a free, week-long grief camp for children who have experienced the death of a parent, sibling or primary caregiver. Children are provided with a space to learn coping strategies while experiencing the joy of play, compassion and connection with other children who are also experiencing grief. Experience Camps has six locations

throughout the U.S. and serve children in fourth through 12th grade while also welcoming children from all over the world. In August, approximately 175 children participated in the California camp sites. Three Sharp nurses volunteered at Experience Camps for a second year, where they conducted health checks, administered medication, cared for ill or injured campers and collaborated with other providers on the medical team.

## Community Walks

Heart disease is the leading cause of death in the U.S. and the second leading cause of death in SDC.<sup>9</sup> Sharp proudly supports the AHA's annual San Diego Heart & Stroke Walk, which promotes physical activity to build healthier lives, free of CVD and stroke. In FY 2023, more than 100 teams across the Sharp system helped raise more than \$210,000 for the walk, through activities such as auctions, prize drawings, a chili cook-off and plant and garage sales. The walk was held in September at Balboa Park and included both one- and four-mile path options. More than 900 employees, family members and friends represented Sharp during the walk, where they enjoyed a fun, heart-healthy experience together. For the past 27 years, Sharp has maintained its position as the first-place fundraising team in San Diego. In 2023, Sharp was the first-place team in the AHA Western States Affiliate and was also ranked the No. 2 hospital and No. 8 company in the nation for its fundraising efforts. Sharp has raised approximately \$4 million since its support of the AHA Heart & Stroke walk began.

## Sharp Volunteers<sup>10</sup>

Volunteers are a critical component of Sharp's dedication to the San Diego community and help make a difference in the lives of others. Sharp provides many volunteer opportunities for individuals of all ages and skill levels to assist with a wide variety of programs, events and initiatives. This includes devoting time and compassion to patients within Sharp's hospitals; assisting with community events for the public; and supporting annual golf tournaments, galas and other activities to benefit Sharp's foundations, including the Sharp HealthCare Foundation, Grossmont Hospital Foundation and Coronado Hospital Foundation.

On average, more than 900 individuals actively volunteered at Sharp each month between October 2022 and September 2023.<sup>11</sup> This included more than 940 auxiliary members, individual volunteers from the San Diego community and volunteers for Sharp's foundations. During this time, volunteers contributed nearly 127,000 hours of service to Sharp and its initiatives.<sup>12</sup> Approximately 10,900 of these hours were dedicated to activities in the community, such as delivering meals to homebound

<sup>9</sup> County of San Diego, Health and Human Services Agency (HHSA), Public Health Services (PHS), Community Health Statistics Unit (CHSU). (2023). [Leading Causes of Death Among San Diego County Residents Dashboard | Tableau Public](#). Retrieved 11/28/23 from [www.SDHealthStatistics.com](http://www.SDHealthStatistics.com)

<sup>10</sup> Sharp volunteer programs are not financially valued in this community benefit report.

<sup>11</sup> The total represents the average number of active volunteers at Sharp per month, including volunteers from Sharp Rees-Stealy Medical Group (SRSMG), in FY 2023.

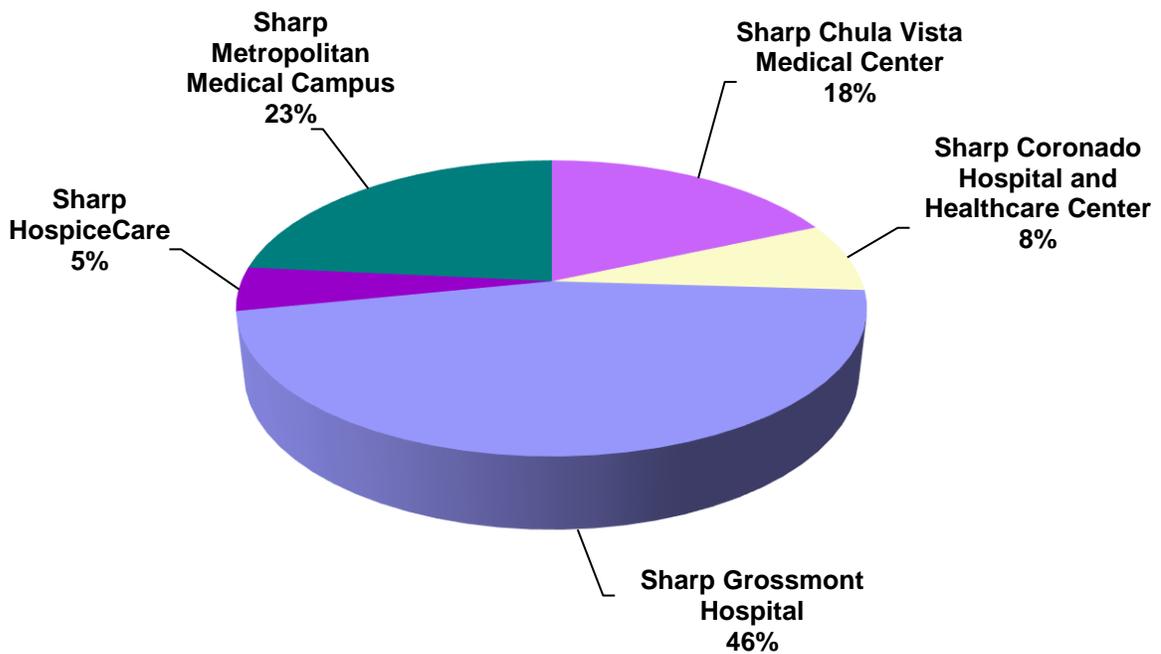
<sup>12</sup> The total represents the number of volunteer hours at Sharp in FY 2023, including hours from SRSMG.

seniors and assisting with events. See **Table 2** and **Figure 2** for volunteer participation at Sharp in FY 2023.

**Table 2: Sharp HealthCare Volunteers and Volunteer Hours — FY 2023**

Sharp HealthCare Entity	Average Active Volunteers Per Month	Total Volunteer Hours
Sharp Chula Vista Medical Center	195	23,216
Sharp Coronado Hospital and Healthcare Center	56	9,589
Sharp Grossmont Hospital	331	57,887
Sharp HospiceCare	60	6,045
Sharp Metropolitan Medical Campus	256	29,611
<b>TOTAL</b>	<b>898</b>	<b>126,348</b>

**Figure 2: Sharp HealthCare Volunteer Hours by Entity — FY 2023**



Sharp employees also donated time as volunteers for the Sharp organization, including service on the Board of Directors of Coast Center for Orthopedic and Arthroscopic Surgery, Grossmont Imaging, Grossmont Surgery Center LP, San Diego Imaging – Chula Vista, San Diego Imaging – Kearny Mesa, and Sharp and UC San Diego Health’s Joint Venture, which oversees the operations of their joint Liver Transplantation and

Bone Marrow Transplant programs. In addition, Sharp's various entity boards include volunteers who provide program oversight, administration and decision-making regarding the organization's finances. In FY 2023, nearly 150 volunteers contributed time to Sharp's boards.

Sharp also offers a Junior Volunteer program for high school students to give back to their communities and explore future health care careers. Participation in the program requires a minimum grade point average and a long-term commitment of at least 100 hours. The Junior Volunteer program supports workforce development by introducing students to careers in health care, including clinical and ancillary support services. Junior volunteers enhance patient-centered care through hospitality, such as greeting and escorting patients and families, answering questions, and creating a welcoming and relaxing environment for guests. By volunteering in the gift shops and thrift store, students learn about merchandising, fundraising and retail sales. On the inpatient units, they assist as appropriate with clinical and non-clinical tasks. Junior volunteers may also help raise funds for hospital programs and provide clerical support to hospital departments.

In FY 2023, more than 420 high school students contributed over 34,400 hours to the Junior Volunteer program. This included more than 160 junior volunteers who dedicated over 7,500 hours of service at SCVMC, nearly 220 junior volunteers who contributed nearly 24,600 hours of service at SGH and 45 junior volunteers who provided approximately 2,300 hours of service at SMH and SMBHWN.

New in FY 2023, SMBHWN and SMH collaborated with two high schools that offer health care programs for students interested in health care careers. As part of their volunteer on-boarding, students were required to attend a conflict resolution forum to assist them with challenging conversations in the field. These volunteers were also invited to attend educational forums on the following topics: nursing and medical careers, positive mental health practices for medical professionals and coping with stress in high-stress environments. Many of these junior volunteers surpassed 75 service hours, allowing them to transfer into nursing units to increase their experience and continue career exploration.

In addition to traditional junior volunteer roles in FY 2023, junior volunteers served as Pet Therapy Escorts and Patient Relations Ambassadors at SMH and SMBHWN. Patient Relations Ambassadors welcome, assist and escort surgery patients and their support person.

SGH junior volunteers assisted with games, giveaways and wayfinding at several of SGH's Family Nights — free social events for SGH staff and their families — including a drive-in movie featuring *Encanto*. In honor of Veteran's Day in November, five SGH junior volunteers helped decorate the hospital's Brier Patch Campus with signs and flags and painted red, white and blue stars on the lawn to show appreciation and gratitude.

Additional volunteer programs provided by Sharp hospitals in FY 2023 are described below.

### *SCHHC*

For more than 30 years, SCHHC has helped deliver meals to the homes of vulnerable community seniors, including those who are homebound or living alone, and community members with disabilities. Beginning in 2016, SCHHC partnered with Meals on Wheels San Diego County to create the new Sharp Coronado Hospital Auxiliary Meals on Wheels Adopt-a-Route. This program provides more extensive services, including meals with enhanced nutritional quality, free pet food, in-home safety assessments and sliding-scale payment options for those in need. Meals on Wheels San Diego County volunteers observe the client's environment for potential health and safety issues and use a secure mobile delivery app to communicate this information for follow up. They are also trained to obtain emergency response if needed. This partnership helps promote independence, reduce social isolation and improve the quality of life and health of participants. In FY 2023, SCHHC auxiliary members and volunteers provided more than 7,000 meals to approximately 40 community members.

### *SCVMC*

SCVMC volunteers support patients through the Community Closet, which provides patients who may be experiencing homelessness with climate-appropriate clothing at discharge. Volunteers maintain the closet by stocking and folding clothing, as well as checking inventory. Nine volunteers contributed approximately 100 hours in FY 2023.

In FY 2023, the Patient Activity Companion program continued at SCVMC, where volunteers provided bedside comfort and support to patients when family members or friends were not available. Patient Activity Companion volunteers offered reading materials, arts and crafts, music, word puzzles and other activities to patients who expressed interest. The program included 18 junior, three college student and two senior volunteers who offered more than 1,000 hours of service during the year.

Throughout the year, SCVMC volunteers continued to knit, sew and crochet various items for patients in need at the hospital, including lap robes, prayer and baby blankets, booties, hair bonnets and caps. The volunteers met off campus weekly and worked independently at their homes. Completed items were sent to the hospital, where they were distributed to patients by social workers and chaplains. Three volunteers provided more than 660 hours of service in FY 2023.

### *SGH*

SGH volunteers continued to assist with the hospital's Discharge with Dignity program. Designed for patients who may be experiencing homelessness, transferring to SNFs, or lacking friends or family to help, Discharge with Dignity provides clothing, shoes and other necessary personal items upon discharge from the hospital. In partnership with the Grossmont Healthcare District, SGH hosted a community drive-thru clothing drive in

October, which collected more than 3,400 articles of clothing and shoes for the hospital's patients in need. During the event, 10 SGH junior, college and adult volunteers helped unload and sort items donated by community members.

### *Sharp HospiceCare*

Sharp HospiceCare provides a variety of training opportunities that offer valuable knowledge and experience to volunteers who are often working toward a career in the medical field. Volunteers are essential to the hospice team — they provide important relief to those near the end of life and their families and caregivers, as well as vital clerical and community support activities for the hospice organization.

In FY 2023, Sharp HospiceCare trained more than 40 volunteers through a combination of online and in-person learning to affirm their understanding of and commitment to hospice care prior to beginning their duties. Volunteers provided a variety of nonmedical services at SNFs, hospitals, patient homes and Sharp HospiceCare's LakeView, ParkView and BonitaView hospice homes. This included patient companionship, caregiver relief, light housekeeping, errands, administrative support, event planning and community outreach. In addition, a volunteer hairdresser traveled approximately 4,000 miles throughout SDC to provide nearly 200 haircuts to Sharp HospiceCare patients. During the year, volunteers contributed more than 6,000 hours to patient care and support, including both in-person activities as well as telephone assistance depending on patient preference. In FY 2023, Sharp HospiceCare provided 10 virtual continuing education and support meetings to enhance volunteers' knowledge and skills.

Thirteen teenagers participated in Sharp HospiceCare's Teen Volunteer program in FY 2023. The teenagers performed activities at Sharp HospiceCare's hospice homes, including patient grooming, sitting with patients, listening to their stories and holding their hand. They also completed special projects for Sharp HospiceCare administration.

Additionally, three nursing and four premedical students from SDSU and UC San Diego volunteered their time by supporting family caregivers in private homes during the year. Ten former Sharp HospiceCare student volunteers are currently in medical school, which demonstrates the value of the hospice volunteer experience — including the enhanced understanding of death and dying — in the pursuit of a medical career.

Sharp HospiceCare's 11th Hour program ensures that no patient dies alone. Through the program, volunteers accompany patients who are in their final moments of life and do not have a family member present. This includes holding the patient's hand, reading softly to them and remaining by their side. Volunteers may also provide emotional support to family members who are present. In FY 2023, 11th Hour program volunteers served over 45 patients.

Since 2018, Sharp HospiceCare volunteers have helped patients enjoy one last visit to a location of their choice through the Sentimental Journey program, sponsored by American Medical Response. Through the program, an American Medical Response ambulance crew picks up hospice patients from their residence and transports them to a

special place they can no longer access on their own. In FY 2023, Sharp HospiceCare volunteers accompanied five patients and their family members on their sentimental journeys, which included a trip to the San Diego Animal Sanctuary & Farm in Alpine, two weddings, a beach sunset, and a meal with one's wife at home.

Eight volunteers supported Sharp HospiceCare's partnership with We Honor Veterans (WHV) in FY 2023. WHV is a national program developed by the National Hospice and Palliative Care Organization in collaboration with the VA to empower hospice professionals to meet the unique end-of-life needs of veterans and their families. As a WHV partner, Sharp HospiceCare is equipped to provide education and training that qualifies its volunteers to identify and support veteran patients and their caregivers. This includes the Vet-to-Vet Volunteer program, which pairs volunteers who have military experience with veteran patients receiving hospice or home-based palliative care. The program also honors veteran patients through special pinning ceremonies, during which volunteers present veterans with a WHV pin and a certificate of appreciation for their service. In celebration of Veterans Day in November, volunteers recognized more than 70 Sharp HospiceCare veteran patients through these pinning ceremonies.

Sharp HospiceCare continued to offer the Memory Bear program to support community members who have lost a loved one. Through the program, volunteers create teddy bears out of the garments of those who have passed on, which serve as special keepsakes for family members. In FY 2023, volunteers dedicated more than 2,000 hours to sewing over 500 bears for 250 families.

Sharp HospiceCare recognizes volunteers' valuable impact on patients and their families and caregivers. During National Hospice and Palliative Care Month in November, Sharp HospiceCare recognized its volunteers with a special celebration at the La Mesa Community Center, and during National Volunteer Week in April, volunteers and their families celebrated with a barbeque.

### *SMMC*

Sharp recognizes that providing great care goes beyond traditional medical treatments. Since 2007, the Arts for Healing program at SMMC has promoted comfort and wellness through a variety of arts-based experiences, ranging from painting, card making and creative writing, to sound healing, storytelling and live music. Funded solely by philanthropy, the program is led by Sharp's Spiritual Care and Education Department and facilitated by board-certified art and music therapists along with a team of trained volunteers. Team members strive to provide holistic comfort and an aesthetically enhanced hospital experience to help improve patients' emotional and spiritual well-being while reducing fear, stress, pain and feelings of isolation. Arts for Healing not only serves patients facing significant health challenges, but also their loved ones as well as visitors and staff across the SMMC, including at SMH, SMBHWN, SMV, SMC and Sharp Rehabilitation Services.

At SMH, Arts for Healing primarily serves patients who are receiving cancer treatment, recovering from surgery, awaiting organ transplantation, receiving palliative care, or adjusting to life with newly acquired disabilities following a catastrophic event. The program also provides regular art-making and music engagement groups to adults recovering from strokes, brain injuries and spinal cord injuries at the Sharp Allison deRose Rehabilitation Center. At SMBHWN, the program serves mothers with high-risk pregnancies who are susceptible to stress and loneliness during extended hospital stays. These patients receive regular art-at-the bedside, knitting instruction and the opportunity to participate in a weekly art group. Up until June, Arts for Healing offered music therapy groups for adults receiving treatment for substance use and mood or anxiety disorders at SMV and SMC. In FY 2023, Arts for Healing facilitated the donation of 135 blankets and shawls hand-knitted or crocheted by generous local community members to patients receiving palliative care, end-of-life care or infusion therapy services at SMH, as well as to families at SMBHWN.

Since 2020, Arts for Healing has partnered with Project Music Heals Us — a New York-based nonprofit that provides inspiration, education and healing through live performances and interactive programming for marginalized communities nationwide, including a focus on serving hospitalized adults experiencing isolation. At SMH, this includes weekly, individualized concerts performed virtually for patients by a professional harpist. In addition, since 2021, virtual Project Music Heals Us concerts have included two group concerts per month for inpatients of the Sharp Allison deRose Rehabilitation Center. Group concerts are performed by professional musicians from around the world and are facilitated by recreation therapy staff.

Throughout the year, Arts for Healing continued to provide a variety of inspirational and reflective arts experiences to support well-being and reduce stress among SMMC staff. In December, 1,300 Free Play with Paint kits were distributed to staff to encourage self-expression and play. In February, Arts for Healing facilitated an annual Valentine's Day card-making experience, distributing over 1,000 card-making supplies to staff. In April, Arts for Healing curated an art show at SMH with artwork submitted by staff to build community and celebrate staff creativity, and in May, approximately 1,000 staff participated in decorating their badges using resin. Arts for Healing also provided sound healing and music therapy interventions at nursing stations and during staff huddles upon request. Further, in FY 2023 an Arts for Healing volunteer artist sculpted and painted in the main lobby of SMH to inspire both employees and guests. The artist transformed more than 700 wishes and prayers made by staff on colorful paper into an inspirational work of art, which was recognized in an uplifting news segment on CBS News 8 – San Diego.

Additionally, through a grant awarded by the Wawanesa Insurance company in 2022, Arts for Healing purchased 13 steel tongue drums for staff use in nursing units. In addition, throughout the year, local elementary and high schools donated art gifts to support the Arts for Healing program in uplifting staff and patients.

Overall, in FY 2023, two employees and nearly 40 volunteers facilitated art and music experiences for approximately 9,000 patients, visitors and staff through the Arts for Healing program. Since its inception, the program's dedicated, talented volunteers; board-certified art and music therapists; and staff have reached more than 238,000 individuals.

### **Other Sharp Community Efforts<sup>13</sup>**

In FY 2023, employees across the Sharp system engaged in a variety of community service projects to improve the well-being of community members throughout San Diego. The following are just a few examples of these efforts.

According to the 2023 Point-in-Time count conducted by the San Diego Regional Task Force on Homelessness, there are at least 10,200 individuals experiencing homelessness in SDC, nearly half of whom are unsheltered.<sup>14</sup> Led by staff at SMV, Helping Hands is a community outreach committee dedicated to participating in a variety of community efforts throughout SDC. During FY 2023, Helping Hands members assisted hundreds of unhoused community members by providing haircuts as well as preparing and distributing food through Father Joe's Villages and the San Diego Rescue Mission. Additionally, in September, Helping Hands participated in a gift card fundraiser for the Urban Street Angels' home for unhoused youth. Also in FY 2023, a group of SMV staff members organized monthly sock drives that provided more than 1,000 pairs of clean socks to unhoused community members in downtown San Diego. For five days in November, six nurses from Helping Hands traveled to Uganda to provide clinical services to impoverished communities. The nurses also educated 100 nurses and students at a Ugandan psychiatric hospital on how to facilitate gratitude groups with their patients.

Bomberos de San Diego is a nonprofit organization composed of San Diego firefighters, emergency medical technicians and paramedics dedicated to helping meet the needs of financially underprivileged communities in SDC. In December, a SCVMC staff member partnered with San Diego Fire Department Station 17 and Bomberos de San Diego to distribute holiday meal kits for 80 low-income families during the Bomberos de San Diego Food Distribution event.

For more than 16 years, Sharp has participated in the U.S. Marine Corps Toys for Tots Program. During the 2022 holiday season, Sharp collected new, unwrapped toys for the program to distribute as holiday gifts to local children in need. Further, Sharp continued to host a Holiday Food Drive for Pets, at which bagged or canned food was collected and donated to the Food Bank.

For more than 30 years, SGH has held its annual Santa's Korner giving event to provide for those in need during the holidays. Through this effort, various hospital departments adopt a family that has been vetted and referred by local service agencies, including

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<sup>13</sup> Other Sharp community efforts are not financially valued in this community benefit report.

<sup>14</sup> San Diego Regional Taskforce on Homelessness. (2023). [Homelessness Crisis Response System 2022 Data and Performance Report](#).

Crisis House and All Kids Academy Head Start, Inc. Using personal resources supplemented by occasional fundraisers, hospital staff purchase holiday gifts for the families, including grocery gift cards, clothing, toiletries, household items, children's toys, a holiday meal and other items requested by the families. During the 2022 holiday season, Santa's Korner served over 150 individuals from approximately 40 families.

In April, SGH's Obstetrics and Gynecology Unit Practice Council and Volunteer Services, along with other staff, collaborated to help underserved families with newborns through the annual Sweet Start Family donation program. Now in its fifth year, the program brings hospital units together to collect diaper bags and other baby supplies, including hand-made and knitted clothing and items. This year's effort yielded nearly 50 diaper bags filled with supplies, in addition to enough supplies to fill at least another 20 bags.

Since 2014, SGH nurses have collaborated with Christie's Place — a nonprofit organization that supports women, children and families affected by HIV or AIDS — for an annual backpack drive to prepare children and teens for academic success. Team members from various departments help assemble backpacks with school supplies and personal notes wishing students well during the coming school year. In August, the team gathered approximately 70 backpacks at SGH and delivered them directly to Christie's Place. Additionally, in July, SCHHC's ED Unit Practice Council also participated in Christie's Place's backpack drive, providing backpacks and school supplies for approximately 20 students.

According to the American Kennel Club<sup>15</sup>, therapy dogs are dogs who go with their owners to settings such as schools, hospitals and nursing homes. Research shows that human-dog interactions lower the stress hormone cortisol and the social interaction between people and their dogs increases both heart rate variability as well as levels of the feel-good hormone oxytocin (the same hormone that bonds mothers to babies<sup>16</sup>). At SCHHC, pet therapy is offered to staff, patients and visitors in acute and long-term care. This includes a hospital team member's therapy dog, who brings warmth and comfort and helps reduce anxiety among patients, staff and visitors across the hospital campus.

The SGH Engineering Department led a variety of volunteer initiatives in FY 2023. For the past 12 years, team members have provided This Bud's for You, a special program that delivers hand-picked flowers from the hospital campus' abundant gardens to visitors, patients and staff. Through the program, the landscaping team grows, cuts, bundles and delivers colorful bouquets to patient rooms along with an inspirational quote. Single-stem roses in a small bud vase are also offered to individuals passing by and for the 15th Mother's Day in a row, approximately 30 vases of flowers were delivered to new mothers staying in the hospital. These efforts have become a natural

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<sup>15</sup> American Kennel Club. (n.d.). <https://www.akc.org/>

<sup>16</sup> Teo, J. T., Johnstone, S. J., Römer, S. S., & Thomas, S. J. (2022). Psychophysiological mechanisms underlying the potential health benefits of human-dog interactions: A systematic literature review. *International Journal of Psychophysiology*, 180, 27–48. <https://doi.org/10.1016/j.ijpsycho.2022.07.007>

part of the landscape team's day — acts that are simply part of what they do to enhance the experiences of hospital visitors and community members.

The Sharp Singers is an interdisciplinary group from SCVMC that shares music with Sharp patients, families and staff on special occasions as well as certain holidays, such as Christmas, Valentine's Day, Mother's Day, U.S. Independence Day, Hispanic Heritage Month and more. Through the power of music, the Sharp Singers bring SCVMC patients, families and staff joy and comfort. Created 10 years ago, the group includes approximately 10 members who meet twice a month to practice a wide range of songs in English and Spanish. While most performances have taken place on the SCVMC campus, the Sharp Singers have also performed in the community, including at a local elementary school and a SNF.

### All Ways Green Initiative

The health of the planet is integral to our health and quality of life. Sharp is committed to reducing its carbon emissions by 50% by 2030 and becoming fully carbon neutral by 2040. Through its sustainability initiative called All Ways Green™, Sharp continues to invest in innovative, socially responsible, sustainability projects and transform work practices to reduce its impact on the environment. By reducing greenhouse gas (GHG) emissions — the primary source of global warming — Sharp supports its core mission to improve environmental and population health. Education, outreach and collaboration with San Diego's earth-friendly businesses are essential strategies as Sharp works to identify and implement best practices in sustainability. Sharp's environmental policy guides the identification and implementation of green practices within the health care system, while its All Ways Green initiative fosters a culture of environmental responsibility throughout the organization and the San Diego community.



In FY 2022, Sharp embarked on a comprehensive Environmental Health, Wellness and Sustainability Plan that identifies systemwide improvements to reduce the organization's carbon footprint. Sharp's Environmental Sustainability Plan details nearly 30 building efficiency standards for heating, ventilation and air-conditioning (HVAC), lighting, water and waste systems. These efficiency standards are specific to Sharp's unique portfolio of hospitals, medical office buildings, administrative offices and other buildings. Sharp's All Ways Green Committee spearheads the organization's sustainability plans, which are organized around eight core topics: efficient energy; water conservation; sustainable

food practices; waste minimization; preferable purchasing; commuter solutions; communication and education; and measurement and improvement systems. Special committees are responsible for each of these domains (see **Table 3**), while Green Teams at each Sharp entity are responsible for sustaining existing initiatives and developing new programs to educate and motivate employees on energy conservation.

**Table 3: All Ways Green Committees/Subcommittees and Domains**

Committee/Subcommittee	Domain
All Ways Green Committee	Communication and Education, Measurement and Improvement Systems
Natural Resource Subcommittee	Energy Efficiency, Water Conservation
Waste Minimization Committee	Waste Minimization
Food and Nutrition Best Health Committee	Preferable Purchasing, Sustainable Food Practices
Commuter Solutions Subcommittee	Commuter Solutions

All Ways Green uses online, real-time reports via Smartsheets, providing access to Sharp’s electricity consumption, GHG emissions and tracking of key sustainability projects by entity throughout the system. These Smartsheet dashboards show where Sharp has achieved desired results and helps identify opportunities for improvement to strategically plan initiatives that encourage team members to reduce the organization’s carbon footprint. Key sustainability metrics are updated every month and include current electricity, natural gas and water usage, as well as waste output. Sharp’s accomplishments and goals within each All Ways Green committee/subcommittee and domain are highlighted in the following pages.

### Natural Resource Conservation

According to a recent report from the U.S. House Ways and Means Committee, the U.S. health care system is responsible for nearly 10% of national GHGs.<sup>17</sup> Hospitals are the third most energy-intensive commercial buildings in the country, using more than four times the amount of energy than a typical office building.<sup>18</sup> Given the significant amount of energy and water required to operate today’s hospitals and health facilities, it is important to understand what drives energy consumption and how to cost-effectively implement and optimize energy-efficient solutions. A decrease in energy consumption not only reduces GHGs, but also reduces the cost of providing health care.

Sharp’s Natural Resource Subcommittee had been proactively addressing climate change long before the U.S. Department of Health and Human Services, in partnership with the White House, issued a call to action for health care stakeholders to commit to tackling the climate crisis in 2022.<sup>19</sup> The subcommittee continually invests in numerous

<sup>17</sup> Ways and Means Committee Democrats. (2022). [Health Care and Climate Crisis: Preparing America’s Health Care Infrastructure](#).

<sup>18</sup> Energy Star Portfolio Manager. (2023). [U.S. Energy Use Intensity by Property Type](#) [Table].

<sup>19</sup> U.S. Department of Health & Human Services, Office of the Assistant Secretary for Health. (2022, April 22). [HHS Launches Pledge Initiative to Mobilize Health Care Sector to Reduce Emissions](#).

conservation initiatives, including infrastructure changes and best practices to ensure Sharp's facilities operate at optimal levels, while monitoring and measuring both energy and water consumption. The subcommittee also educates employees about energy-conscious practices in the workplace and at home to promote energy- and water-saving opportunities.

In April 2022, Sharp became the first health care system in San Diego to commit to San Diego Community Power's Power100 program, which provides 100% renewable and carbon-free electricity to eligible Sharp facilities. San Diego Community Power is a nonprofit, locally managed Community Choice Aggregation program with the goal of investing in cleaner sources of electricity, such as wind turbines and solar panels. By committing to the Power100 program, Sharp strives to reduce its carbon dioxide (CO<sub>2</sub>) emissions by more than 6,500 metric tons each year, which is equivalent to the emissions generated by driving a gasoline-powered car over 16 million miles. This investment reflects Sharp's commitment to the environment and aligns with Sharp's goal of being carbon neutral by 2040. From FY 2019 to FY 2023, Sharp has reduced its carbon consumption by more than 19%.

All Sharp hospitals participate in the U.S. Environmental Protection Agency's (EPA) Energy Star (ES) database and monitor their ES scores on a monthly basis, thus following an international standard for energy efficiency created by the EPA. Buildings that are ES-certified must earn a 75 or higher on the EPA's energy performance scale, indicating that the building performs better than at least 75% of similar buildings nationwide without sacrificing comfort or quality. According to the EPA, buildings that qualify for ES certification typically use 35% or less energy than buildings of similar size and function. As a result of Sharp's commitment to superior energy performance and responsible use of natural resources, SCHHC earned ES certification in 2007, 2010 to 2013, and 2017 to 2020. In addition, SCVMC earned ES certification in 2009 to 2011, 2013, 2015 to 2018, 2020 and 2021. Further, the SRSMC office building in Downtown San Diego was one of the first medical office buildings in SDC to meet Leadership in Energy and Environmental Design silver certification standards.

Since 2016, the SGH campus has been operating essentially off the electrical grid due to the Brady Family CoGen, a state-of-the-art Central Energy Plant. The Central Energy Plant includes a 52-ton, 4.4-megawatt combustion turbine generator that produces enough electricity to meet up to 95% of the hospital's needs, while reducing GHGs by up to 90%.

In 2018, Sharp opened the Copley building, which includes administrative space for SRSMG, as well as the highly complex, consolidated Sharp HealthCare Laboratory that services the entire Sharp system. This is the first Sharp building to use a fuel cell<sup>20</sup> designed to serve the base load of the facility to operate optimally 24 hours a day, seven days a week, providing almost 90% of the building's energy needs. The fuel cell

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<sup>20</sup> A fuel cell uses the chemical energy of hydrogen or another fuel to cleanly and efficiently produce electricity. (Office of Energy Efficiency & Renewable Energy).

has reduced the Copley building's CO<sub>2</sub> emissions by more than 90%, while generating more than 3 million kilowatt-hours (kWh) of electricity per year.

In 2019, a temperature set-point guideline (an agreed-upon temperature that a building will maintain) initiative was completed throughout Sharp's facilities to standardize, optimize and enforce temperature and lighting schedules during occupied and unoccupied hours. Research indicates that increasing cooling temperature set-points and decreasing heating temperature set-points by two degrees Fahrenheit reduces energy use by approximately 1% and 5%, respectively. Sharp collaborated with its community energy partners, including San Diego Gas & Electric and consulting firms Ecom-Energy and Altura Associates, to develop these guidelines based on best practices for energy-efficient temperature control in hospitals.

In 2013, Sharp launched its first initiative to replace fluorescent light bulbs and lower-performance LED (light emitting diode) lights with high-performance LED lights and fixtures. Retrofits were completed at all Sharp locations in FY 2021. The new LED lighting is rated to meet and exceed the requirements established by California's Title 24 Building Energy Efficiency Standards and the federal Occupational Safety and Health Administration. Overall, these retrofits are projected to reduce Sharp's energy use by 55%. The lighting projects completed from 2019 to 2021 are expected to save more than 5.6 million kWh in electricity per year — enough to power more than 900 gasoline-powered cars for one year — and reduce annual CO<sub>2</sub> emissions by approximately 1,340 metric tons. Sharp continues to seek innovative solutions to meet the lighting needs of its customers and staff in the most cost-effective, earth-friendly manner. Since 2013, Sharp has reduced its annual energy usage by 10.7 million kWh and 2,150 metric tons of CO<sub>2</sub> through its investment in LED projects.

In January 2020, SCVMC opened its newly constructed Ocean View Tower. This hospital was designed according to Sharp's sustainability standards and includes energy- and water-saving features, such as high-efficiency boilers; more efficient HVAC systems in non-patient care areas; and a cool roof, which saves energy by reflecting more sunlight and absorbing less heat than standard roofs. Since the tower opened in 2020, SCVMC has reduced its overall energy use by 3%.

Sharp's SRSMC Santee facility opened in September 2020 and was designed with energy- and water-saving elements, including drought-tolerant landscaping, 34 electric vehicle chargers (EVC), parking lot solar panels and a battery storage unit, which optimizes energy management by storing energy generated from the solar panels. This new building earned Sharp the 2020 Zero Net Energy award by the San Diego Green Building Council — a group of building industry professionals who work to promote sustainable building and community practices in SDC — as well as Engineering News-Record California's 2021 Sustainability Award of Merit for the Southern California region.

Sharp has invested in solar photovoltaic systems at SGH, SMMC, SRSMC and the Spectrum system office building. These solar systems generate over 2.7 million kWh of

electricity each year — equivalent to the amount of energy needed to power more than 230 homes annually.

In FY 2020, Sharp also launched an analytics-based commissioning effort for six of its most energy-intensive buildings. This effort focused on improving HVAC efficiency by identifying faulty equipment, integrating software that monitors system performance, optimizing heating and cooling operations and increasing equipment lifetime. Across the six sites, the analytics-based commissioning projects will reduce building energy use by nearly 4 million kWh and save over 53,000 therms of natural gas use, saving Sharp more than \$870,000 in operating costs each year. Sharp will continue these efforts at six additional medical office buildings between FY 2024 and FY 2025, which is projected to further reduce annual energy consumption by an average of 23%.

Sharp adopted a systemwide water conservation program, which primarily uses low-flow fixtures, low-flow irrigation systems, drought-tolerant landscape and water reclamation to reduce water usage. To further align with this commitment, Sharp partners with Emerald Textiles for its laundry and linen services. Each year, Emerald Textiles saves an estimated 160 million gallons of water through its water filtration system, more than 466,000 kWh of electricity using energy-efficient lighting and over 200,000 therms of gas by using energy-efficient laundry equipment.

In FY 2023, as part of the Environmental Sustainability Plan, Sharp completed an Operational Surveys program at all sites, which was designed to inventory sustainability measures and practices that are currently used across 89 different buildings. The program assessed lighting, HVAC, water and waste practices at each site and identified opportunities to implement energy conservation measures. These energy conservation measures focus on lighting and HVAC system upgrades, with a potential annual reduction of over 1 million kWh of electricity and over 23,000 therms of natural gas, saving Sharp more than \$425,000 in operating costs each year. Sharp will begin exploring how to implement these measures in FY 2024.

In FY 2022, Sharp was recognized by the San Diego Climate Action Campaign as the 100% Clean Power Champion, which is awarded to businesses, agencies and institutions that have committed to powering their organizations with 100% clean energy. See **Table 4** for a list of Sharp's natural resource conservation efforts.

**Table 4: Natural Resource Projects by Sharp HealthCare Entity**

Natural Resource Initiatives	Entity							
	SCH HC	SCVMC	SGH	System Offices <sup>21</sup>	SHP	SMH/ SMBHWN	SMV/ SMC	SRSMC
Establish Energy and Water Use Baseline	✓	✓	✓	✓	✓	✓	✓	✓
Energy Star Participation	✓	✓	✓	✓	N/A	✓	✓	N/A
Air Handler Projects	✓	✓	✓			✓	✓	✓
Cogeneration Plant			✓					
Drip Irrigation/Landscape Water Reduction Systems	✓	✓	✓	✓	✓	✓	✓	✓
Drought-Tolerant Landscaping	✓	✓	✓	✓	✓	✓	✓	✓
EVC Stations		✓	✓	✓		✓		✓
Electronic/ Low-flow Faucets	✓	✓	✓	✓	✓	✓	✓	✓
Energy-efficient Kitchen/Café Appliances	✓	✓	✓	N/A	N/A	✓	✓	N/A
Energy-efficient Chillers/ Motors	✓	✓	✓	✓		✓		✓
Faucets and Toilet Retrofits	✓	✓	✓	✓	✓	✓	✓	✓
HVAC Projects	✓	✓	✓	✓	✓	✓	✓	✓
Lighting Retrofits to LEDs	✓	✓	✓	✓	✓	✓	✓	✓
Occupancy Sensors	✓	✓	✓	✓	✓	✓	✓	✓
Mist Eliminators	✓	✓	✓	✓	✓	✓	✓	✓
Plumbing Projects to Address Water Leaks	✓	✓	✓	✓	✓	✓	✓	✓
Thermostat Control Software & Temperature	✓	✓	✓	✓	✓	✓	✓	✓

<sup>21</sup> Sharp System Offices is the umbrella name for the locations that house System Services, and includes the Spectrum, Ruffin Road and Sharp Operations Center buildings. These offices provide the centralized integrated system support services to the operating entities within the system.

Natural Resource Initiatives	Entity							
	SCH HC	SCVMC	SGH	System Offices <sup>21</sup>	SHP	SMH/ SMBHWN	SMV/ SMC	SRSMC
Set-Point Projects								
Filtered Water Dispensers to Replace Plastic Water Bottles	✓	✓	✓	✓	✓	✓	✓	✓
Water-efficient Dishwashing Equipment Washing/Chemical Dispensing System	✓	✓	✓			✓		

### Waste Minimization

According to Practice Greenhealth, hospitals produce more than 5 million tons of waste each year and over 29 lbs of waste per staffed bed each day. Sharp is committed to significantly reducing waste at each entity and extending the lifespan of local landfills.

In FY 2023, Sharp’s waste minimization initiatives — including programs focused on recycling, donating, composting, reprocessing and reusing — helped divert more than 2,675 tons of waste (nearly one-third of all waste). See **Table 5** for Sharp’s waste diversion rates in FY 2023.

**Table 5: Sharp HealthCare Waste Diversion — FY 2023**

Entity	Total Waste Per Year (lbs)	Diverted Waste Per Year (lbs)	Percent Diverted
SMMC	6,393,188	1,994,273	31%
SCVMC	3,489,709	814,547	23%
SGH	6,419,688	2,893,118	45%
SCHHC	1,280,320	485,101	38%
SRSMC	995,120	181,460	18%
System Offices <sup>21</sup>	1,041,907	341,567	33%
<b>Total Sharp HealthCare</b>	<b>19,619,931</b>	<b>6,710,065</b>	<b>34%</b>

Sharp’s Waste Minimization Committee provides oversight of systemwide waste minimization initiatives. See **Table 6** for specific waste minimization efforts occurring

across the organization. In addition, Sharp achieved the following in waste minimization in FY 2023:

- Sharp's single-waste stream recycling program diverted more than 4.7 million lbs of trash from local landfills, including non-confidential paper, cardboard, exam table paper, plastic, batteries, electronic waste), aluminum cans and glass containers.
- Sharp collected, reprocessed and sterilized more than 62,500 lbs of surgical instruments for further use. Reprocessed items included compression devices, electrophysiology cables, ultrasonic scalpels and more.
- Sharp continued to help reduce plastic water bottle waste with touchless, filtered-water refill stations at its Spectrum and Tech Way system offices, SMMC, SCVMC, SGH, SCHHC and SRSMC sites.
- Sharp continued to significantly reduce paper waste through RightFax digital fax server, electronic bill pay, cloud-based document storage and office supply reuse and repurposing programs.
- Sharp continued to participate in SDC's Hazmat Stakeholder meetings to discuss best practices for medical waste management with other hospital leaders in SDC.

In addition, drug take-back kiosks at SCHHC and SCVMC provided the community with options to properly dispose of prescription medications that are expired or no longer needed. These kiosks provide a safe, convenient and responsible means of drug disposal while educating the public about the potential for prescription medication abuse. In FY 2023, more than 330 lbs of medication were collected through these kiosks.

In 2021, SMH and SMBHWN were recognized by California's Department of Resources, Recycling and Recovery as the first hospitals to participate in the City of San Diego's food scraps composting program and for continuing to engage in sustainability efforts. The material from these hospitals represents more than 5% of the hospitals' overall waste diversion.

Further, Sharp was selected by the City of San Diego's Environmental Services Department as a Recycler of the Year in the 2020 Business Waste Reduction and Recycling Awards Program.

**Table 6: Waste Minimization Efforts by Sharp HealthCare Entity**

Waste Minimization Project	Entity							
	SCHHC	SCVMC	SGH	System Offices <sup>21</sup>	SHP	SMH/SMBHWN	SMV/SMC	SRSMC
Establish Waste Diversion Baseline	✓	✓	✓	✓	✓	✓	✓	✓
Single-stream Recycling	✓	✓	✓	✓	✓	✓	✓	✓
Recycled Paper	✓	✓	✓	✓	✓	✓	✓	✓
Toner Cartridge	✓	✓	✓	✓	✓	✓	✓	✓
Construction-Debris Recycling	✓	✓	✓	✓	✓	✓	✓	✓
Electronic Café Menus	✓	✓	✓	✓		✓	✓	
Electronic Patient Bills and Paperless Payroll	✓	✓	✓	✓	✓	✓	✓	✓
Electronic and Pharmaceutical Waste Recycling Events	✓		✓	✓	✓	✓	✓	✓
Composting and Organic Waste Recycling (Green Waste)	✓	✓	✓			✓	✓	
HoverMatt Air Transfer Mattresses	✓	✓	✓			✓	✓	
Recycle Bins Distribution	✓	✓	✓	✓	✓	✓	✓	✓
Repurposing of Unused Medical Supplies and Equipment	✓	✓	✓	✓		✓		✓
Repurposing of Office Furniture and Equipment	✓	✓	✓	✓	✓	✓	✓	✓

Waste Minimization Project	Entity							
	SCHHC	SCVMC	SGH	System Offices <sup>21</sup>	SHP	SMH/SMBHWN	SMV/SMC	SRSMC
Reusable Sharps Containers	✓	✓	✓			✓		
Single-serve Paper Napkins and Plastic Cutlery Dispensers	✓	✓	✓	✓	✓	✓	✓	✓
Surgical Instrument Reprocessing	✓	✓	✓			✓	✓	
Medication Take-Back Kiosks	✓	✓						
Replacement of Bottled Water with Spa Water	✓	✓	✓	✓	✓	✓	✓	✓

### Sustainable Food Practices

Sharp’s commitment to sustainable food practices began approximately a decade ago with a strategy to increase the selection of nutritious, organic and sustainable food items at each of its facilities. In collaboration with its food service partner, Sodexo, Sharp remains an innovator and early adopter of sustainable and healthy food practices that enhance the health of patients, employees, the community and the environment. Sharp’s Food and Nutrition Best Health Committee supports these efforts by promoting food sustainability awareness throughout the health care system and within the greater San Diego community. Sharp and Sodexo have developed the following goals related to sustainable food practices:

- A 50% reduction in total diversion from the landfill by 2030, which include food donations and organic waste recycled in compost collection.
- At least 15% of total purchases are sourced from sustainable suppliers, which includes dollars spent on local, sustainable, organic animal proteins and produce.

The Sodexo team at each Sharp updates a Sustainability Dashboard monthly. Local food refers to any agriculture produced within 250 miles. Sustainable food has a third-party certification, such as Food Alliance, Fair Trade, Rainforest Alliance, Marine Stewardship Certified, U.S. Department of Agriculture Certified Organic, etc. During FY 2023, Sharp diverted approximately 509,000 lbs from the landfill and purchased

approximately 52% of animal protein and produce from local, sustainable and organic sources.

Sharp's Mindful food program is a key component of the organization's effort to increase the consumption of healthy foods in its cafeterias while reducing its carbon footprint. The Mindful initiative includes the following elements: reduced meat consumption through the promotion of Meatless Mondays and daily offerings of plant-forward menu items; increased purchases of beef and poultry raised without the routine use of antibiotics; menus that highlight wellness options; increased use of locally sourced, fresh, organic and sustainable food; food composting; increased recycling activities; and the use of post-consumer recycled packaging solutions.

In spring 2023, Sharp opened the Sharp Prebys Innovation and Education Center (Innovation Center), a four-story, 70,000-square-foot addition to the company's headquarters that promotes research, training, workforce development, innovation, education and technology. The Innovation Center features a simulation center to train caregivers, an immersion lab for research and spaces to host conferences and other learning events. To fit in with the high-tech surroundings, Sodexo launched its full-service Modern Recipe Café at the Innovation Center, a contactless concept that relies on technology to bring food choices to customers quickly. The Innovation Center Modern Recipe Café has a rotating menu featuring a wide variety of choices that are designed to make busy workdays and healthy eating more attainable for employees and visitors. Sodexo sources as many regional ingredients and value-added products as they can. Vendors change, but a recent list included seven independent vendors (including dairy, meat, seafood and baked goods) and a distributor that sources from two farms and a ranch that are within 60 miles of the Innovation Center. The Innovation Center is the first health care setting where Sodexo has opened a Modern Recipe Café.

In FY 2020, Sharp became the first health system in the country to implement the new Sodexo Nourish menu for inpatients, which is based on the principles of culinary genomics — a method of food selection and preparation that honors food and food ingredients to optimize gene behavior for better health. This innovative, holistic menu was inspired by research performed in Blue Zones — regions of the world where a higher-than-expected number of people live longer lives. Currently available at SCVMC, SCHHC, SGH, SMH and SMV, the Nourish menu offers a variety of delicious, nutritious and visually appetizing meals infused with functional foods. The menu has been strategically designed to expand Sharp's understanding of nutrition and, ideally, change the way patients, staff and visitors think about food.

According to the U.S. Department of Agriculture, up to 40% of food produced in the U.S. goes to waste. Sodexo teams at SCVMC, SCHHC, SGH, SMH and SMV have food recovery and composting partnerships in place to reduce food waste by 50% by 2030. Additionally, SCVMC, SMH and SGH use Leanpath, advanced food waste tracking software that helps kitchen teams measure food prior to discarding or donating to prevent pre-consumer food waste (waste generated in the kitchen) and post-consumer food waste (food thrown away by the consumer) from entering landfills. SCHHC and

SMV will implement Leanpath in FY 2024. In addition to these measures, the use of self-audit checklists helps kitchen teams across the system reduce waste between food preparation and cleanup.

In 2012, SMMC became the first hospital campus to participate in the City of San Diego’s food scraps composting program. Currently, SMMC, SCHHC and SGH participate in food waste composting efforts. Through these programs, food waste at these locations is processed into a rich compost, which is provided to residents at no charge for up to two cubic yards. Composting offers several benefits, including improving the health and fertility of soil, reducing the need to purchase commercial fertilizers, increasing the soil’s ability to retain water and helping the environment by recycling valuable organic materials. SCVMC is set to re-establish their composting program in FY 2024.

SCHHC and SMH also continued to operate the first county-approved, hospital-based organic gardens. Produce from the gardens is used in the hospital cafeterias, but not served in patient rooms. In addition, Sharp is in the process of eliminating oil fryers in its kitchens, with healthier methods of food preparation already in use at SCVMC, SMH, SCHHC and the Innovation Center.

Sharp and Sodexo remain committed to food sustainability efforts that improve both individual and environmental health. Sharp’s sustainable food initiatives are outlined in **Table 7**.

**Table 7: Sustainable Food Projects by Sharp HealthCare Entity**

Sustainable Food Project	Entity							
	SCHHC	SCVMC	SGH	System Offices <sup>21</sup>	SHP	SMH/SMBHWN	SMV/SMC	SRS MC
Report Card and Indicators Tracking	✓	✓	✓	✓	✓	✓	✓	✓
Food Recovery	✓	✓	✓	✓	N/A	✓	✓	N/A
Imperfect Produce		✓			N/A	✓	✓	N/A
Composting	✓	✓	✓	✓	N/A	✓	✓	N/A
Oil Recycling			✓		N/A		✓	N/A
Fryers Eliminated	✓	✓		✓	N/A	✓		N/A

## Commuter Solutions

Sharp supports ride sharing, public transit programs and other transportation efforts to reduce CO<sub>2</sub> emissions generated by the organization and its employees. Sharp's Commuter Solutions Subcommittee develops innovative and accessible programs and marketing campaigns to educate employees about the benefits of ride sharing and other environmentally friendly modes of transportation. Sharp's ongoing efforts to promote alternative commuter choices have led to its recognition as a San Diego Association of Governments (SANDAG) iCommute Diamond Award recipient between 2001 and 2010, and from 2013 to 2023 (platinum tier). A cooperative effort between SANDAG and the 511 transportation information service, iCommute is the Transportation Demand Management program for the San Diego region and encourages use of transportation alternatives to help reduce traffic congestion and GHG emissions.

Sharp replaced high-fuel-consuming cargo vans with economy Ford transit vehicles, which save approximately five miles per gallon. In addition, Sharp's employee parking lots offer carpool and motorcycle parking spaces. Sharp was the first health care system in SDC to offer EVCs to support the creation of a national EVC infrastructure and help reduce carbon emissions and dependence on petroleum. As part of the nationwide Electric Vehicle Project, Sharp has installed 192 EVCs at its corporate office, SCVMC, SMMC, SGH and some SRSMC sites. Since January 2022, Sharp's EVCs have generated the energy equivalent of over 41,000 gallons of gasoline.

Sharp encourages employees to participate in commuter alternatives, such as public transit, carpooling, vanpooling, biking, walking and telecommuting. Through participation in SANDAG's iCommute program, employees are offered ridesharing matches for their commute based on work schedule, departure location and destination. In addition, Sharp has enrolled in SANDAG's Guaranteed Ride Home program, which provides commuters who carpool, vanpool, take an express bus, ride the Coaster, or bike to work three or more times a week with a taxi or rental car in case of an emergency or becoming stranded at work. Sharp employees can also purchase discounted monthly bus passes. Employees can monitor the cost and carbon savings from their alternative commuting methods by logging their miles in an internal tracking tool on Sharp's intranet.

Sharp provides bike racks at its facilities and offers a bicycle commuter benefit, which provides employees who bike to work up to \$20 per month to use toward qualified costs associated with bicycle purchase, improvement, repair and storage. In addition, Sharp employees participated in SANDAG's 2023 Bike Anywhere Day in May, during which participants could explore nearly 1,800 miles of bikeways throughout the region, from Oceanside to El Cajon to Tijuana. Pit stops provided fun and engaging breaks where bike riders received a free commemorative t-shirt and enjoyed refreshments and snacks. Participants also received encouragement from pit stop hosts, including health care organizations, local businesses, municipalities, government agencies, colleges and schools, bike shops and event sponsors. Sharp hosted one pitstop during the event at its Ruffin Road office location.

Furthering its commitment to improve commuting options for employees, Sharp supplies and supports the hardware and software for more than 1,000 employees who telecommute. Telecommuting employees work in areas that do not require an on-site presence, such as information technology, transcription and human resources. Sharp also offers compressed work schedules to eligible full-time employees, which allows them to complete the standard 80-hour biweekly work requirement in less than 10 workdays. Telecommuting and compressed work schedules help Sharp reduce CO<sub>2</sub> emissions, lower commuting costs and enhance employee morale.

### Community Education and Outreach

Sharp actively educates employees and the community about its sustainability efforts. In FY 2023, Sharp and San Diego Community Power collaborated to provide education to the community and Sharp’s employees about electric vehicle charging, rate structures and how to conserve electricity. Sharp’s ongoing community education and outreach initiatives are highlighted in **Table 8**.

**Table 8: Environmental Community Outreach by Sharp HealthCare Entity**

Community Outreach Project	Entity							
	SCHHC	SCVMC	SGH	System Offices <sup>21</sup>	SHP	SMH/SMBHWN	SMV/SMC	SRSMG
America Recycles Day	✓	✓	✓	✓	✓	✓	✓	✓
Bike to Work Day	✓	✓	✓	✓	✓	✓	✓	✓
Earth Week Activities	✓	✓	✓	✓	✓	✓	✓	✓
Environmental Policy	✓	✓	✓	✓	✓	✓	✓	✓
Green Team	✓	✓	✓	✓	✓	✓	✓	✓
No Smoking Policy	✓	✓	✓	✓	✓	✓	✓	✓
Organic Farmer’s Market	✓	✓	✓	✓		✓	✓	
Organic Gardens	✓					✓		
Prescription Drug Recycling Kiosks	✓	✓						
Recycling Education	✓	✓	✓	✓	✓	✓	✓	✓
Ride Share Promotion	✓	✓	✓	✓	✓	✓	✓	✓

Sharp's commitment to the environment is unwavering. Vulnerable communities often bear the burden of climate change impacts. We believe that minimizing GHG emissions is an ethical responsibility to ensure environmental justice and equity. The drive to conserve energy and reduce GHG emissions is not just a matter of environmental stewardship; it is a fundamental commitment to safeguarding the health of the communities that Sharp serves.

## **Sharp Equality Alliance**

In 2014, a network of Sharp employees formed the SEA to serve as a catalyst for Sharp's dedication to embracing diversity and celebrating equality. The SEA works to increase awareness of diverse cultures within Sharp's workforce, focuses on the influence of employees' individual backgrounds and strengths and develops partnerships to achieve health equity across the Sharp system and the San Diego community.

The SEA accomplishes its goals by engaging Sharp's workforce and leadership in education and dialogue around diversity and equity, and building relationships with the community by participating in events to promote understanding, inclusivity and acceptance. Each Sharp entity has a designated SEA chapter, leader and executive sponsor to help fulfill its work.

SEA programming also promotes treatment of each Sharp patient in a dignified and sensitive manner that responds to individual cultural health beliefs, preferences and communication needs to ensure health equity. Since 2017, the SEA has hosted regular opportunities for Sharp employees and Sharp-affiliated physicians to learn and engage in meaningful conversations about current topics regarding DEIB, listed below.

For six years, SEA's Breakfast Forum program has centered on health equity and its role in supporting the optimal health of the San Diego community. Each Breakfast Forum session highlights a topic where disparities are impacting patients, their families, clinicians and staff and their ability to achieve optimal health. In FY 2023, the SEA Breakfast Forum – A Health Equity Series featured topics including: the role of pharmacists in improving health equity, disparities in cancer screening and treatment, disparities in mental health care within the Black community and lack of diversity in clinical trial participation.

The SEA and Sharp Employee Assistance Program host ongoing Safe Speak support sessions to provide Sharp employees and Sharp-affiliated physicians with a safe space to connect with peers, speak openly, find support, brainstorm solutions and share unique experiences related to current events (e.g., racial, societal, cultural and political unrest). Safe Speak began in June 2020 to give Black colleagues a safe, confidential space to come together and have their voices heard following national events and protests surrounding racial injustice. Later, Safe Speak expanded to support the voices and concerns of other communities experiencing violence, hate or discrimination. Attendance is limited during Safe Speak sessions to support confidentiality.

The SEA also continued to offer Current Conversations, an online forum moderated by an SEA leader who facilitates educational and engaging conversations about current topics surrounding identity. Current Conversations events consist of an expert speaker presentation, followed by a question-and-answer session. Participation in Current Conversations is unlimited and non-confidential. In FY 2023, Current Conversations focused on bias and stigma with three presentations: Interpersonal and Intrapersonal Bias and Stigma as a Public Health Threat; Stereotyping: Beyond Labels; and Assimilation vs. Acculturation and Passing. In 2023, the SEA also held a special virtual provider education event titled Engaging with Immigrants and Refugees in the Healthcare Setting. The event included two physicians and professors as guest speakers to discuss local demographics and barriers to health care for immigrant patients and families, along with resources and examples of successful quality improvement efforts.

The SEA continuously identifies and creates opportunities to demonstrate Sharp's commitment to DEIB within the community. Since its inception, the SEA has represented Sharp at numerous public events. In FY 2023, these events included the Dr. Martin Luther King Jr. Parade, NAMIWalks Your Way San Diego & Imperial Counties and San Diego Pride. SEA generated numerous internal communications around celebrations that promote equality and acceptance for a variety of communities and cultures.

In FY 2023, through SEA leadership's efforts, SCHHC was designated a Leader in Long-Term Health Care by the HRC Foundation, with plans to have all remaining entities qualify in this area in 2024. This follows FY 2022 achievements of having each of Sharp's seven hospitals receive designation as LGBTQ+ Healthcare Equality Leaders in the HRC Foundation's 2022 Healthcare Equality Index, a national benchmarking tool that evaluates health care facilities' policies and practices related to the equity and inclusion of LGBTQ+ patients, visitors and employees.

In the coming year, the SEA plans to continue enhancing Sharp's employee diversity training to further strengthen cultural competency, inclusive thinking and workplace sensitivity. The SEA also continues to develop specialized continuing education opportunities for clinicians to improve care for Sharp's LGBTQ+ patient population, including free training opportunities through the HRC Foundation. Further, the SEA is looking into creating a group that focuses on fulfilling all of the requirements to maintain LGBTQ+ Health Care Leadership designation.<sup>22</sup> Additionally, the SEA is exploring opportunities to collaborate with Sharp University to infuse DEIB in employee education and training materials. Lastly, the SEA plans to continue expanding within and outside of Sharp that align with SEA efforts and create formal resource groups between the SEA and external community groups.

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<sup>22</sup> Human Rights Campaign. (n.d.) [HEI 2022 LGBTQ+ Healthcare Equality Leaders](#).

## **Employee Wellness: Sharp Best Health<sup>23</sup>**

Sharp is committed to employee well-being and believes that a healthy team leads to a healthier community. Since 2010, the SBH employee well-being program has been driving initiatives to enhance the overall health, safety, happiness, and productivity of Sharp's workforce. With dedicated SBH committees throughout the Sharp system, team members are motivated and encouraged to adopt healthy habits and pursue personal health goals through various initiatives, from fitness challenges to stress management to burnout prevention and resilience building. The program consists of four dedicated team members and dozens of well-being champions across the system to help promote and build the culture of health at Sharp.

In FY 2023, SBH continued to encourage employees to stay active by offering on-site fitness classes, daily virtual stretch breaks led by a certified yoga instructor and group hiking opportunities at trails throughout SDC. SBH also continued to offer Sharp employees and their spouses or domestic partners a discounted membership to fitness centers throughout SDC and nationwide through the Active&Fit Direct program, as well as discounted access to a subscription-based online fitness program called Studio SWEAT onDemand.

Additionally, in June, SBH partnered with San Diego Running Co. to engage Sharp team members in the Corporate Dash 5K event benefitting the San Diego Fire Relief Association. Nearly 160 Sharp employees participated in the second annual event, which was held at Liberty Station.

SBH offered several virtual employee wellness initiatives in FY 2023:

- The Three Good Things Project encouraged approximately 350 participants to intentionally write down three positive things that happened each day during the two-week challenge. This activity helped participants adopt the mindset of practicing gratitude, aiming to reduce burnout and increase happiness.
- The Better Than Yesterday Challenge helped participants cultivate healthy eating habits through practical skill building, including keeping a food journal, eating mindfully and with intention, meal-prepping and understanding serving sizes. Close to 160 Sharp team members participated in the Better Than Yesterday Challenge.
- SBH partnered with On The Goga, a worksite wellness company, to offer staff members a variety of 30-minute educational workshops on topics such as How to Find Your Purpose, Money Mindset, and Immune Boosting Foods, drawing participation from hundreds of employees.
- SBH provided a monthly, 30-minute virtual Mindful Journaling workshop encouraging team members to explore different writing techniques and use journaling to improve sleep habits and mental health and help regulate blood pressure.

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<sup>23</sup> Sharp Best Health programs are not financially valued in this community benefit report.

Further, SBH continued to host a weekly podcast called “Coffee Break with Sharp Best Health,” which features group discussions and interviews with Sharp health and wellness experts on a variety of topics.

Throughout the year, SBH collaborated with a SCVMC stress first aid therapist to coordinate and promote Stress First Aid — a set of supportive actions designed to promote self-care and care for others, particularly those in high-risk, high-stress occupations such as health care. In recognition of Mental Health Awareness Month in May and Suicide Awareness Month in September, SBH and the therapist hosted the second annual series of Checking in With Our Team Members and YOUBelong, YOUmatter events, which offered employees activities to help promote the importance of belonging and connection.

SBH continued to offer SharpSocial, a program that helps connect Sharp employees who share similar interests, hobbies, goals and life experiences. All SharpSocial groups are peer-led and connect through Facebook. Nearly 40 groups have been created to date; topics include outdoor activities, such as hiking and kayaking; parenting; navigating health conditions, such as diabetes; arts and crafts; and religious affiliations.

SBH also continued to provide its text-based messaging service in FY 2023 to keep Sharp team members updated on SBH program offerings as well as well-being updates and news. As of November 2023, 450 employees have enrolled in this service.

SBH continued to offer the WellnessDirect program to help Sharp leadership provide customized resources to their individual teams. This program supports departments in a variety of ways, including stress management, injury reduction through wellness, fitness challenges, sleep health, resilience development, burnout prevention and nutrition education. SBH delivers resources to individual departments through team retreats, staff meetings and virtual offerings. In FY 2023, the WellnessDirect program reached approximately 450 employees from 25 teams across the system.

In FY 2023, SBH continued to offer a digital mindfulness and yoga training platform from the vendor RethinkCare (formerly Whil). Through hundreds of free mindfulness and yoga sessions of various lengths and skill levels, RethinkCare helps employees manage stress and improve their well-being. RethinkCare has been used during staff meetings, department huddles and shift changes throughout the Sharp system. More than 2,500 employees have become active users since RethinkCare’s launch in 2019. In FY 2023, team members spent over 100,000 minutes developing mindfulness skills with the app.

Throughout the year, SBH continued to provide Wellness on Wheels to increase employee access to quick and relevant wellness resources at their workplace, while accommodating their unique schedules and dedication to patient care by meeting them where they work. Through Wellness on Wheels, a SBH committee member or SBH wellness support specialist visits staff lounges, hospital units and nursing stations to promote various health-related subjects each month. Each session includes an educational component, an interactive activity and a call to action. In FY 2023, SBH

conducted 15 Wellness on Wheels rounds during both day and night shifts, engaging with approximately 1,310 employees. Employees learned about a variety of topics, such as healthy snacks and beverages, wellness resources, sleep health, gratitude kits, essential oils and self-care.

In FY 2023, SBH continued to provide employees with a variety of integrative therapies to promote self-care and stress reduction. In partnership with the Sewall Healthy Living Center at Sharp Coronado Hospital, all Sharp employees were offered low- and no-cost wellness services, including auricular acupressure, acupuncture, medical massage, emotional wellness coaching and live, virtual fitness classes.

Throughout the year, SBH consistently organized quiet, restorative spaces at various entities for employees to relax and practice self-care at work. These areas offered relaxing music and self-directed resources available at any time during their shift. SBH also provided several Relax and Refresh Experience events, which allowed employees to enjoy soft music, mindful coloring, puzzles, aromatherapy, card-making, healthy snacks and beverages and more. In addition, by the end of FY 2023, SBH provided 23 massage chairs at locations across the Sharp system to help employees combat stress and fatigue in their daily work.

WeightWatchers® provides weight-loss services and products founded on a scientifically based approach to weight management that encourages healthy eating, increased physical activity and other healthy lifestyle behaviors. SBH continued its partnership with the company to offer employees a subsidized membership rate to any Weight Watchers® program. This partnership, which was offered virtually throughout FY 2023, has provided Sharp team members with a variety of healthy eating and physical activity options that can be tailored to different lifestyles and schedules. At any given time during FY 2023, over 400 Sharp employees were actively using WeightWatchers®.

In support of Sharp's commitment to reducing food insecurity in SDC, SBH continued to partner with the Vizer app, which enables Sharp employees to earn meal donations for the Food Bank by being physically active. As part of the multi-week Move for Good challenge, company sponsored meals were donated on behalf of participating employees each day they exceeded 10,000 steps, completed a 30-minute workout or checked in and worked out at a Vizer-sponsored fitness studio. In FY 2023, SBH hosted three Move for Good challenges through which Sharp employees used Vizer to track their physical activity, resulting in more than 9,400 meals donated to the Food Bank.

In FY 2023, SBH hosted two Art of Wellness events at Olivewood Gardens in National City. These half-day workshops, held in April and October, provided 100 Sharp employees an intention-setting retreat that blended elements of sound healing and gentle yoga, art expression and mindful journaling. Beyond promoting individual well-being, the events also fostered social connection among Sharp participants, creating a supportive community within the workplace.

In alignment with its commitment to increase team member awareness of available well-

being resources at Sharp, the SBH team consistently engages in team meetings, employee forums, staff huddles and retreats. In FY 2023, SBH actively participated in dozens of department meetings, educating nearly 1,900 employees about its programs and services.

Employee feedback and participation data indicate that SBH programs and resources deliver a positive impact on various aspects of Sharp's organizational success and bottom line, supporting Sharp's mission to being the "Best Place to Work." This includes employee workplace satisfaction (86%), reduced stress levels (75%), positive company image (70%) and increased focus and energy (87%).

# Executive Summary



## Section

# 2 Executive Summary

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*While 2023 proved to be a challenging year for the health care industry, Sharp's impact on the San Diego community only became stronger. We worked with our agency partners to connect those most in need to critical resources and continued our pledge to bring heart healthy nutrition and recreational activities to the community.*

— Brett McClain, Executive Vice President and Chief Operating Officer, Sharp HealthCare

This Executive Summary provides an overview of community benefit planning at Sharp HealthCare (Sharp), a listing of community needs addressed in this Community Benefit Plan and Report and a summary of community benefit programs and services provided by Sharp in fiscal year (FY) 2023 (Oct. 1, 2022, through Sept. 30, 2023). In addition, the summary reports the economic value of community benefit provided by Sharp, according to the framework specifically identified in Senate Bill 697 (SB 697), for the following entities:

- Sharp Chula Vista Medical Center
- Sharp Coronado Hospital and Healthcare Center
- Sharp Grossmont Hospital
- Sharp Mary Birch Hospital for Women & Newborns
- Sharp Memorial Hospital
- Sharp Mesa Vista Hospital and Sharp McDonald Center
- Sharp Health Plan

### **Community Benefit Planning at Sharp HealthCare**

Sharp bases its community benefit planning on its triennial community health needs assessments (CHNA) combined with the expertise in programs and services of each Sharp hospital. For details on Sharp's CHNA process, please see **Section 3: Community Benefit Planning Process**.

## **Listing of Community Needs Addressed in the *Sharp HealthCare Community Benefit Plan and Report, FY 2023***

- Access to care and financial support for uninsured and underinsured community members and individuals without a medical provider
- Programs and services that provide community and social support to address health equity challenges
- Education, screening and support programs for chronic health conditions and other health needs, including, but not limited to, heart and vascular disease, stroke, cancer, diabetes, obesity and unintentional injuries
- Aging care and support programs including health education, support and screening activities for seniors and caregivers
- Safety and support programs for seniors and people with disabilities
- End-of-life and advance care planning services for hospice patients and their loved ones and the community
- Support for community nonprofit health and social service organizations
- Education and training for community health care professionals
- Student and intern supervision, education and support
- Collaboration with local schools to promote interest and provide health career pathways
- Cancer patient navigation services and participation in clinical trials
- Women's and prenatal/postnatal health services, support and education, including services for high-risk pregnancies
- Behavioral health and substance use education, screening and support for the community — including seniors and individuals experiencing homelessness
- Provider education and protocol development to enhance community safety programming related to trauma-informed care, human trafficking and related topics

## Highlights of Community Benefit Provided by Sharp in FY 2023

The following are examples of community benefit programs and services provided by Sharp hospitals and entities in FY 2023.

- **Medical Care Services** included uncompensated care for patients who are unable to pay for services, and the unreimbursed costs of public programs such as Medi-Cal, Medicare, County Medical Services (CMS), Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) and TRICARE,<sup>24</sup> the regionally managed health care program for active-duty and retired service members and their families, loved ones and survivors and unreimbursed costs of workers' compensation programs.
- **Other Benefits for Vulnerable Populations** included van transportation for patients to and from medical appointments; education as well as flu vaccinations for seniors; telephone reassurance and safety check program for isolated or homebound seniors and community members with disabilities; financial and other support to community clinics to assist in providing and improving access to health services; Project HELP (Project Hospital Emergency Liaison Program), which provides funding for medication and transportation to assist lower-income patients; contribution of time to the Jacobs & Cushman San Diego Food Bank, Feeding San Diego and Mama's Kitchen; the Sharp Humanitarian Service Program; and support services for patients experiencing homelessness and other health equity barriers.
- **Other Benefits for the Broader Community** included health education and information provided on-site, virtually and in partnership with community-based organizations; participation in community health fairs and events addressing the unique needs of the community; health screenings and support groups. Sharp also collaborated with local schools to promote interest in health care careers. Sharp executive leadership and staff also actively participated in numerous community organizations, committees and coalitions to improve the health of the community. See **Appendix A** for a listing of Sharp's involvement in community organizations. In addition, the category included costs associated with planning and operating community benefit programs, such as CHNA development and administration.
- **Health Research, Education and Training Programs** included education and training programs for medical, nursing and other health care students and professionals, as well as supervision and support for students and interns. Time was also devoted to generalizable health-related research projects that were made available to the broader health care community.

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<sup>24</sup> The Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) is a health benefits program in which the Department of Veterans Affairs shares the cost of certain health care services and supplies with eligible beneficiaries. TRICARE is a health care program of the U.S. Department of Defense Military Health System, which provides civilian health benefits for U.S. Armed Forces military personnel, military retirees, and their dependents, including some members of the Reserve Component.

## Economic Value of Community Benefit Provided in FY 2023

In FY 2023, Sharp provided a total of **\$570,261,806** in community benefit programs and unreimbursed services. **Table 9** displays a summary of unreimbursed costs based on the categories specifically identified in SB 697. **Figure 3** presents the percentage distribution by each category. **Figure 4** presents the percentage distribution within the Medical Care Services category, and **Figure 5** presents the community benefit value by IRS Form 990 Schedule H Categories. These financial figures represent unreimbursed community benefit costs after the impact of the Medi-Cal Hospital Fee Program.

**Table 9: Sharp HealthCare Total Community Benefit — FY 2023<sup>25</sup>**

SB 697 Category	Programs and Services Included in SB 697 Category	Estimated FY 2023 Unreimbursed Costs
Medical Care Services	Shortfall in Medi-Cal <sup>26</sup>	\$91,416,328
	Shortfall in Medicare <sup>26</sup>	411,117,769
	Shortfall in CMS <sup>26</sup>	9,783,904
	Shortfall in CHAMPVA/TRICARE <sup>26</sup>	23,788,849
	Shortfall in Workers' Compensation	78,606
	Charity Care <sup>27</sup>	18,825,388
	Bad Debt <sup>27</sup>	6,287,976
Other Benefits for Vulnerable <sup>28</sup> Populations	Patient transportation and other assistance for vulnerable populations <sup>29</sup>	4,218,242
Other Benefits for the Broader Community	Health education and information, support groups, health fairs, meeting room space, donations of time to community organizations and cost of fundraising for community events <sup>29</sup>	1,886,145
Health Research, Education and Training Programs	Education and training programs for students, interns and health care professionals <sup>29</sup>	2,858,599
<b>TOTAL</b>		<b>\$570,261,806</b>

<sup>25</sup> Economic value is based on unreimbursed costs.

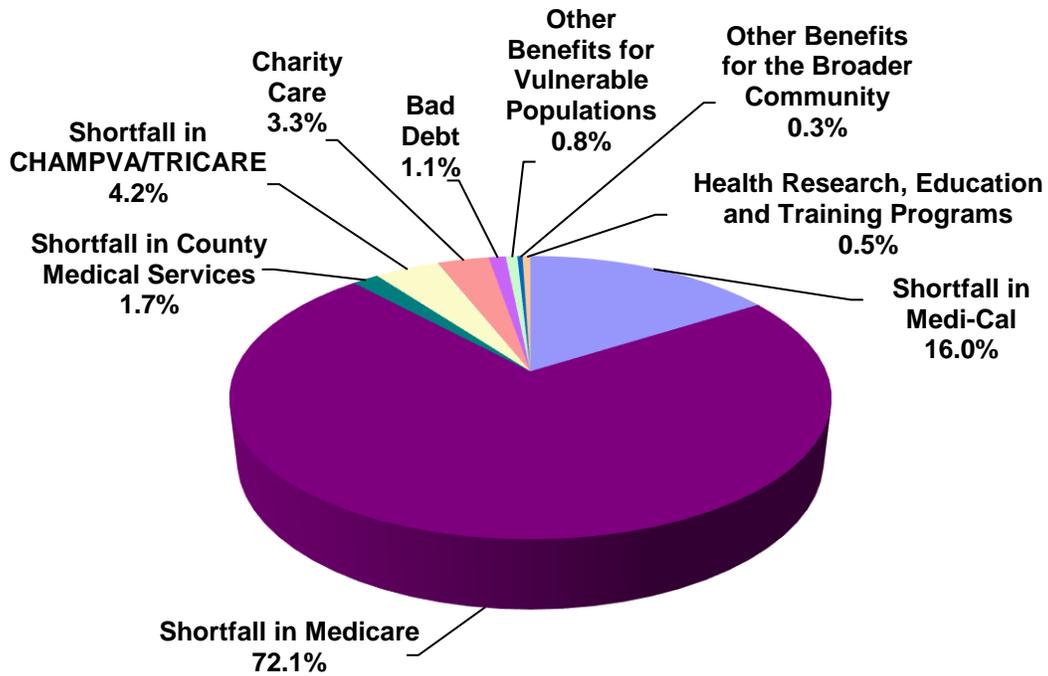
<sup>26</sup> Methodology for calculating shortfalls in public programs is based on Sharp's payor-specific cost-to-charge ratios, which are derived from the cost accounting system, offset by the actual payments received. Costs for patients paid through the Medicare program on a prospective basis also include payments to third parties related to the specific population.

<sup>27</sup> Charity care and bad debt reflect the unreimbursed costs of providing services to patients without the ability to pay for services at the time the services were rendered.

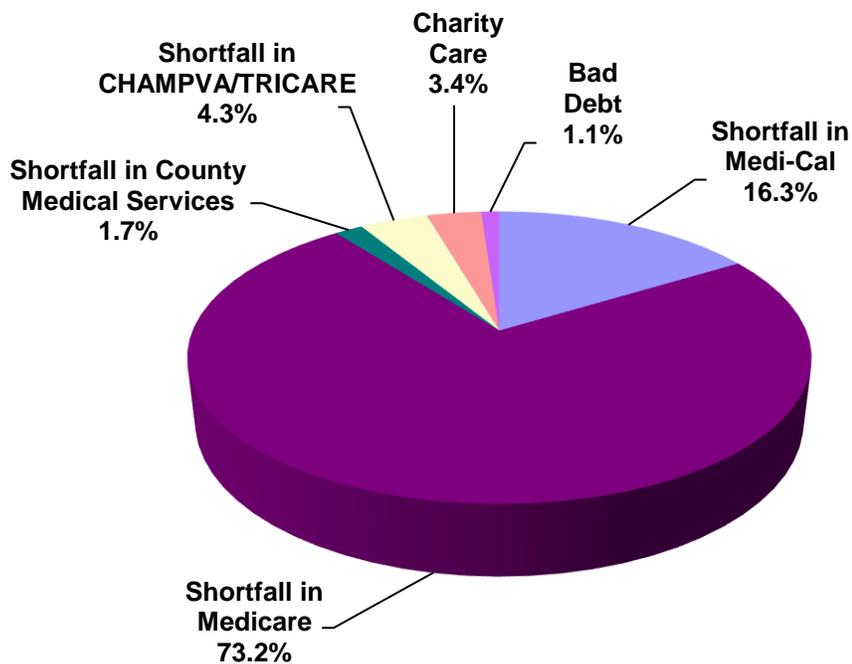
<sup>28</sup> ["Vulnerable populations" means any population that is exposed to medical or financial risk by virtue of being uninsured, underinsured, or eligible for Medi-Cal, Medicare, California Children's Services Program, or county indigent programs.](#)

<sup>29</sup> Unreimbursed costs may include an hourly rate for labor and benefits plus costs for supplies, materials and other purchased services. Any offsetting revenue (such as fees, grants or external donations) is deducted from the costs of providing services. Unreimbursed costs were estimated by each department responsible for providing the program or service.

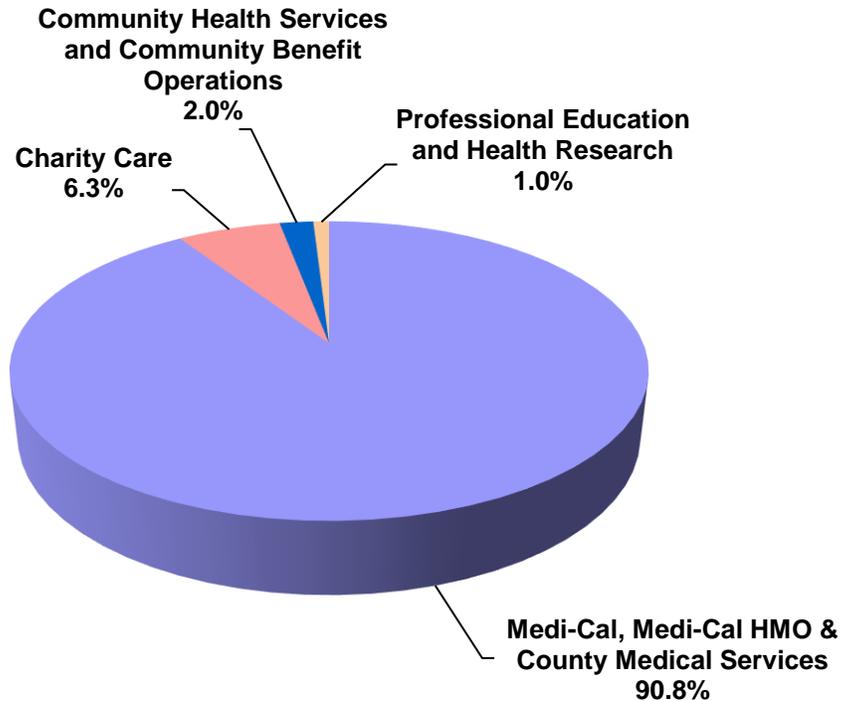
**Figure 3: Sharp HealthCare Community Benefit by SB 697 Category — FY 2023**



**Figure 4: Sharp HealthCare Medical Care Services — FY 2023**



**Figure 5: Sharp HealthCare Community Benefit by IRS Form 990 Schedule H Category — FY 2023**



In FY 2022, the State of California and the Centers for Medicare and Medicaid Services approved a Medi-Cal Hospital Fee Program for the time period of January 1, 2022 through December 31, 2022, and in FY 2024 the same agencies approved another Medi-Cal Hospital Fee Program for the time period of January 1, 2023 through December 31, 2024. This resulted in recognition of supplemental revenues totaling \$322.6 million and quality assurance fees and pledges totaling \$145.3 million in FY 2023. The net FY 2023 impact of the program totaling \$177.3 million reduced the amount of unreimbursed medical care service for the Medi-Cal population. This reimbursement helped offset prior years' unreimbursed medical care services, however the additional funds recorded in FY 2023 understate the true unreimbursed medical care services performed for the past fiscal year. **Table 10** and **Figure 6** illustrate the impact of the Medi-Cal Hospital Fee Program on Sharp's unreimbursed medical care services in FY 2023.

**Table 10: Sharp HealthCare Unreimbursed Medical Care Services:  
Medi-Cal Hospital Fee Program Impact — FY 2023**

Provider Fee Impact	Medicare & Medicare HMO	Medicare Capitated	Medi-Cal, Medi-Cal HMO & CMS	CHAMPVA & Workers' Comp.	Bad Debt	Charity Care	Total
Unreimbursed Medical Care Services Before Provider Fee	\$210,405,633	\$200,712,136	\$272,753,604	\$23,867,455	\$6,287,976	\$18,825,388	<b>\$732,852,192</b>
Provider Fee			(\$171,553,372)				(\$171,553,372)
Net Unreimbursed Medical Care Services After Provider Fee	\$210,405,633	\$200,712,136	\$101,200,232	\$23,867,455	\$6,287,976	\$18,825,388	<b>\$561,298,820</b>

**Figure 6: Sharp HealthCare Unreimbursed Medical Care Services Before Medi-Cal Hospital Fee — FY 2023**

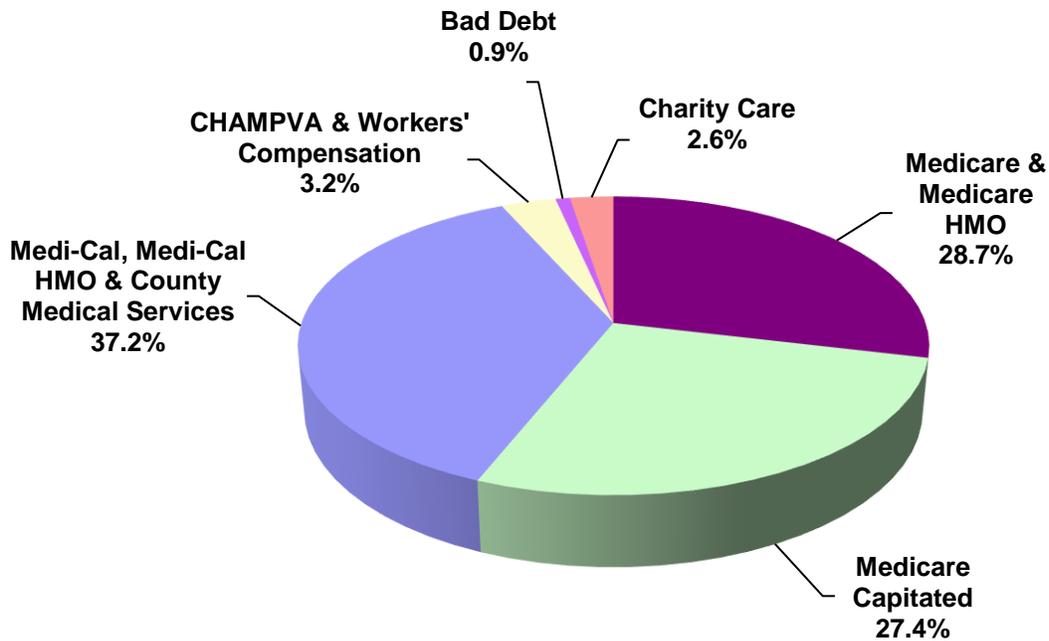


Table 11 lists community benefit costs provided by each Sharp entity and Figure 7 shows the percentage distribution by Sharp hospital entity.

**Table 11: Total Economic Value of Community Benefit Provided<sup>25</sup>  
By Sharp HealthCare Entities — FY 2023**

Sharp HealthCare Entity	Estimated FY 2023 Unreimbursed Costs
Sharp Chula Vista Medical Center	\$135,407,856
Sharp Coronado Hospital and Healthcare Center	22,678,269
Sharp Grossmont Hospital	169,579,277
Sharp Mary Birch Hospital for Women & Newborns	7,753,723
Sharp Memorial Hospital	203,589,764
Sharp Mesa Vista Hospital and Sharp McDonald Center	31,135,996
Sharp Health Plan	116,921
<b>TOTAL FOR ALL ENTITIES</b>	<b>\$570,261,806</b>

**Figure 7: Percentage of Community Benefit Provided by Sharp HealthCare Hospital Entities — FY 2023**

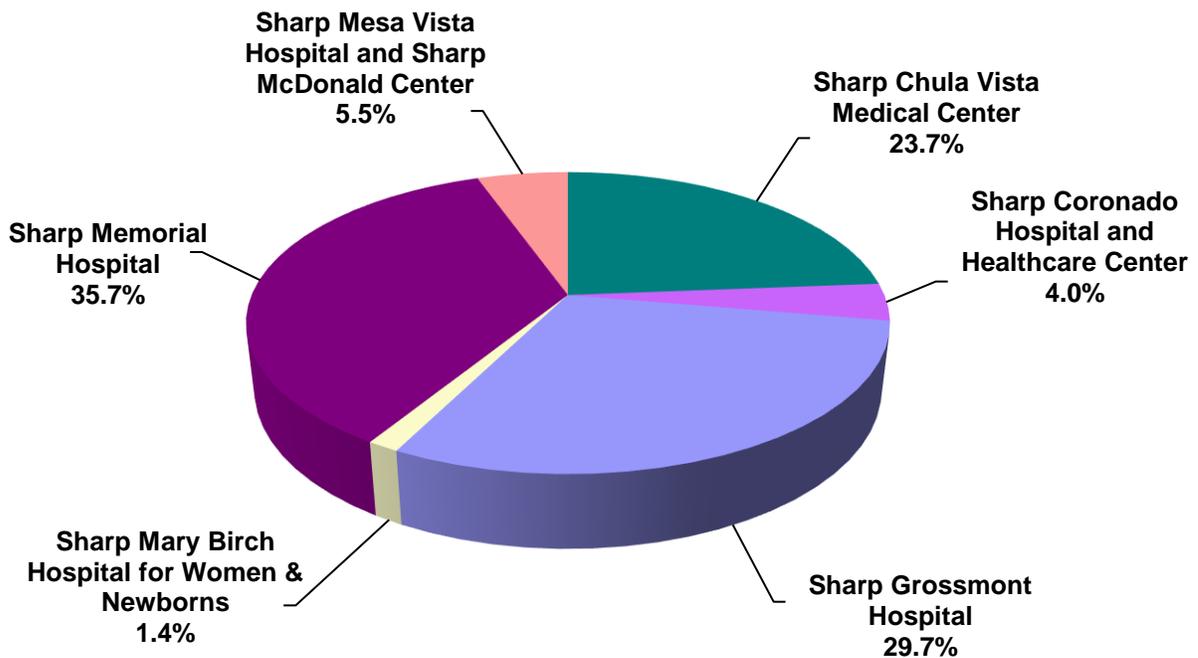


Table 12 includes a summary of unreimbursed costs for each Sharp hospital entity based on the categories specifically identified in SB 697. For a detailed summary of unreimbursed costs of community benefit provided by each Sharp entity in FY 2023, see tables presented in Sections 5 through 12.

**Table 12: Detailed Economic Value of SB 697 Categories<sup>25</sup> — FY 2023**

Sharp HealthCare Entity	SB 697 CATEGORY				Estimated FY 2023 Unreimbursed Costs
	Medical Care Services	Other Benefits for Vulnerable Populations	Other Benefits for the Broader Community	Health Research, Education and Training Programs	
Sharp Chula Vista Medical Center	\$133,771,873	\$497,960	\$255,774	\$882,249	\$135,407,856
Sharp Coronado Hospital and Healthcare Center	22,249,311	133,729	91,621	203,608	22,678,269
Sharp Grossmont Hospital	167,044,628	1,371,932	571,973	590,744	169,579,277
Sharp Mary Birch Hospital for Women & Newborns	7,248,831	99,755	298,300	106,837	7,753,723
Sharp Memorial Hospital	201,391,646	986,556	479,431	732,131	203,589,764
Sharp Mesa Vista Hospital and Sharp McDonald Center	29,592,531	1,104,500	100,852	338,113	31,135,996
Sharp Health Plan	–	23,810	88,194	4,917	116,921
<b>ALL ENTITIES</b>	<b>\$561,298,820</b>	<b>\$4,218,242</b>	<b>\$1,886,145</b>	<b>\$2,858,599</b>	<b>\$570,261,806</b>

# Community Benefit Planning Process



## Section

# 3 Community Benefit Planning Process

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*Impacting a community starts with opening your eyes and ears to understand the needs of others, and then making a difference by helping to fulfill those needs one individual at a time.*

— Alison Fleury, Senior Vice President of Business Development, Sharp HealthCare

For more than 25 years, Sharp HealthCare (Sharp) has based its community benefit planning on findings from its triennial Community Health Needs Assessment (CHNA) process. Sharp uses its CHNA findings in combination with the expertise in programs and services of each Sharp hospital, as well as knowledge of the populations and communities served by those hospitals, to provide a foundation for community benefit program planning and implementation. This section describes Sharp's most recent CHNA process and findings, which were completed in September 2022.

## Sharp HealthCare 2022 Community Health Needs Assessments

Sharp has been a longtime partner in the process of identifying and responding to the health needs of the San Diego community. Since 1995, Sharp has participated in a countywide collaborative that includes a broad range of hospitals, health care organizations and community agencies to conduct a triennial CHNA that identifies and prioritizes health needs for San Diego County (SDC). In addition, to address the requirements for not-for-profit hospitals under the Patient Protection and Affordable Care Act, Sharp has developed CHNAs for each of its individually licensed hospitals since 2013. This process gathers both hospital data and the perspectives of community health organizations and residents to identify and prioritize health and social needs for residents across the county, with a special focus on community members experiencing challenges to health equity. Further, the process seeks to highlight community health needs that Sharp hospitals could impact through programs, services and collaboration.

For the 2022 CHNA process, Sharp actively participated in a collaborative CHNA effort led by the Hospital Association of San Diego and Imperial Counties (HASD&IC). The complete HASD&IC 2022 CHNA is available for public viewing and download at <https://hasdic.org/chna/>. Its methodology and findings significantly informed the process and findings of Sharp's individual hospital CHNAs, thus, both CHNA processes are described throughout this section.

The HASD&IC 2022 CHNA was implemented and managed by a standing CHNA Committee comprised of representatives from seven hospitals and health systems:

- Grossmont Healthcare District
- Kaiser Foundation Hospital – San Diego
- Rady Children's Hospital – San Diego

- Scripps Health (vice chair)
- Sharp HealthCare (chair)
- Tri-City Medical Center
- University of California San Diego Health

To develop its individual hospital CHNAs, Sharp analyzed its own hospital-specific data and contracted separately with the Institute for Public Health (IPH) at San Diego State University to conduct community engagement activities expressly for the patients, providers and community members served by Sharp. Sharp develops and publicly reports CHNAs for the following Sharp hospital entities:

- Sharp Chula Vista Medical Center
- Sharp Coronado Hospital and Healthcare Center
- Sharp Grossmont Hospital
- Sharp Memorial Hospital (SMH)
- Sharp McDonald Center
- Sharp Mesa Vista Hospital

In accordance with federal regulations, the SMH 2022 CHNA also includes needs identified for communities served by Sharp Mary Birch Hospital for Women & Newborns, as the two hospitals share a license and report all utilization and financial data as a single entity to California’s Department of Health Care Access and Information (HCAI) (formerly California’s Office of Statewide Health Planning and Development).

This section describes the general methodology employed for Sharp’s 2022 CHNAs, including applicable elements of the HASD&IC 2022 CHNA.

### **2022 CHNA Objectives**

Both HASD&IC’s and Sharp’s 2022 CHNA processes were designed to build off the findings from the 2019 CHNA processes. With these insights, the CHNA Committee developed the following objectives:

- Identify, understand and prioritize the health and social needs of SDC residents, especially those community members served by Sharp.
- Provide a greater understanding of barriers to health improvement in SDC and inform and guide local hospitals in the development of programs and strategies that address identified community health needs.
- Build on and strengthen community partnerships established through previous CHNA processes.
- Explore the current impact of COVID-19 (coronavirus disease 2019) on the community health needs identified by the 2019 CHNA.
- Obtain deeper feedback from and about communities in SDC facing inequities.
- Align with national best practices around CHNA development and implementation, including the integration of health conditions with social determinants of health (SDOH).

## Community Defined

For the purposes of the collaborative as well as Sharp's 2022 CHNAs, the study area is the entire County of San Diego. More than three million people live in socially and ethnically diverse SDC. Information on key demographics, socioeconomic factors, access to care, health behaviors and the physical environment can be found in the full HASD&IC 2022 CHNA report at: <https://hasdic.org/chna/>.

Recognizing that health needs differ across the region and that socioeconomic factors impact health outcomes, Sharp's 2022 CHNA process used the Dignity Health and IBM Watson Health Community Need Index (CNI)<sup>30</sup> to identify communities within its service areas that experience greater health inequities. The CNI uses demographic and economic statistics to provide a "CNI score" for every populated ZIP code in the U.S.

The CNI score is an average of the following five socioeconomic barrier scores for each community:

1. Income Barriers
2. Cultural Barriers
3. Educational Barriers
4. Insurance Barriers
5. Housing Barriers

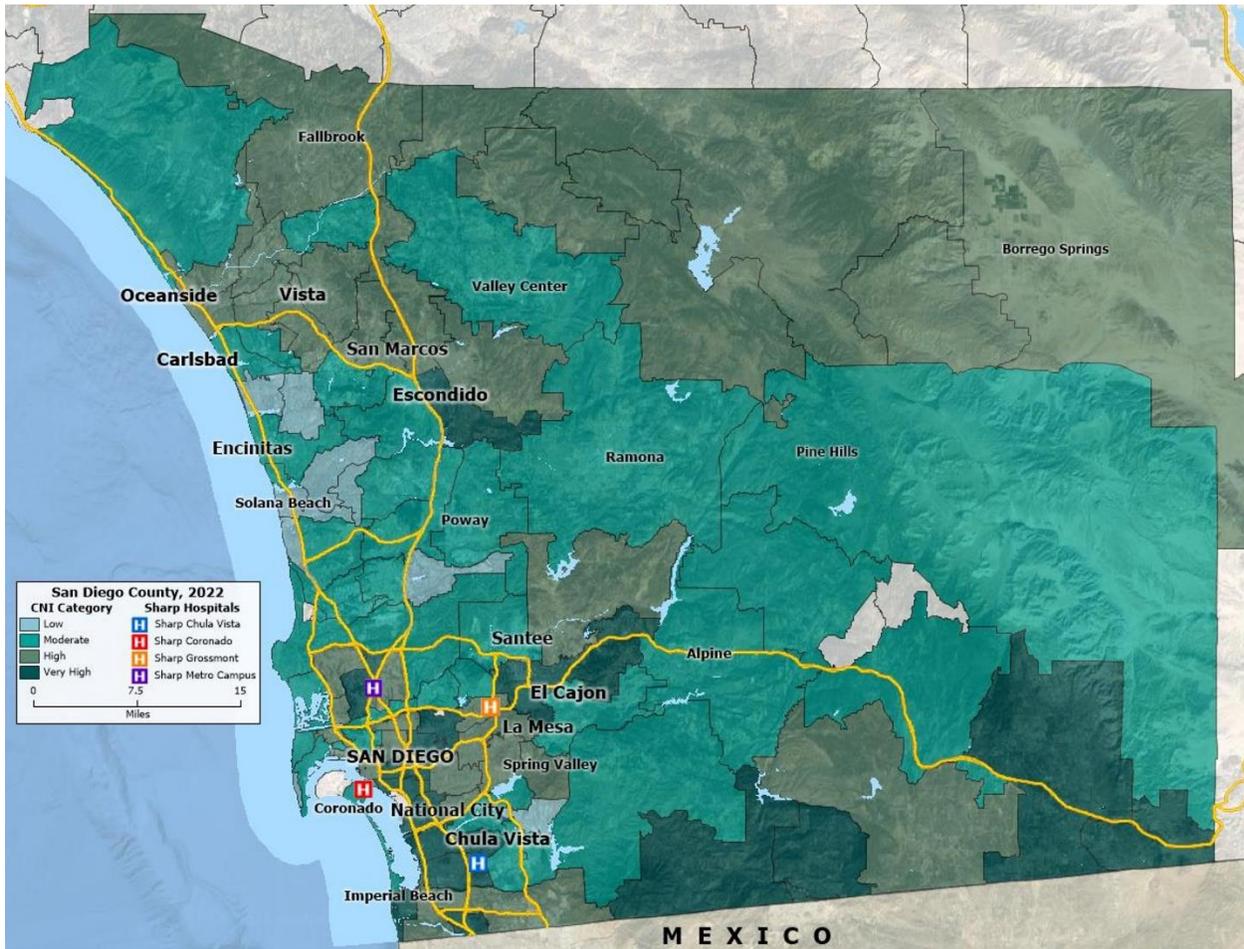
CNI scores range from 1.0 to 5.0, with a score of 1.0 indicating a ZIP code with the least need/low health inequity (light blue in **Figure 8**), and a score of 5.0 for a ZIP code with the most need/high health inequity (dark green in **Figure 8**).

**Figure 8** below presents a CNI map of SDC. This information was used to collect input from specific San Diego communities with health disparities and to guide the exploration of Sharp's community programs and services within those communities.

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<sup>30</sup> Dignity Health and IBM Watson Health Community Needs Index (CNI). (2022). The Dignity Health and IBM Watson CNI was discontinued on January 31, 2023.

**Figure 8: San Diego County, CNI Map<sup>31</sup>**



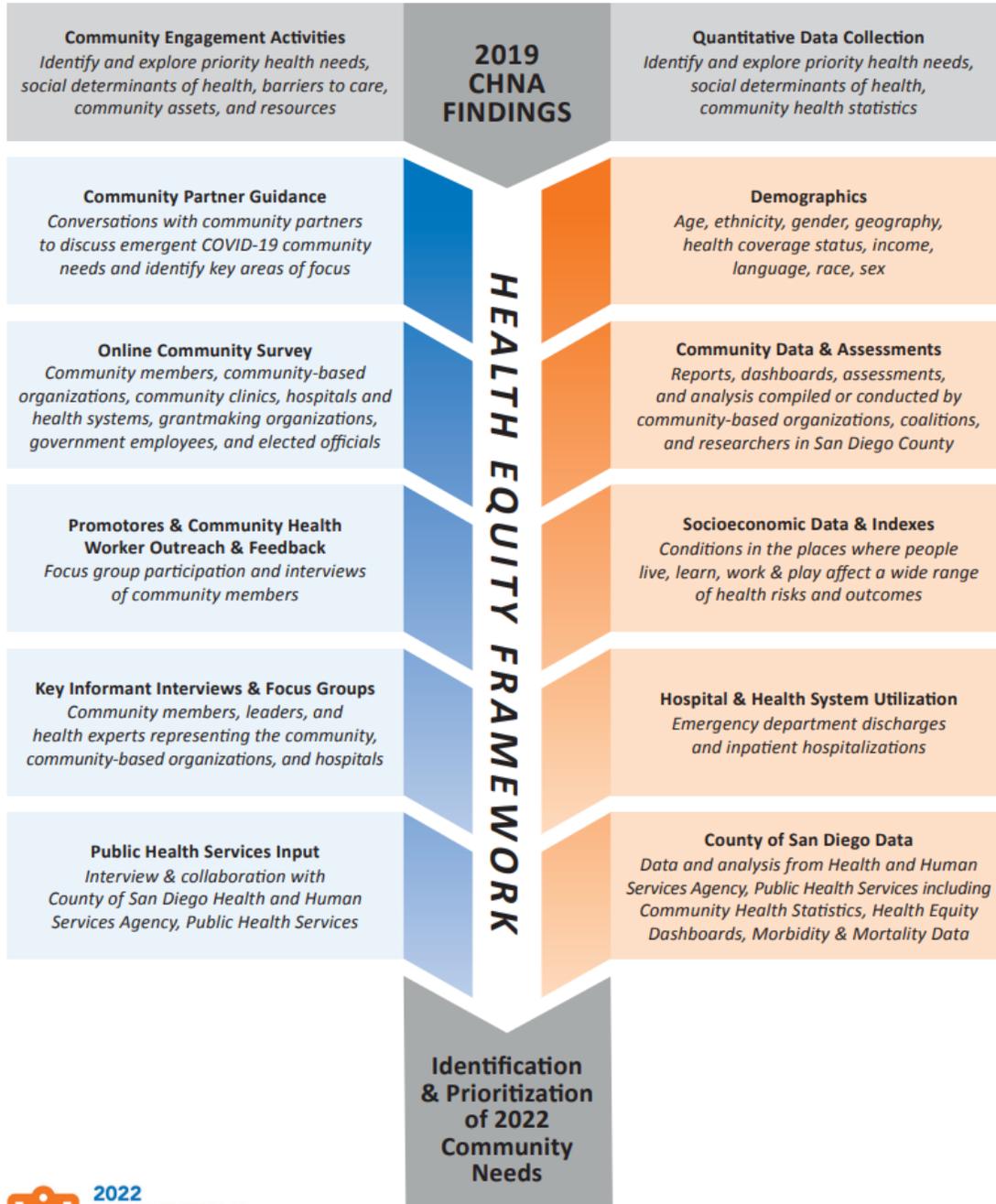
## Methodology

For the HASD&IC 2022 CHNA, quantitative analyses of publicly available data provided an overview of critical health issues across SDC, while qualitative analyses of community feedback provided improved understanding of the experiences and needs of San Diegans. The CHNA Committee reviewed these analyses and applied a pre-determined set of criteria to them to prioritize the top health needs in SDC. This process is represented in **Figure 9** below.

<sup>31</sup> Truven Health Analytics, 2022; Insurance Coverage Estimates, 2022; The Nielson Company, 2022; and CNI, 2022. Map produced by Sharp Strategic Planning Department, 2022.

**Figure 9: HASD&IC 2022 CHNA — Process Map**

**2022 COMMUNITY HEALTH NEEDS ASSESSMENT (CHNA)  
PROCESS MAP**



## Quantitative/Secondary Data

Quantitative data were used for three primary purposes:

1. Describe the SDC community
2. Plan and design the community engagement process
3. Facilitate the "prioritization process" — identifying the most serious community health needs of SDC residents who face inequities

Quantitative data included:

- HCAI limited data sets, 2017-2019 accessed via SpeedTrack<sup>32</sup>
- CNI<sup>31</sup>
- Public Health Alliance of Southern California Healthy Places Index
- National and statewide data sets including SDC mortality and morbidity data and data related to SDOH

The Public Health Alliance of Southern California Healthy Places Index and the CNI were used to identify the most under-resourced geographic areas. This information helped guide the community engagement process, including selecting communities from which to solicit input and developing relevant and meaningful engagement topics and questions.

The following reports and dashboards from the County of San Diego Health and Human Services Agency were also used:

- County of San Diego Community Health Statistics
- Health Disparities Executive Summary Report<sup>33</sup>
- Racial Equity: Framework and Outcomes Brief
- San Diego County Self-Sufficiency Standard, Household with Two Adults, One Preschool-Age Child and One School-Age Child, 2021
- Overdose Data to Action
- Health Equity Dashboard Series: Racial Equity Dashboards
- San Diego County Self-Sufficiency Standard Dashboard
- COVID-19 in San Diego County Dashboard
- LGBTQ+ Health and Well-Being Dashboard

<sup>32</sup> SpeedTrack's Population Health Decision Support Platform was used to export emergency department and inpatient hospital discharge data.

<sup>33</sup> County of San Diego, HHSA, PHS, CHSU. (2022). [Exploring Health Disparities in San Diego County: Executive Summary](#).

In addition, Sharp's 2022 CHNA process included strategic analysis by Sharp's Clinical Analytics team of internal hospital and clinic data to explore observations and trends among Sharp's patient population, particularly related to the impact of the COVID-19 pandemic. Data came from a variety of sources, including the Cerner Millennium electronic medical record, hospital and clinic claims data, managed care enrollment and clinical registries. Key service-line stakeholders in behavioral health and oncology, along with Sharp's Emergency Department Collaborative and Clinical Effectiveness department also participated in the process to ensure the accuracy of data sources and metrics.

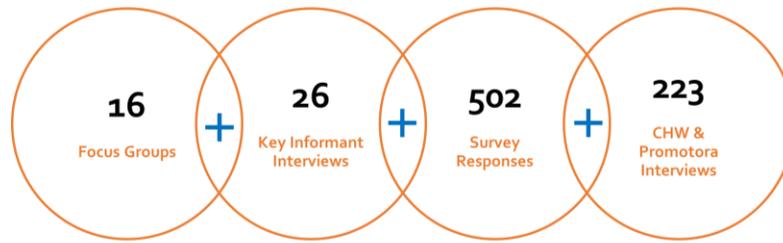
Sharp also used SpeedTrack's California Universal Patient Information Discovery application to analyze HCAI hospital discharge data, which provided insight on top diagnoses, trends and demographic characteristics among both inpatients and individuals who visited its emergency departments during calendar year 2020. This analysis reinforced key themes identified in the Sharp and HASD&IC 2022 CHNA processes.

In addition, Sharp used the CNI to identify the communities in its service areas experiencing health inequities. This included overlaying hospital discharge data for specific health conditions on top of CNI data to analyze the connection between those health conditions and under-resourced communities in SDC.

### *Community Engagement*

The goal of the HASD&IC 2022 CHNA community engagement process was to solicit input from a wide range of stakeholders, so the sample was as representative of those facing inequities in SDC as possible. Please see **Figure 10** for a summary of community engagement participation in the HASD&IC 2022 CHNA.

**Figure 10: HASD&IC 2022 CHNA — Community Engagement Activity Summary**



= total of **841** individuals participated in the 2022 Community Health Needs



In addition, Sharp conducted community engagement activities specifically for the community members it serves. Sharp collected input through three electronic surveys:

1. A survey for select Sharp health care providers
2. A survey for Sharp human resources professionals
3. A survey for the Sharp Insight Community — a private, online environment for current and former Sharp patients and their families and caregivers, community members unaffiliated with Sharp, and Sharp-affiliated physicians and staff.

**Table 13** below summarizes Sharp 2022 CHNA electronic community engagement surveys.

**Table 13: Sharp 2022 CHNA – Electronic Survey Participant Detail**

IPH Sharp Provider Survey, N=92		
Participant	Facilities Represented	Participant Expertise
Sharp Community Information Exchange Workgroup <sup>6</sup>	All	Low-income, medically underserved, populations with chronic diseases, minority populations <b>Regions:</b> Central, East, North Central, North Coastal, North Inland, South
Sharp Cancer Navigators and Social Workers	SCVMC, SGH, SMH, SRSMC, System Services <sup>34</sup>	Cancer expertise at Sharp; including for low-income, medically underserved, populations with chronic diseases, minority populations <b>Regions:</b> Central, East, North Central, South
Sharp Diabetes Health Educators	SCVMC, SGH, SMH	Low-income, medically underserved, populations with chronic diseases, minority populations <b>Regions:</b> Central, East, North Coastal, South
Sharp Patient Access Services Team Members	All	Low-income, medically underserved, populations <b>Regions:</b> Central, East, North Central, North Coastal, North Inland, South
Sharp Case Manager Leadership	SCVMC, SCMG, SCHHC, SGH, SMH, SRSMC, System Services	Low-income, medically underserved, populations with chronic diseases, minority populations <b>Regions:</b> Central, East, North Central, North Coastal, North Inland, South
IPH Sharp Human Resources Survey, N=16		
Participant	Facilities Represented	Participant Expertise
Sharp Human Resources Team Members	N/A <sup>35</sup>	Sharp employees – health, social and emotional well-being <b>Regions:</b> Central, East, North Central, North Coastal, North Inland, South
Sharp Insight Community Survey, N=619		
Participant	Hospitals/Facilities Represented	Participant Expertise
Sharp Patients and Caregivers; Community Members	N/A	Lived experience. <b>Regions:</b> Central, East, North Central, North Coastal, North Inland, South

**Sharp Entity Key:** SCVMC = Sharp Chula Vista Medical Center; SCHHC = Sharp Coronado Hospital and Healthcare Center; SGH = Sharp Grossmont Hospital; SMC= Sharp McDonald Center; SMH = Sharp Memorial Hospital; SRSMC = Sharp Rees-Stealy Medical Centers; SCMG = Sharp Community Medical Group; System Services = Sharp HealthCare System Services

<sup>34</sup> System Services serve the entire Sharp organization, including Information Technology, Human Resources, Marketing and more.

<sup>35</sup> Due to the small number of participants in the Institute for Public Health at San Diego State University Sharp Human Resources Survey, hospitals/facilities represented are excluded to preserve anonymity.

## Prioritization of 2022 Community Needs

The CHNA Committee collectively reviewed the quantitative and qualitative data and findings. Several criteria were applied to the data to determine the highest priority health needs in SDC. These criteria included: the severity of the need, the magnitude/scale of the need, disparities or inequities and change over time. Those health conditions and SDOH that met the largest number of criteria were then selected as top community needs.

As the HASD&IC 2022 CHNA process included robust representation from the communities served by Sharp, this prioritization process was replicated for Sharp's 2022 CHNAs.

## Findings

**Figure 11** below illustrates the top community needs identified by Sharp's 2022 CHNA process (in alphabetical order).

**Figure 11: Sharp 2022 CHNA Top Community Needs<sup>36</sup>**



The graphic demonstrates how each component of the findings — the top identified community needs, the foundational challenges, and the key underlying themes — impacts one another. In particular, the foundational challenges (health disparities and workforce shortages) and underlying themes (stigma and trauma) interact with each

<sup>36</sup> The findings of the Hospital Association of San Diego and Imperial Counties' 2022 Community Health Needs Assessment (CHNA) process were identical to Sharp's 2022 CHNA findings, with the exception of Maternal and Prenatal Care, Including High-Risk Pregnancy.

other to amplify the identified community needs as well as disrupt efforts that advance health equity and improve community well-being.

These findings were also supported through both the quantitative analysis and community engagement activities conducted as part of Sharp’s 2022 CHNAs. In addition, Maternal and Prenatal Care, Including High-Risk Pregnancy, was also identified as a community health need by Sharp’s 2022 CHNAs.

### Community Recommendations

During qualitative data collection, HASD&IC 2022 CHNA community engagement participants were asked, “What are the most important things that hospitals and health systems could do to improve health and well-being in our community?” Overwhelmingly, respondents agreed that there is a critical need to help patients navigate available services that will help improve their health and well-being. In both the interviews and the surveys, suggestions that centered around improved patient care rose to the top.

Most responses fell into four categories: navigation and support, culturally appropriate care, workforce development and community collaboration. See **Table 14** for the types of recommendations identified by HASD&IC’s community engagement participants.

**Table 14: HASD&IC 2022 CHNA – Community Recommendations for Hospitals and Health Systems to Improve Community Health and Well-Being**

HASD&IC 2022 CHNA COMMUNITY ENGAGEMENT RECOMMENDATIONS
<b>Provide Navigation &amp; Support to Patients</b>
<ul style="list-style-type: none"> <li>▪ Connect patients to services that will improve their health and well-being</li> <li>▪ Help patients understand and use health coverage</li> <li>▪ Help patients coordinate their health services</li> <li>▪ Help patients apply for health coverage or other benefits</li> <li>▪ Help patients pay for their health care bills</li> </ul>
<b>Provide Culturally Appropriate Care to Patients</b>
<ul style="list-style-type: none"> <li>▪ Ensure that a patient’s care meets their needs</li> <li>▪ Provide culturally appropriate health care in more languages</li> <li>▪ Train hospital staff on biases</li> </ul>
<b>Workforce Development</b>
<ul style="list-style-type: none"> <li>▪ Diversify the health care workforce</li> <li>▪ Hire more doctors, nurses and other health care professionals</li> <li>▪ Create more health care job opportunities and career pathways</li> </ul>
<b>Community Collaboration</b>
<ul style="list-style-type: none"> <li>▪ Collaborate with community groups and schools</li> <li>▪ Provide health education</li> </ul>

In addition, recommendations from Sharp's provider and human resources surveys facilitated by the IPH centered around providing increased connection and support for community members, including more follow-up calls, home visits and support for caregivers, as well as raising awareness about and expanding available resources. Respondents also emphasized the importance of addressing employee well-being and reducing turnover, with recommendations focused on improving communication, work-life balance, compensation, new graduate programs and the hiring process.

Further, respondents expressed interest in employee educational opportunities focused on care for the senior community, defining and applying cultural humility and implicit/unconscious bias and its impact on decision making. Results indicated that efforts must be made to increase the availability of behavioral health care providers and improve access to behavioral health care. Respondents also recommended creating more community-based behavioral health programs and offering services in patients' primary languages.

Similar to Sharp's provider and human resources surveys, Sharp Insight Community survey participants believed telehealth to be beneficial. Participant feedback also revealed that more could be done to promote community awareness about Sharp programs and services among certain populations within SDC.

### **Community Assets to Respond to Identified Needs**

San Diego's rich service ecosystem includes community-based organizations, government agencies, hospital and health systems, federally qualified health centers and other community members and organizations that seek opportunities to collaborate to improve the health of San Diegans. This service ecosystem is engaged in addressing all health needs identified by this assessment.

#### *Community Resources in San Diego County*

211 San Diego (211) is an important community resource and information hub. Through its 24/7 phone service and online database, it helps connect individuals with community, health and disaster services. Recognizing that available programs and services are continuously changing, we encourage community members to access the most available, current data through 211. In addition to connecting individuals to community services over the phone, 211 also manages the Community Information Exchange (CIE). The CIE is a network of approximately 130 health, social and government organizations coordinating care through a shared technology platform and data integration.

#### *Health Care Facilities in San Diego County*

HCAI is an excellent resource for detailed information on every health care facility licensed in California. The following data is available on the Healthcare Facility Attributes website: <https://hcai.ca.gov/data-and-reports/healthcare-facility-attributes/>.

## *Sharp CHNA Community Guide*

The Sharp CHNA Community Guide provides a user-friendly resource to learn about Sharp's triennial CHNA processes and findings, as well as strategies Sharp employs to address identified needs. In addition, the Sharp CHNA Community Guide provides a direct link for community members to provide feedback on Sharp's CHNA process. Sharp's most recent CHNA Community Guide is publicly available on Sharp's website at: <https://www.sharp.com/about/health-needs-assessments>.

### **Sharp 2022 CHNA Phase 2: Sharp Consumer and Provider Follow Up**

As part of its CHNA process, Sharp conducted a Phase 2 effort to collect feedback from participants in the CHNA process. Feedback from individuals who participated in Sharp's 2022 CHNA community engagement activities is essential to help inform and improve future CHNAs, as well as Sharp strategies to address identified community health needs.

Through collaboration with Sharp's Consumer Research team, an electronic follow-up survey was distributed in FY 2023 to the Sharp Insight Community to gather feedback on Sharp's 2022 CHNA findings. The survey solicited input from participants on critical issues raised during the 2022 CHNA community engagement, including barriers to addressing these issues. More than 430 respondents completed the Sharp Insight Community 2022 CHNA Phase 2 survey. A summary of the survey findings is provided below:

- 95% of respondents "agreed" or "strongly agreed" with the top health and social needs identified and described within the 2022 CHNA
- Access to health care, aging care and support and behavioral health were the highest ranked health and social needs.
- 82% of respondents "agreed" or "strongly agreed" that health disparities have a major impact on their community.
- 87% of respondents "agreed" or "strongly agreed" that workforce has a major impact on their community.
- 73% of respondents "agreed" or "strongly agreed" that the barrier of stigma has a major impact on their community.
- 83% of respondents "agreed" or "strongly agreed" that the barrier of trauma has a major impact on their community.

Additionally, an electronic follow up survey was created in partnership with IPH and distributed to Sharp providers engaged in initial 2022 CHNA research (**Table 13**) to validate findings concerning SDOH and foundational challenges identified in the results. Responses (n=70) indicated that financial strain and issues related to housing are the greatest contributors to health inequities in Sharp's patient populations but that less than half of employees are aware of community referrals that would help their patients address these issues.

Of the four barriers to care identified in Phase 1 of the CHNA, employees noted that Sharp is doing the most effective work around the disproportionate impact of health conditions on specific populations and workforce shortages, burnout and stress/trauma.

Sharing these conclusions and recommendations helps guide and shape future Sharp initiatives to address identified community needs and foundational challenges.

### **Next Steps for the CHNA**

Sharp is committed to the health and well-being of its community, and the findings of Sharp's 2022 CHNAs continue to help inform the activities and services provided by Sharp to improve the health of its community members. These programs are detailed in Sharp hospitals' fiscal year (FY) 2024-2027 Implementation Strategies, which are publicly available online at: <https://www.sharp.com/about/health-needs-assessments>.

The findings of Sharp's CHNAs are a critical component of Sharp's community benefit report process, outlined below.

### **Steps Completed to Prepare Sharp's Community Benefit Plan and Report**

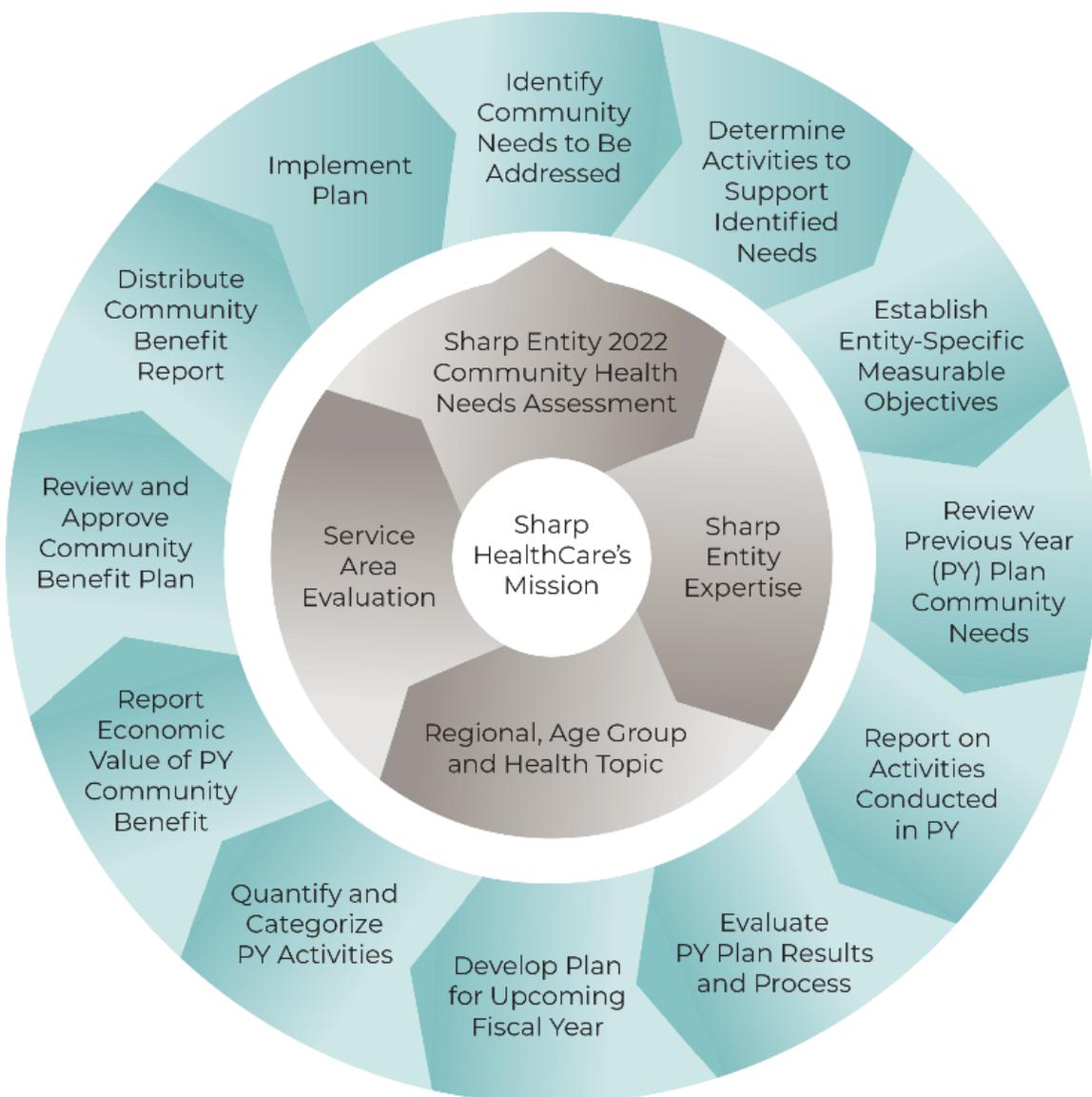
Each Sharp hospital performs the following steps annually to prepare its Community Benefit Plan and Report:

- Establishes and/or reviews hospital-specific objectives, taking into account results of the entity CHNA and evaluation of the entity's service area and expertise/services provided to the community
- Verifies the necessity of an ongoing focus on identified community needs or adds newly identified community needs
- Reports on activities conducted in FY 2023
- Develops a plan for FY2024, including specific steps to be undertaken
- Reports and categorizes the economic value of community benefit provided in FY 2023, according to the framework specifically identified in California Senate Bill 697
- Reviews and approves a community benefit plan
- Posts the Community Benefit Plan and Report on Sharp's website ([sharp.com](https://www.sharp.com)) for public viewing and download availability

- Distributes the Community Benefit Plan and Report Executive Summary to community stakeholders, members of the Sharp Board of Directors and each of the Sharp hospital boards of directors
- Shares the Community Benefit Plan and Report process and findings through presentations across Sharp, including to management, entity boards and committees, and others upon request
- Implements community benefit activities identified for the upcoming FY

Figure 12 outlines Sharp’s community benefit process.

**Figure 12: Sharp HealthCare Community Benefit Plan and Report Process**



# Description of Community Needs



## Section

# 4 Description of Community Needs

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*“It’s important for us to demonstrate that Sharp is very much invested in community health, specifically San Diego’s community health. Because we all benefit when San Diego has a healthy population.”*

— Ashton Harris, Lead Medical Social Worker, Sharp Rees-Stealy Medical Centers

The following pages include data describing the community needs addressed by Sharp HealthCare’s (Sharp) community benefit programs and services. Descriptions include findings from the Hospital Association of San Diego and Imperial Counties (HASD&IC) and Sharp 2022 Community Health Needs Assessments (CHNA) as well as relevant data from local, state and national sources.

Listed below are the priority health and social needs affecting the community members served by Sharp hospitals, particularly underserved and underfunded patients who face inequities, as identified through Sharp’s 2022 CHNAs. In addition, Workforce Development was highlighted by the 2022 CHNAs as a foundational challenge further exacerbating each identified community need.

- [Access to Health Care](#)
- [Aging Care and Support](#)
- [Behavioral Health](#)
- [Children and Youth Well-being](#)
- [Chronic Health Conditions](#)
- [Community Safety](#)
- [Economic Stability](#)
- [Maternal and Prenatal Care, Including High-Risk Pregnancy](#)
- [Workforce Development](#)

## Access to Health Care

### *2022 CHNA Data*

- The HASD&IC and Sharp CHNAs identified the following themes related to accessing health care in San Diego County (SDC): overall barriers to care; the impact of telehealth; health literacy; transportation; health insurance and financial concerns; stigma; the needs of specific populations (LGBTQ+, people experiencing homelessness, individuals at the end of life, undocumented individuals and parents or caregivers); the need for trauma-informed care; and workforce challenges.
  - This item also addresses the following Identified Need(s): *Aging Care and Support* and *Economic Stability*.

- HASD&IC CHNA participants described the following logistical challenges related to accessing health care: making primary care appointments or accessing their usual source of care; insurance restrictions and confusion; a need for referrals to access certain services or treatments; finding the right fit with a provider; and timeliness related to level of care, such as locating after-hours urgent care.
- A primary theme across HASD&IC CHNA community engagement activities was the need for more culturally competent and linguistically appropriate care. Language was identified as a significant barrier for non-English speaking and limited English proficiency community members to access care, and community members prefer receiving health care from providers who reflect their race and ethnicity. Translation services are not always adequate to help with patient-provider communication and trust, and use of these services may cause miscommunication.
  - This item also addresses the following Identified Need(s): *Workforce Development*.
- According to the HASD&IC CHNA, the lack of post-acute services has created long wait times for appropriate levels of care, especially following discharge from the hospital. Hospital staff are significantly challenged in finding timely follow-up care or a safe place to discharge people with complex behavioral health needs. In addition, limited availability of long-term care beds was identified as the leading deficit in the post-acute care continuum.
  - This item also addresses the following Identified Need(s): *Behavioral Health and Workforce Development*.
- The HASD&IC CHNA offered recommendations for addressing priority health needs by helping patients connect to and navigate available services to help improve their health and well-being. These recommendations fell into four categories: navigation and support, culturally appropriate care, workforce development and community collaboration.
  - This item also addresses the following Identified Need(s): *Workforce Development*.

### *Sharp Hospital Data*

- According to inpatient hospital discharge data in 2021, Sharp was the leading Medi-Cal provider among SDC hospital systems with 32.5% of discharges being Medi-Cal patients.

### *Regional Data*

- In 2021, 7.5% of SDC residents did not have health insurance coverage, with SDC's central region having the highest rate of residents without health insurance coverage (10.3%), followed by the south region (9.0%). Further, 14.6% of the American Indian/Alaskan Native (AIAN) population did not have health insurance coverage, the highest rate among other racial and ethnic groups.<sup>37</sup>
- In 2022, 14.8% of SDC adults, teens and children reported having no usual source of health care, with SDC's central region having the highest rate of residents without

<sup>37</sup> County of San Diego, HHSA, PHS, CHSU. (2023). [2017-2021 Demographic Profiles](#).

a usual source of care (20.4%), followed by the south region (16.5%). Further, 22.7% of the Hispanic population did not have a usual source of care, the highest rate among other racial and ethnic groups. Additionally, among SDC adults, 12.5% of non-Hispanic (NH) Asians had difficulty finding primary care, the highest rate among other racial and ethnic groups.<sup>38</sup>

- This item also addresses the following Identified Need(s): *Children and Youth Well-being*.

### *State and National Data*

- Approximately half of Californians (52%) reported taking at least one action to delay, skip or cut back on care in the past 12 months because of concerns related to cost. Of those who delayed care due to cost, 50% reported that their health condition worsened. Additionally, 1 in 5 lower-income Californians (20%) reported that it was “somewhat” or “very” difficult to find a provider who accepted their insurance plan, compared to 14% of Californians with higher incomes. Further, 2 out of 3 Californians are worried about affording unexpected medical bills (65%), out-of-pocket costs (65%), rent or mortgage (56%) and transportation costs (68%).<sup>39</sup>
  - This item also addresses the following Identified Need(s): *Economic Stability*.

## **Aging Care and Support**

### *2022 CHNA Data*

- The HASD&IC and CHNAs identified the following themes related to issues affecting care and support during the aging process in SDC: economic stability and risk of homelessness; social isolation; access to health care; access to community resources and support; behavioral health; stigma; and other health and safety concerns.
  - This item also addresses the following Identified Need(s): *Access to Health Care, Behavioral Health, Community Safety, and Economic Stability*.
- HASD&IC interviewees shared that it is difficult to find palliative care programs offering culturally diverse services, which can be particularly challenging for community members who are LGBTQ+, veterans and people of color. According to Sharp CHNA efforts, survey participants identified caregivers of adults or older adults as the leading population of patients impacted by COVID-19 (coronavirus disease 2019) in relation to increased isolation in seniors/older adults, increased anxiety and depression and decreased access to behavioral health care.
  - This item also addresses the following Identified Need(s): *Access to Health Care and Behavioral Health*.

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<sup>38</sup> University of California Los Angeles Center for Health Policy Research. (2023). [AskCHIS](#). AskCHIS is an online health query system that allows you to quickly search for health statistics on your county, region, and state. AskCHIS draws upon the responses of more than 20,000 Californians interviewed each year by [The California Health Interview Survey \(CHIS\)](#) – the largest state health survey in the U.S.

<sup>39</sup> Bailey, L. R., Catterson, R., Alvarez, E., & Noble, S. (2023). [The 2023 CHCF California Health Policy Survey](#). California Health Care Foundation (CHCF).

- A primary theme across HASD&IC’s community engagement activities was economic instability among seniors. Financial stability was identified as a significant barrier to aging at home with dignity, as seniors may be unable to afford necessary health-related home modifications or equipment.
  - This item also addresses the following Identified Need(s): *Economic Stability*.
- HASD&IC secondary data identified several factors that contribute to poverty among seniors: limited income, chronic health conditions, disability, and the loss of a significant other. Low-income seniors may be dependent on public programs like Medi-Cal and cash assistance (Supplemental Security Income) to make ends meet.
  - This item also addresses the following Identified Need(s): *Access to Health Care, Behavioral Health, Chronic Health Conditions, and Economic Stability*.
- Sharp CHNA efforts revealed the following strategies to address increased isolation among seniors/older adults: finding ways to allow visitation during COVID-19; establishing or expanding home visiting and other follow-up services; expanding or resuming services for seniors; offering more patient education and referrals; improving access to technology; and providing support for caregivers.
  - This item also addresses the following Identified Need(s): *Access to Health Care and Behavioral Health*.

#### *Sharp Hospital Data*

- According to hospital data presented in the Sharp Grossmont Hospital (SGH) 2022 CHNA, seniors represented 37.5% of all inpatient discharges and 16.3% of emergency department (ED) encounters at SGH in 2020. In addition, according to hospital data presented in the Sharp Memorial Hospital (SMH) 2022 CHNA, seniors represented 48.1% of all inpatient discharges and 22.3% of ED encounters at SMH in 2020.
- Seniors represented 48.4% of inpatient discharges for unintentional injury at SGH, with fall-related injuries occurring in 38.4% of those discharges. Further, seniors also represented 72.4% of inpatient discharges with an osteoarthritis diagnosis. At SMH, seniors represented 47.0% of inpatient discharges for unintentional injury, with fall-related injuries occurring in 47.3% of those discharges. Further, seniors also represented 68.6% of inpatient discharges with an osteoarthritis diagnosis.
- Data analysis also found that over a third (37.9%) of seniors admitted to SGH had a behavioral health diagnosis, with 35.2% diagnosed with a depressive disorder and 26.9% with an anxiety or fear-related disorder. At SMH, nearly a third (30.3%) of seniors admitted had a behavioral health diagnosis, with 40.8% diagnosed with a depressive disorder and 28.6% with an anxiety and fear-related disorder.
  - This item also addresses the following Identified Need(s): *Behavioral Health*.

#### *Regional Data*

- In 2021, most leading health conditions impacting older adults age 60 and over in SDC were chronic diseases (in rank order): diseases of the heart, cancer, Alzheimer’s disease, COVID-19, cerebrovascular diseases (including stroke), chronic lower respiratory diseases, diabetes, accidents/unintentional injuries,

essential hypertension and hypertensive renal disease, and influenza or pneumonia.<sup>40</sup> Further, older adults ages 60 and over in SDC's south and east regions experienced higher rates of death caused by most of the leading causes of death compared to SDC overall.<sup>41</sup>

- This item also addresses the following Identified Need(s): *Chronic Health Conditions*.
- For information on the leading causes of death among SDC residents, please visit the [County of San Diego's Leading Causes of Death Among San Diego Residents dashboard](#).
- In 2021, the top three causes of hospitalization rates among SDC's older adults, age 60 and over, were diseases of the heart, unintentional injuries and COVID-19.<sup>40</sup> In the east and south regions, cancer was the third highest cause of hospitalizations. Additionally, older adults in both regions experienced higher rates of hospitalization among leading conditions compared to SDC overall.<sup>41</sup>
  - This item also addresses the following Identified Need(s): *Chronic Health Conditions*.
- In 2021, the top three causes of ED utilization among SDC's older adults, age 60 and over, were unintentional injuries, diseases of the heart and urinary tract infections.<sup>40</sup> Older adults in SDC's east region experienced higher rates of ED utilization among leading conditions compared to SDC overall. Similarly, in SDC's south region, older adults had higher rates of ED utilization except for alcohol-related disorders compared to SDC overall.<sup>41</sup>
  - This item also addresses the following Identified Need(s): *Chronic Health Conditions and Community Safety*.
- In 2021, nearly 1 in 4 older adults (24.9%) age 65 and over were living alone and 48.8% of households with older adults were married-couple family households in SDC.<sup>42</sup>
  - This item also addresses the following Identified Need(s): *Behavioral Health*.
- In 2022, the income needed to meet daily needs in SDC was 1.9 times more than the average Social Security benefits for single older adults age 65 and older and 1.6 times more for older adult couples.<sup>42</sup>
  - This item also addresses the following Identified Need(s): *Economic Stability*.
- In 2021, more than 1 in 4 SDC householders ages 65 and older were renters. A single older adult relying on Social Security benefits would be unable to afford rent in SDC, where rent accounts for approximately 49% of the total income needed for a single senior to cover basic living expenses. Older adult couples would have less than \$1,300 remaining after rent to pay for groceries, healthcare, transportation and other basic needs.<sup>42</sup> Furthermore, in 2022, 19% of SDC residents age 60 and older were eligible for Medi-Cal.<sup>43</sup>
  - This item also addresses the following Identified Need(s): *Economic Stability*.

<sup>40</sup> County of San Diego, HHSA, PHS, CHSU. (2023). *Leading Health Conditions Among Older Adults in San Diego County, 2021*. Retrieved 12/15/23 from [www.SDHealthStatistics.com](http://www.SDHealthStatistics.com)

<sup>41</sup> County of San Diego, HHSA, PHS, CHSU. (2023). *Leading Health Conditions Among Older Adults by HHSA Region in San Diego County, 2021*. Retrieved 12/7/23 from [www.SDHealthStatistics.com](http://www.SDHealthStatistics.com)

<sup>42</sup> County of San Diego, HHSA, PHS, CHSU. (2023). *Cost of Living for Older Adults San Diego County, 2022*. Retrieved 12/20/23 from [www.SDHealthStatistics.com](http://www.SDHealthStatistics.com)

<sup>43</sup> California Department of Aging. (2022). *2022 California Department of Aging: Population Demographic Projections by County and PSA for Intrastate Funding Formula*.

- In 2023, almost 1 in 3 (29%) unsheltered SDC residents were adults ages 55 and over.<sup>44</sup>

### State and National Data

- Older adults are becoming homeless at higher rates than other age groups in California and nationally.<sup>45</sup> Nationwide, the population of individuals ages 65 and older experiencing homelessness is expected to nearly triple over the next decade — from 40,000 in 2020 to approximately 106,000 by 2030.<sup>46</sup>
  - This item also addresses the following Identified Need(s): *Economic Stability*.
- Over half of older adults ages 65 years and older living in the community — living in their own home, the home of a family member or friend, or any other community-based living arrangement outside of a nursing home — have difficulty carrying out daily living activities without assistance over their lifetimes.<sup>47</sup>
- In 2021, AARP estimated that 38 million adults provided care to a friend or family member, accounting for 36 billion unpaid hours valued at \$600 billion (about \$1,800 per person in the U.S.) an increase of \$130 billion compared to 2019.<sup>47</sup>
  - This item also addresses the following Identified Need(s): *Economic Stability*.
- Approximately 1.72 million Medicare beneficiaries who died in 2020 were enrolled in hospice care for one day or more, a 6.8% increase from 2019.<sup>48</sup>
- The four areas of end-of-life care include: providing physical comfort, managing mental and emotional needs, supporting spiritual needs and providing support for practical tasks.<sup>49</sup>
  - This item also addresses the following Identified Need(s): *Behavioral Health*.
- Adult home-based palliative care programs reduced medical expenses by 16.7% during a calendar year compared with those who received usual care. Despite savings among members with commercial insurance and Medicare, those with Medicaid did not show savings.<sup>50</sup>
  - This item also addresses the following Identified Need(s): *Economic Stability*.
- In 2020, 83.4% of U.S. hospitals with 50 or more beds had a palliative care program compared to 24.5% in 2000. Despite this growth, barriers in access to palliative care remain, including variability of palliative care programs by geography, hospital size and tax status, and limited staff and resources. The next phase of growth will require more palliative care in the community — in nursing homes, office practices and patients' homes.<sup>51</sup>
  - This item also addresses the following Identified Need(s): *Access to Health Care and Workforce Development*.

<sup>44</sup> San Diego Regional Task Force on Homelessness. (2023). [San Diego County Continuum of Care Region: 2023 Point-in-Time Data](#).

<sup>45</sup> Ibarra, A. B. (2023, February 10). [The fastest-growing homeless population? Seniors](#). CalMatters.

<sup>46</sup> Graham, C. & Moffett, T. (2023). [CHCF Issue Brief: Making CalAIM Work for Older Adults Experiencing Homelessness](#). CHCF.

<sup>47</sup> Reinhard, S. C., Caldera, S., Houser, A., and Choula, R. B. (2023). [Valuing the Invaluable 2023 Update: Strengthening Supports for Family Caregivers](#). Washington, DC: AARP Public Policy Institute. <https://doi.org/10.26419/ppi.00082.006>

<sup>48</sup> National Hospice and Palliative Care Organization. (2022). [2022 Edition: Hospice Facts and Figures](#).

<sup>49</sup> National Institutes of Health (NIH), National Institute on Aging. (2022, November 17). [Providing Care and Comfort at the End of Life](#).

<sup>50</sup> Gordon, M. J., Le, T., Lee, E. W., & Gao, A. (2022). Home Palliative Care Savings. *Journal of Palliative Medicine*, 25(4), 591-595. <http://doi.org/10.1089/jpm.2021.0142>

<sup>51</sup> Center to Advance Palliative Care. (2022). [Growth of Palliative Care in U.S. Hospitals: 2022 Snapshot](#).

- Research suggests that rates of advance care planning (ACP) are particularly low (20%) among racial/ethnic minority populations and those with limited health literacy. Disparities persist among LGBTQ+ communities, individuals experiencing homelessness and incarcerated populations. Barriers to ACP include: a lack of trust,<sup>52</sup> experiential racism<sup>52</sup> and fear of discrimination towards sexual orientation and gender identity.<sup>53</sup>
  - This item also addresses the following Identified Need(s): *Access to Health Care*.
- In a study of seriously ill older adults, researchers found that nearly half received at least one medical treatment or code status order that was discordant with their surrogate decision maker's identified goals of care. This discordance resulted in patients receiving potentially unwanted aggressive medical treatments, including CPR (cardiopulmonary resuscitation), surgery and intubation. Better communication between surrogates and health care providers resulted in higher concordance with care preferences.<sup>54</sup>
- In a survey of physicians caring for older adults, 99% agreed that ACP discussions are important, but face obstacles including concern that the conversation might be uncomfortable, not wanting the patient to lose hope and uncertainty about what is culturally appropriate. Strategies to foster a meaningful, patient-first dialogue in which the person feels safe and supported include: giving the moment the space it deserves, considering the cultural context and reflecting and recapping based on the patient's body language and tone of voice.<sup>55</sup>
- A study on the predictors of complicated grief in caregivers of palliative care patients established a direct relationship between factors prior to bereavement and complicated grief. This included the intensity of anticipated grief; previous mental and physical health of the caregiver; social support; quality of patient care; communication at the end of life; preparation for death; spirituality and sociodemographic factors.<sup>56</sup>
  - This item also addresses the following Identified Need(s): *Behavioral Health*.
- The *2022 National Strategy to Support Family Caregivers* report proposes five main goals to support family caregivers: increased awareness and outreach; building partnerships and engagement with family caregivers; strengthening services and supports; ensuring financial and workplace security; and expanding data, research and evidence-based practices related to family caregiving.<sup>57</sup>
  - This item also addresses the following Identified Need(s): *Access to Health Care and Economic Stability*.

<sup>52</sup> McMahan, R. D., Tellez, I., & Sudore, R. L. (2021). Deconstructing the Complexities of Advance Care Planning Outcomes: What Do We Know and Where Do We Go? A Scoping Review. *Journal of the American Geriatrics Society*, 69(1), 234–244. <https://doi.org/10.1111/jgs.16801>

<sup>53</sup> Reich, A. J., Perez, S., Fleming, J., Gazarian, P., Manful, A., Ladin, K., Tjia, J., Semco, R., Prigerson, H., Weissman, J. S., & Candrian, C. (2022). Advance care planning experiences among sexual and gender minority people. *JAMA Network Open*, 5(7). <https://doi.org/10.1001/jamanetworkopen.2022.22993>

<sup>54</sup> Comer, A. R., Hickman, S. E., Slaven, J. E., Monahan, P. O., Sachs, G. A., Wocial, L. D., Burke, E. S., & Torke, A. M. (2020). Assessment of Discordance Between Surrogate Care Goals and Medical Treatment Provided to Older Adults with Serious Illness. *JAMA Network Open*, 3(5), e205179. <https://doi.org/10.1001/jamanetworkopen.2020.5179>

<sup>55</sup> Shega, J. (2022, April 7). *The Physician's Role in Advance Care Planning*. Physician's Weekly.

<sup>56</sup> López-Pérez, Y., Cruzado, J. A., Lacasta-Reverte, M. A., & Lallana-Frías, E. (2022). Predictors of Complicated Grief in Caregivers of Palliative Care Patients. *OMEGA - Journal of Death and Dying*, 0(0). <https://doi.org/10.1177/00302228221133437>

<sup>57</sup> Administration for Community Living. (2022). *2022 National Strategy to Support Family Caregivers*.

## Behavioral Health

### *2022 CHNA Data*

- The HASD&IC and Sharp CHNAs identified the following themes related to behavioral health in SDC: increasing behavioral health needs and substance use; overall access to care; the impact of stigma; post-acute care concerns; the needs of specific populations (dual diagnosis patients, LGBTQ+, people experiencing homelessness, veterans and military, Native American/tribal groups, refugees, and undocumented individuals); and workforce challenges.
- Data analysis in the Sharp CHNAs revealed a higher volume of behavioral health hospital discharges in communities facing greater socioeconomic challenges throughout SDC.<sup>58</sup>
- HASD&IC CHNA community engagement participants identified timely and appropriate behavioral health services, counseling or therapy, and psychiatry among the most difficult services to access. Identified barriers to accessing behavioral health care include workforce shortages; lack of availability of needed resources; long wait times for appointments; unaffordability of services; insurance issues; and lack of access to technology and transportation.
- More than two-thirds (70%) of HASD&IC CHNA online community survey respondents identified behavioral health as a top health need in the community. The 10 most important mental or behavioral health needs in the community (in rank order) were noted to be: depression; access to help; anxiety; stress; drug use; substance use disorders (SUD); alcohol use; burnout or fatigue; opioid use (including fentanyl); and suicide or suicidal thoughts.
- The HASD&IC and Sharp CHNAs identified the need for a trauma-informed approach to care and the importance of education, training and treating those they serve with dignity. Implementing trauma-informed approaches to care by recognizing trauma, strengthening resiliency, and avoiding re-traumatization can lead to more open communication, greater patient engagement and better attention to patient needs.
- Sharp CHNA efforts revealed the following strategies for addressing increased anxiety: increase follow-up calls and home visits; expand the availability of and access to behavioral health care services; providing help for staff; patient education; and offering services in the patients' primary language.

### *Sharp Hospital Data*

- In FY 2021, Sharp had over 38,000 behavioral health diagnoses among acute care hospital inpatients. Analysis of Sharp clinical data from fiscal year (FY) 2016 - 2021 showed a steady increase year-over-year, with a 12% increase since FY 2016 and 6% increase since FY 2020. This increase is likely the result of both improved documentation and actual disease prevalence in the community.
- Analysis of hospital discharge data for Sharp Mesa Vista Hospital (SMV) showed that one-third (33.3%) of seniors admitted to SMV in 2020 had a principal diagnosis

<sup>58</sup> Dignity Health and IBM Watson Health CNI. The Dignity Health and IBM Watson CNI was discontinued on January 31, 2023.

that was classified as a mood disorder, while 22.7% of diagnoses were classified as an alcohol-related disorder, and 15% as dementia. In addition, while individuals identified as White represented 53.3% of all inpatient discharges at SMV, they accounted for 69% of discharges among seniors.

- This item also addresses the following Identified Need(s): *Aging Care and Support*.
- Data analysis also found that the top three behavioral health diagnoses were suicidal ideations, alcohol dependence with withdrawal, and major depressive disorder (recurrent and severe).
- In addition, in FY 2022, 167 Sharp Chula Vista Medical Center (SCMVC) inpatients, 345 SGH inpatients and 352 SMH inpatients had an ICD-10 (International Classification of Diseases – 10th Revision) diagnosis for problems related to living alone.

### *Regional Data*

- Social isolation presents a significant behavioral health concern among older adults experiencing homelessness. In 2020, almost half of surveyed older adults (45%) in SDC reported feeling lonely, isolated or cut off from friends and family.<sup>59</sup>
  - This item also addresses the following Identified Need(s): *Aging Care and Support*.
- In 2022, 19.9% of adults in SDC reported they have ever seriously thought about taking their own life, an increase of 2.2 percentage points compared to 2020 (17.7%).<sup>38</sup>
- In 2021, intentional self-harm (suicide) was the 12th leading cause of death for SDC residents and was responsible for 344 deaths.<sup>60</sup> The age-adjusted rate of death due to suicide was 10.2 per 100,000 population.<sup>61</sup>
- Additionally, compared to SDC overall, SDC's east region had higher rates of age-adjusted deaths, hospitalizations and ED visits related to suicide. SDC's south region had lower rates of age-adjusted deaths and ED visits, but similar rates of hospitalizations related to suicide.<sup>61</sup>
  - For information on the age-adjusted suicide rates among SDC residents, please visit the [County of San Diego's Age-Adjusted Health Condition Rates Among San Diego Residents dashboard](#).
- In 2021, 9% of SDC adults over the age of 65 thought about taking their own life in the past year. In addition, 47.2% of SDC seniors who reported having mental/emotional or substance use issues sought help for those issues but did not receive treatment.<sup>38</sup>
  - This item also addresses the following Identified Need(s): *Aging Care and Support*.
- In 2021, there were 274 hospitalizations and 4,026 ED visits attributed to substance-related disorders in SDC. Additionally, the age-adjusted rate of hospitalizations and

<sup>59</sup> Serving Seniors. (2021). [Senior Homelessness: A Needs Assessment](#).

<sup>60</sup> County of San Diego, HHS, PHS, CHSU. (2023). [Leading Causes of Death Among San Diego County Residents Dashboard | Tableau Public](#). Retrieved 11/28/23 from [www.SDHealthStatistics.com](http://www.SDHealthStatistics.com)

<sup>61</sup> County of San Diego, HHS, PHS, CHSU. (2023). [AAP Profiles - xRegion FINAL | Tableau Public](#). Retrieved 11/28/23 from [www.SDHealthStatistics.com](http://www.SDHealthStatistics.com)

ED visits related to substance-related disorders were higher among males and Black individuals.<sup>61</sup>

- In 2021, there were 591 deaths attributed to alcohol-related disorders in SDC. The age-adjusted rate of death due to alcohol-related disorders was 16.0 per 100,000 population. Additionally, compared to SDC overall, SDC's east region had higher rates of age-adjusted deaths, hospitalizations and ED visits related to alcohol-related disorders while SDC's south region had lower rates.<sup>61</sup>
  - For information on the age-adjusted alcohol-related disorder rates among SDC residents, please visit the [County of San Diego's Age-Adjusted Health Condition Rates Among San Diego Residents dashboard](#).
- In 2021, there were 3,400 ED visits related to mood disorders in SDC. The age-adjusted rate of ED visits due to mood disorders was 103.3 per 100,000 population. Additionally, compared to SDC overall, SDC's east and south regions had higher rates of age-adjusted ED visits related to mood disorders.<sup>61</sup>
- In 2021, adults ages 60 and older experienced the highest rates of death for Alzheimer's disease when compared to all other age groups in SDC.<sup>60</sup>

### *State and National Data*

- Close to two-thirds of adults with a mental illness and two-thirds of adolescents with major depressive episodes did not get treatment.<sup>62</sup>
- In 2022, among the 922,000 U.S. adolescents ages 12 to 17 with a co-occurring major depressive episode and an SUD in the past year, about 3 in 10 did not receive treatment for either condition.<sup>63</sup>
  - This item also addresses the following Identified Need(s): *Children and Youth Well-being*.
- Among the 21.5 million adults ages 18 or older with co-occurring any mental illness and an SUD in the past year, about 2 in 5 adults did not receive treatment for either condition.<sup>63</sup>
- Very few people with an SUD access available, effective treatment. Lack of access to care and screening, as well as stigma, contribute to this treatment gap. Promising strategies include developing best practices for screening in primary care settings and increasing provider capacity to prescribe medications for treating SUDs.<sup>64</sup>
  - This item also addresses the following Identified Need(s): *Access to Health Care*.

<sup>62</sup> Holt, W. & Hahn, T. (2022). [Mental Health in California: Waiting for Care](#). CHCF.

<sup>63</sup> Substance Abuse and Mental Health Services Administration (SAMHSA), Center for Behavioral Health Statistics and Quality. (2023). [Key Substance Use and Mental Health Indicators in the United States: Results from the 2022 National Survey on Drug Use and Health](#). (HHS Publication No. PEP23-07-01-006, NSDUH Series H-58).

<sup>64</sup> U.S. Department of Health & Human Services, Office of Disease Prevention and Health Promotion. (n.d.). [Increase the proportion of people with a substance use disorder who got treatment in the past year — SU-01](#). Healthy People 2030; The U.S. Department of Health and Human Services' [Healthy People 2030](#) (HP 2030) initiative represents the nation's prevention agenda for the third decade of the 21st century. HP2030 has four overarching goals: to attain healthy, thriving lives and well-being free of preventable disease, disability, injury, and premature death; to achieve health equity, eliminate disparities, and attain health literacy to improve the health and well-being of all; to create social, physical, and economic environments that promote attaining the full potential for health and well-being for all; to promote healthy development, healthy behaviors, and well-being across all life stages; and to engage leadership, key constituents, and the public across multiple sectors to take action and design policies that improve health and well-being of all.

- A whole person care-informed intervention delivered by substance use navigators for ED patients with SUDs was strongly associated with higher engagement rates in addiction treatment after discharge.<sup>65</sup>
- In 2021, the rate of suicide among California veterans was significantly higher compared to those who did not serve, but significantly lower than the rate among all veterans nationwide. Males accounted for 96.0% of suicide deaths among California veterans.<sup>66</sup> Further, the suicide rate for veterans in the U.S. in 2020 was 57.3% greater than the rate among non-veterans.<sup>67</sup>
- Research has shown suicide risk among veterans to be impacted by multiple factors, including acute psychosocial stressors; low cholesterol; using opioid medications for pain control; insomnia; behavioral health conditions like anxiety disorder, bipolar disorder, depression, post-traumatic stress disorder (PTSD), and traumatic brain injury (TBI); and substance use, especially heavy binge drinking.<sup>68</sup>
- Among adults receiving mental health services in California mental health agencies and were in the labor force<sup>69</sup> from 2020 to 2021, 58% of those ages 18 to 20, 46% of those ages 21 to 64 and 53% of those ages 65 or older were employed.<sup>70</sup>
  - This item also addresses the following Identified Need(s): *Economic Stability and Workforce Development*.
- California faces shortages in psychiatric beds at all three major levels of adult inpatient and residential care, including acute care, subacute care and community residential services. From 2021 to 2026, the RAND corporation estimates a 1.2% growth in the need for psychiatric beds in SDC, which is lower than the estimated state average (1.7%). In 2021, the regional prevalence of serious psychological distress in SDC was 1.8% below the state average.<sup>71</sup> Further, hundreds of Californians in need of psychiatric beds are held in hospital EDs or county jails awaiting openings in inpatient care settings.<sup>70 71</sup>
  - This item also addresses the following Identified Need(s): *Access to Health Care*.
- California Health Care Foundation’s *2022 Mental Health in California: Waiting for Care* report indicates that the prevalence of serious mental illness was highest among Californians with the lowest incomes. In addition, the report found that the number of visits to California EDs that resulted in a discharge to psychiatric care increased 68% from 2011 to 2020.<sup>62</sup>
  - This item also addresses the following Identified Need(s): *Economic Stability*
- The Alzheimer’s Association projects that, by 2025, there will be approximately 840,000 Californians ages 65 and older living with Alzheimer’s disease, a 21.7% increase from 2020.<sup>72</sup>

<sup>65</sup> Anderson, E. S., Rusoja, E., Luftig, J., Ullal, M., Shardha, R., Schwimmer, H., Friedman, A., Hailozian, C., & Herring, A. A. (2023). Effectiveness of Substance Use Navigation for Emergency Department Patients With Substance Use Disorders: An Implementation Study. *Annals of Emergency Medicine*, 81(3), 297–308. <https://doi.org/10.1016/j.annemergmed.2022.09.025>

<sup>66</sup> California Department of Public Health, Office of Suicide Prevention. (2021). *Suicide Death Among Veterans in California, 2021*.

<sup>67</sup> U.S. Department of Veterans Affairs (VA), Office of Mental Health and Suicide Prevention. (2022). *2022 National Veteran Suicide Prevention Annual Report*.

<sup>68</sup> VA, Office of Research Development. (n.d.). *VA Research on Suicide Prevention*.

<sup>69</sup> “Labor force” is the sum of consumers employed and unemployed (SAMHSA, 2023).

<sup>70</sup> SAMHSA. (2023). *2022 Uniform Reporting System Table for California | CBHSQ Data*.

<sup>71</sup> McBain, R. K., Cantor, J. H., Eberhart, N. K., Huilgol, S. S., & Estrada-Darley, E. (2022). *Adult Psychiatric Bed Capacity, Need, and Shortage Estimates in California—2021*. RAND Corporation. <https://doi.org/10.7249/RR1824-1-v2>

<sup>72</sup> Alzheimer’s Association. (2023). 2023 Alzheimer’s Disease Facts and Figures. *Alzheimer’s Dement*, 19(4), 1598-1695. <https://doi.org/10.1002/alz.13016>

- This item also addresses the following Identified Need(s): *Aging Care and Support*.
- Nearly a quarter of adults ages 65 and older are considered to be socially isolated. Social isolation can negatively impact physical and mental health in many ways, including increased risk of premature death; significantly greater risk of dementia, heart disease and stroke; and higher rates of depression, anxiety and suicide.<sup>73</sup>
  - This item also addresses the following Identified Need(s): *Aging Care and Support and Chronic Health Conditions*.
- Social isolation and loneliness have been linked to a variety of physical and behavioral health conditions, including high blood pressure, heart disease, obesity, a weakened immune system, anxiety, depression, cognitive decline, Alzheimer's disease and even death. People who find themselves unexpectedly alone due to the death of a spouse or partner, separation from friends or family, retirement, loss of mobility, and lack of transportation are at particularly high risk.<sup>74</sup>
  - This item also addresses the following Identified Need(s): *Aging Care and Support and Chronic Health Conditions*.

## **Children and Youth Well-being**

### *2022 CHNA Data*

- The HASD&IC community engagement process revealed an overwhelming concern for the well-being of children and youth. Further, the most pressing concerns were consistently related to the behavioral health needs of children and youth. The distress is magnified by the lack of workforce and resources available to address even the most serious needs.
  - This item also addresses the following Identified Need(s): *Behavioral Health and Workforce Development*.
- As part of an online community survey, the HASD&IC and Sharp CHNAs identified the following themes related to children and youth well-being in SDC: mental well-being; community safety; economic stability; education-related concerns; and other health concerns.
  - This item also addresses the following Identified Need(s): *Behavioral Health, Community Safety, and Economic Stability*.
- The HASD&IC CHNA found that increased behavioral health needs among children and youth were due to numerous factors, including bullying, lack of activities, social isolation, social media and stress resulting from family and financial circumstances.
  - This item also addresses the following Identified Need(s): *Behavioral Health, Community Safety, and Economic Stability*.

<sup>73</sup> CDC, Division of Population Health, National Center for Chronic Disease Prevention and Health Promotion. (2021, April 29). [Loneliness and Social Isolation Linked to Serious Health Conditions](#). Alzheimer's Disease and Healthy Aging.

<sup>74</sup> NIH, National Institute on Aging. (2021, January 14). [Loneliness and Social Isolation — Tips for Staying Connected](#).

## Regional Data

- In 2021, 20% or more of children aged 18 or younger in approximately 22% of SDC's census tracts were living below 100% of the federal poverty level (FPL).<sup>75</sup>
  - This item also addresses the following Identified Need(s): *Economic Stability*.
- In 2021, 18.1% (596,391) of SDC's population was 14 years or younger.<sup>76</sup>
- In 2020, approximately 53% of adults in SDC experienced 1 or more Adverse Childhood Experiences (ACE), and roughly 1 in 4 adults reported experiencing 4 or more ACEs.<sup>77</sup> ACE risk factors include sex; sexual orientation and gender identity; race and ethnicity; socioeconomic status (SES); employment level; and educational attainment. ACE prevention strategies include strengthening economic support for families, promoting family-friendly work policies, raising awareness of ACEs, access to high-quality behavioral and physical health care, ACE screenings, as well as teaching and practicing stress-mitigation strategies.<sup>77</sup>
  - This item also addresses the following Identified Need(s): *Access to Health Care, Behavioral Health, and Economic Stability*.
- In 2021, there were 655 anxiety and fear-related disorder and 405 depression-related ED visits in SDC among children ages 10 to 19. Compared to SDC overall (143.0 per 100,000 population), SDC's east and south regions had higher rates of anxiety and fear-related disorder ED visits among children ages 10 to 19. Additionally, SDC's east region had the highest rate of depression-related ED visits among children ages 10 to 19 compared to 88.4 per 100,000 population in SDC overall.<sup>78</sup>
  - This item also addresses the following Identified Need(s): *Behavioral Health*.

## State and National Data

- In 2019, an estimated 1.3 million school-aged children were homeless, however little is known about the effects this has on children's overall health and well-being.<sup>79</sup>
  - This item also addresses the following Identified Need(s): *Economic Stability*.
- The Child Maltreatment 2021 Report estimates that 600,000 children nationwide were victims of abuse and neglect in 2021 — a 3% decrease from the previous year. Of those victims, 27.8% of victims were under the age of two.<sup>80</sup>
  - This item also addresses the following Identified Need(s): *Community Safety*
- The estimated lifetime cost for each victim of child maltreatment was \$210,012.<sup>81</sup>

<sup>75</sup> County of San Diego, HHSA, PHS, CHSU. (2023). *Poverty in San Diego County: Family and Child Poverty, Deep Poverty, Housing, and Employment*. Retrieved 11/28/23 from [www.SDHealthStatistics.com](http://www.SDHealthStatistics.com)

<sup>76</sup> County of San Diego, HHSA, PHS, CHSU. (2023). *2017-2021 Cities Demographic Profiles*. Retrieved 11/7/23 from [www.SDHealthStatistics.com](http://www.SDHealthStatistics.com)

<sup>77</sup> County of San Diego, HHSA, PHS, CHSU. (2022). *Introduction to Adverse Childhood Experiences (ACE)*. Retrieved 11/28/23 from [www.SDHealthStatistics.com](http://www.SDHealthStatistics.com)

<sup>78</sup> County of San Diego, HHSA, PHS, CHSU. (2023). *2021 Community Profiles by HHSA Region | Tableau Public*. Retrieved 11/21/23 from [www.SDHealthStatistics.com](http://www.SDHealthStatistics.com)

<sup>79</sup> Gultekin, L. E., Brush, B. L., Ginier, E., Cordon, A., & Dowdell, E. B. (2020). Health Risks and Outcomes of Homelessness in School-Age Children and Youth: A Scoping Review of the Literature. *Journal of School Nursing*, 36(1), 10–18. <https://doi.org/10.1177/1059840519875182>

<sup>80</sup> U.S. Department of Health & Human Services, Administration for Children and Families, Administration on Children, Youth and Families, Children's Bureau. (2023). *Child Maltreatment 2021*.

<sup>81</sup> CDC, National Center for Injury Prevention and Control, Division of Violence Prevention. (2014, January 14). *Cost of Child Abuse and Neglect Rival Other Major Public Health Problems*.

- The California Future Health Workforce Commission released a progress report in response to the previously released report titled *Meeting the Demand for Health in 2019*, which details the strategies the commission has implemented to recruit and maintain California’s health care workforce, including but not limited to: offer health career pipeline programs for students from low-income backgrounds; provide academic, advising and health career development support to underrepresented college students; expand educational programs that train students to provide health care in underserved communities; and provide scholarships for low-income students.<sup>82</sup>
  - This item also addresses the following Identified Need(s): *Economic Stability and Workforce Development*.
- More children die or are seriously hurt from injuries than from all childhood diseases combined, and childhood injuries can result in long-term disabilities. They can be prevented by changing the environment, behaviors, products, social norms and policies. The groups at greatest risk of childhood injury include children under age one or older youth as well as Native American and rural children.<sup>83</sup>
- Traumatic injury is the leading cause of death among children, with many survivors enduring the consequences of brain and spinal cord injuries (SCI). The physical, emotional, psychological and learning problems that affect injured children, along with the associated costs, make reducing traumatic injuries a high priority for health and safety advocates throughout the nation. Educational programs like ThinkFirst increase knowledge and awareness of the causes and risk factors of brain and SCI, injury prevention measures, and the use of safety habits at an early age.<sup>84</sup>
  - This item also addresses the following Identified Need(s): *Behavioral Health*.

## Chronic Health Conditions

### Cancer

#### 2022 CHNA Data

- The HASD&IC and Sharp CHNAs identified chronic health conditions, including cancer, as one of the top community needs affecting community members served by Sharp hospitals.
- HASD&IC CHNA focus groups described the following challenges related to accessing cancer care: delayed or disrupted access to cancer screening during the COVID-19 pandemic; financial stressors, including the cost of health insurance premiums and copays; stigma surrounding a cancer diagnosis; and practical issues to facilitate healing and recovery, such as housing and transportation. In addition, undocumented community members with cancer were described as being at a severe disadvantage, as many lack the necessary insurance coverage to enroll in

<sup>82</sup> Powers, P. E. (2022). [Progress Since the California Future Health Workforce Commission: State Policy and Budget Actions on Priority Recommendations](#). CHCF.

<sup>83</sup> McBrayer, S. L., Mostofi, S., Frias, A., & Huynh, V. (2022). [Live Well San Diego Report Card on Children, Families, and Community, 2021](#). The San Diego Children’s Initiative.

<sup>84</sup> ThinkFirst National Injury Prevention Foundation. (n.d.). <https://thinkfirst.org/>

programs and services that could provide financial, logistical and other supportive needs. Further, participants in Sharp CHNAs reported that patients are more fearful of accessing general health care services and annual cancer screenings.

- This item also addresses the following Identified Need(s): *Access to Health Care and Economic Stability*.
- Sharp cancer patient navigators and clinical social workers who participated in Sharp CHNA focus groups noted that cancer patients may have limited access to specialty care because health care professionals are overwhelmed. Sharp works with cancer specialists across the system to improve access within and among various practices.
  - This item also addresses the following Identified Need(s): *Access to Health Care and Workforce Development*.
- Data analysis in Sharp CHNAs revealed a higher volume of hospital discharges due to cancer in communities within SDC facing greater socioeconomic challenges, especially among SDC's east region and south regions.<sup>58</sup>
  - This item also addresses the following Identified Need(s): *Economic Stability*.

### *Sharp Hospital Data*

- In 2021, there were 1,250 new cases of cancer at SGH, 969 at SCMVC and 2,675 at SMH. The most frequently observed cancers at SGH and SCMVC, respectively, were (in rank order): breast (13.1% of all cancer cases and 20.7%), lung (11.6% and 11.4%), prostate (7.7% at both), cancers of the hematopoietic and reticuloendothelial system<sup>85</sup> (7.6% and 7.5%) and colorectal (7.0% and 6.0%). At SMH, the following were (in rank order): breast (18.1%), prostate (9.9%), lung (7.5%), cancers of the hematopoietic and reticuloendothelial system<sup>85</sup> (5.3%) and colorectal cancer (5.1%).
- According to 2021 Sharp oncology data, 63.5% of the 156 SGH cancer patients who received the cancer psychosocial distress screening were identified as at-risk for anxiety or depression, and were referred to internal or external resources, such as social workers or community cancer resources. At SCVMC and SMH, there were 73.7% of 372 cancer patients and 54.5% of 1,127 cancer patients, respectively.
  - This item also addresses the following Identified Need(s): *Behavioral Health*.
- Sharp oncology data from 2021 identified the following top 10 areas of concern for Sharp cancer patients: health insurance or money worries; worrying about the future and what lies ahead; pain; exercising and being physically active; feeling too tired; worrying about family, children or friends; changes/disruptions in work; sleep; making a treatment decision; and feeling nervous.
  - This item also addresses the following Identified Need(s): *Behavioral Health and Economic Stability*.

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<sup>85</sup> Cancers of the hematopoietic and reticuloendothelial system include various malignancies that impact the blood and immune system, such as Hodgkin's and non-Hodgkin's lymphoma, leukemia and myeloma.

## Regional Data

- In 2021, cancer was the leading cause of death for SDC residents and was responsible for 5,050 deaths and 19.3% of all deaths. The age-adjusted rate of death due to cancer was 126.9 deaths per 100,000 population in SDC.<sup>61</sup>
- Additionally, compared to SDC overall, SDC's south and east regions had higher rates of age-adjusted deaths, hospitalizations and ED visits related to cancer.<sup>61</sup>
  - For information on the age-adjusted cancer rates among SDC residents and the most frequent cancer types in SDC and its regions, please visit the [County of San Diego's Age-Adjusted Health Condition Rates Among San Diego Residents dashboard](#).

## State and National Data

- The American Cancer Society estimates that in 2024, there will be 193,880 new cancer cases diagnosed and 59,930 cancer deaths in the state of California.<sup>86</sup>
- Lung cancer is the second most diagnosed cancer in both men and women, but the most common cause of cancer death, leading to more deaths in 2020 than breast, colorectal, and prostate cancers combined. This burden disproportionately affects people with lower SES. Although approximately 80% of lung cancers are caused by smoking, the impact on non-smokers remains significant, placing it within the top 10 causes of cancer-related deaths when considered independently.<sup>87</sup>
  - This item also addresses the following Identified Need(s): *Economic Stability*.
- Despite the decline by 43% of breast cancer death rate among females between 1989 and 2020, mortality rates in Black women remain about 40% higher than in White women, despite lower incidence. Additionally, older age and being female are the strongest risk factors for breast cancer. Potentially modifiable factors associated with increased risk include weight gain after the age of 18 and/or being overweight or obese, menopausal hormone therapy, alcohol consumption and physical inactivity. Breastfeeding for at least one year decreases risk.<sup>87</sup>
  - This item also addresses the following Identified Need(s): *Maternal and Prenatal Care, Including High-Risk Pregnancy*.
- More than half (55%) of colorectal cancers in the U.S. are attributable to potentially modifiable risk factors, including: being overweight or obese, lack of physical activity, diet, smoking and alcohol consumption. To reduce the risk of colorectal cancer, the ACS recommends regular screening for individuals over the age of 45, as well as maintaining a healthy body weight, physical activity level and diet.<sup>88</sup>
- Cancer disparities occur when barriers to high-quality cancer prevention, early detection, and treatment create differences in cancer occurrence and outcomes based on factors such as race, ethnicity, age, income, sexual orientation, gender identity, or geographic location. People with lower SES have higher cancer death rates than those with higher SES, regardless of demographic factors such as race/ethnicity. Racial and ethnic disparities in the cancer burden largely reflect

<sup>86</sup> American Cancer Society (ACS). (n.d.). [Table of estimated new cancer cases and deaths by state]. Cancer Statistics Center. <https://cancerstatisticscenter.cancer.org/#/state/California>

<sup>87</sup> ACS. (2023). *Cancer Facts & Figures 2023*.

<sup>88</sup> ACS. (2023, July 19). *Colorectal Cancer Risk Factors*.

disproportionate poverty. Social inequalities, including communication barriers and provider/patient assumptions, can affect interactions between patients and physicians and contribute to miscommunication and/or delivery of substandard care.<sup>87</sup>

- This item also addresses the following Identified Need(s): *Access to Health Care and Economic Stability.*
- In 2023, at least 42% of newly diagnosed cancer cases in the U.S. — about 820,000 cases in 2023 — are potentially avoidable. This includes the 19% of all cancers caused by smoking as well as the 18% caused by a combination of excess body weight, alcohol consumption, poor nutrition and physical inactivity.<sup>87</sup>
- Studies have shown that patient navigators contribute to better access and continuity of care, which offers a promising approach to better care integration. In cancer care, navigators help patients move through the entire care continuum, from prevention to survivorship. Navigators typically identify individual needs and barriers to care, educating patients and communities, and linking patients with different care providers.<sup>89</sup>
  - This item also addresses the following Identified Need(s): *Access to Health Care.*

## Diabetes

### 2022 CHNA Data

- The HASD&IC and Sharp CHNAs identified chronic conditions, including diabetes, as one of the priority health concerns affecting community members served by Sharp hospitals.
- HASD&IC CHNA community engagement participants identified lack of access to utilities and household appliances as a challenge to diabetes management due to the importance of proper medication storage and preparation of nutritious meals.
  - This item also addresses the following Identified Need(s): *Access to Health Care and Economic Stability.*
- Data analysis in Sharp's CHNAs revealed a higher volume of hospital discharges due to diabetes in communities within SDC facing greater socioeconomic challenges, especially among SDC's east region and south regions.<sup>58</sup>
  - This item also addresses the following Identified Need(s): *Economic Stability.*

### Sharp Hospital Data

- The ratio of diabetes deaths observed at Sharp hospitals in 2021 was 89% higher than expected when compared to 2016.
- More than half of SMH, SGH, and SCVMC inpatients with a diabetes diagnosis in 2020 were seniors (56.8%, 52.9%, and 58.3%, respectively).
  - This item also addresses the following Identified Need(s): *Aging Care and Support.*

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<sup>89</sup> Budde, H., Williams, G. A., Scarpetti, G., Kroezen, M., & Maier, C. B. (2022). [What Are Patient Navigators and How Can They Improve Integration?](#) World Health Organization.

## Regional Data

- In 2021, diabetes was the seventh leading cause of death for SDC residents and was responsible for 895 deaths.<sup>60</sup> The age-adjusted rate of death due to diabetes was 22.4 per 100,000 population.<sup>61</sup>
- Additionally, compared to SDC overall, SDC's south and east regions had higher rates of age-adjusted deaths, hospitalizations and ED visits related to diabetes.<sup>61</sup>
  - For information on the age-adjusted diabetes rates among SDC residents, please visit the [County of San Diego's Age-Adjusted Health Condition Rates Among San Diego Residents dashboard](#).
- In 2022, 7.9% of adults living in SDC indicated that they had ever been diagnosed with diabetes, which was lower than the state of California (10.5%). The highest percentage of diagnoses was 14.6% in SDC's east region, followed by 11.4% in SDC's south region.<sup>38</sup>
- Diabetes rates among seniors were particularly high, with 16.6% of SDC adults ages 65 and older reporting that they had ever been diagnosed with diabetes. The highest percentage of diagnoses was 28.9% in SDC's east region, followed by 26.2% in SDC's south region.<sup>38</sup>
  - This item also addresses the following Identified Need(s): *Aging Care and Support*.
- Additionally, 18.5% of SDC residents had been told by their doctor that they have pre- or borderline diabetes. This was 21.2% in SDC's east region and 20.6% in SDC's south region.<sup>38</sup>

## State and National Data

- Approximately 10.5% of adults in California are diagnosed with diabetes. In addition, 33.4% of adults have prediabetes.<sup>90</sup>
- In 2022, diabetes prevalence in California was highest among NH AIAN (26.5%), followed by NH Native Hawaiian and other Pacific Islander individuals (25.6%), Hispanic individuals (12.4%), NH Asian individuals (11.4%), NH Multiracial individuals (11.3%), and NH White individuals (9.7%).<sup>91</sup>
- Diabetes is the eighth leading cause of death in the U.S. In addition, the number of adults diagnosed with diabetes in the U.S. has more than doubled in the last 20 years as the U.S. population has aged and become more overweight.<sup>92</sup>
- Factors that may reduce the risk of diabetes complications include having a usual source for diabetes care; meeting recommended physical activity goals; managing or losing weight; managing A1C (blood glucose) levels, blood pressure and cholesterol; and quitting smoking.<sup>93</sup>
  - This item also addresses the following Identified Need(s): *Access to Health Care*.

<sup>90</sup> American Diabetes Association. (2021). [The Burden of Diabetes in California](#).

<sup>91</sup> CDC, National Center for Chronic Disease Prevention and Health Promotion, Division of Population Health. (2023). [Data for crude prevalence of diabetes in California]. Behavioral Risk Factor Surveillance System. <https://nccd.cdc.gov/BRFSSPrevalence/rd>

<sup>92</sup> CDC. (2023, April 4). [Diabetes Fast Facts](#).

<sup>93</sup> CDC. (2023, November 29). [National Diabetes Statistics Report](#).

- The Centers for Disease Control and Prevention (CDC) estimates that 38.4.3 million people in the U.S. had diabetes in 2021. Of those individuals, 22.8% met laboratory criteria for diabetes but were not aware they had the disease.<sup>93</sup>
- Diabetes increases the risk of heart disease and stroke and can lead to other serious complications, such as kidney failure, blindness and amputation of a toe, foot, or leg. People with diabetes spend more on health care, have fewer productive years and miss more workdays compared to people who do not have diabetes.<sup>94</sup>
  - This item also addresses the following Identified Need(s): *Economic Stability*.

## Cardiovascular (Heart & Stroke)

### 2022 CHNA Data

- The HASD&IC and Sharp CHNAs identified chronic health conditions (including cardiovascular disease (CVD) and cerebrovascular diseases/stroke), as one of the priority health and social needs affecting the community members served by Sharp hospitals. Additionally, participants in the interviews conducted by community health workers and *promotores* identified high blood pressure as a major health concern.
- Data analysis in Sharp’s CHNAs revealed a higher volume of hospital discharges for CVD in communities within SDC facing greater socioeconomic challenges, especially among SDC’s east region and south regions.<sup>58</sup>
  - This item also addresses the following Identified Need(s): *Economic Stability*.
- HASD&IC CHNA community engagement participants also identified the following hospital discharge challenges and barriers for patients, including those with chronic conditions; low health literacy and medication adherence; lack of access to stable housing to facilitate healing and recovery; and long wait times to access the appropriate level of care.
  - This item also addresses the following Identified Need(s): *Access to Health Care* and *Economic Stability*.

### Sharp Hospital Data

- Analysis of Sharp clinical data from FY 2016 to 2021 showed a 16% increase in acute myocardial infarction diagnoses among hospital inpatients, but a 10% decrease in heart failure diagnoses among hospital inpatients. In addition, the ratio of acute myocardial infarction deaths observed at Sharp hospitals in 2021 was 21% lower than expected when compared to 2016, while the ratio of heart failure deaths was 9% lower.
- Furthermore, there was a 15% increase in stroke diagnoses among hospital inpatients, demonstrating the impact of patients delaying care due to the COVID-19 pandemic. In addition, the ratio of stroke deaths observed at Sharp hospitals in 2021 was 9% higher than expected when compared to 2016.

<sup>94</sup> CDC, National Center for Chronic Disease Prevention and Health Promotion. (2022, September 6). [Diabetes and Prediabetes](#).

## Regional Data

- In 2021, cerebrovascular disease (including stroke) was the fifth leading cause of death for SDC residents and was responsible for 1,710 deaths.<sup>60</sup>
- Additionally, compared to SDC overall, SDC's south region had higher rates of age-adjusted deaths, hospitalizations and ED visits related to stroke. SDC's east region had lower rates of age-adjusted deaths, but higher rates of hospitalizations and ED visits related to stroke.<sup>61</sup>
  - For information on the age-adjusted stroke rates among SDC residents, please visit the [County of San Diego's Age-Adjusted Health Condition Rates Among San Diego Residents dashboard](#).
- In 2022, 24.1% of SDC residents had ever been diagnosed with high blood pressure, while 10.5% had borderline high blood pressure. 29.1% of residents in SDC's east region had ever been diagnosed with high blood pressure – the highest among all SDC regions, while 11.4% had borderline high blood pressure. 24.2% of residents in SDC's south region had ever been diagnosed with high blood pressure, while 14.0% had borderline high blood pressure – the highest among all SDC regions.<sup>38</sup>
- In addition, 23.1% of SDC adults reported being obese. This was 31.3% in SDC's east region – the highest among all SDC regions and the state of California (27.1%). This was 25.9% in SDC's south region.<sup>38</sup>
- In 2021, heart disease was the second leading cause of death for SDC residents and was responsible for 4,961 deaths.<sup>60</sup> The age-adjusted rate of death due to heart disease was 122.7 per 100,000 population.<sup>61</sup>
- Additionally, compared to SDC overall, SDC's south and east regions had higher rates of age-adjusted deaths, hospitalizations and ED visits related to heart disease.<sup>61</sup>
  - For information on the age-adjusted heart disease rates among SDC residents, please visit the [County of San Diego's Age-Adjusted Health Condition Rates Among San Diego Residents dashboard](#).
- In 2022, 8.0% of adults living in SDC's east region indicated that they were ever diagnosed with heart disease, higher than SDC overall (7.2%). Further, 4.5% of adults living in SDC's south region were diagnosed – the lowest among all SDC regions.<sup>38</sup>

## State and National Data

- Heart disease (including coronary heart disease [CHD], hypertension and stroke) is the leading cause of death for both men and women and kills approximately 695,000 people each year.<sup>95</sup>
- Heart disease is the leading cause of death for people of most racial/ethnic groups in the U.S., including Black, AIAN, Hispanic and White men. For women from the Pacific Islands, and Asian American, American Indian, Alaska Native, and Hispanic women, heart disease is second only to cancer.<sup>95</sup>

<sup>95</sup> CDC, National Center for Chronic Disease Prevention and Health Promotion, Division for Heart Disease and Stroke Prevention. (2023, May 15). [Heart Disease Facts](#). Heart Disease.

- CHD is the most common type of heart disease, was responsible for 17.4% of all deaths in the U.S. in 2020, killing nearly 383,000 people. The annual death rate from CHD declined 19.2% between 2010 and 2020, but the actual number of deaths increased 0.9%.<sup>95</sup> In 2021, nearly half of U.S. adults have hypertension (48.1%) or are taking medication for hypertension.<sup>96</sup>
- It may be possible to prevent heart disease, stroke and cerebrovascular disease by not smoking, engaging in daily physical activity, getting adequate sleep, maintaining a healthy diet and body weight and controlling cholesterol, blood pressure and blood sugar.<sup>97</sup>
- The CDC asserts that several health conditions, along with lifestyle, age and family history, are risk factors that can increase an individual's risk for heart disease. About half of all Americans (47%) have at least one of three key risk factors for heart disease: high blood pressure, high cholesterol and smoking.<sup>98</sup>
- More than 795,000 people in the U.S. have a stroke each year, and about 185,000 strokes — nearly 1 in 4 — are in people who have had a previous stroke.<sup>99</sup>
- Projections show that by 2030 an additional 3.4 million U.S. adults ages 18 and older (3.9% of the adult population) will have had a stroke — a 20.5% increase in prevalence compared to 2012.<sup>97 99</sup>
- The CDC estimates that up to 87% of strokes are preventable through the recognition of early signs/symptoms and the elimination of stroke risk factors. Behaviors that can mitigate the risk of stroke include choosing a healthy diet full of fruits and vegetables, maintaining a healthy weight, engaging in at least 2.5 hours of moderate-intensity aerobic physical activity each week, refraining from or quitting smoking and limiting alcohol intake.<sup>99</sup>
- Despite encouraging data about declining stroke incidence, on a global level the aging population and accumulating risk factors contribute to an increasing lifetime risk of stroke.<sup>100</sup>

## Other Chronic Conditions Data

### 2022 CHNA Data

- The HASD&IC and Sharp CHNAs identified access to health care, aging care and support, behavioral health, children and youth well-being, chronic health conditions, community safety, and economic stability as the priority health and social needs affecting the community members served by Sharp hospitals.
  - This item also addresses the following Identified Need(s): *Access to Health Care, Aging Care and Support, Behavioral Health, Children and Youth Well-being, Chronic Health Conditions, Community Safety, and Economic Stability.*

<sup>96</sup> CDC, National Center for Chronic Disease Prevention and Health Promotion, Division for Heart Disease and Stroke Prevention. (2023, July 6). [Facts About Hypertension](#). High Blood Pressure.

<sup>97</sup> American Heart Association (AHA). (2023). Heart Disease and Stroke Statistics—2023 Update: A Report From the American Heart Association. *Circulation*, 147(8), e93-e621. <https://doi.org/10.1161/CIR.0000000000001123>

<sup>98</sup> CDC, National Center for Chronic Disease Prevention and Health Promotion, Division for Heart Disease and Stroke Prevention. (2023, May 15). [About Heart Disease](#). Heart Disease.

<sup>99</sup> CDC, National Center for Chronic Disease Prevention and Health Promotion, Division for Heart Disease and Stroke Prevention. (2023, May 4). [Stroke Facts](#). Stroke.

<sup>100</sup> Leasure, A. C. (2022, February 3). [U.S. stroke rate declining in adults 75 and older, yet rising in adults 49 and younger](#). [Conference session]. AHA, American Stroke Association International Stroke Conference 2022.

- HASD&IC CHNA community engagement participants also identified the following hospital discharge challenges and barriers for patients, including those with chronic conditions; low health literacy and medication adherence; lack of access to stable housing to facilitate healing and recovery; and long wait times to access the appropriate level of care.
  - This item also addresses the following Identified Need(s): *Access to Health Care* and *Economic Stability*.
- HASD&IC's community engagement efforts described health literacy as a barrier in accessing health care. To help people understand basic health information, there is a need for more education on preventive health care, healthy lifestyles and understanding the differences between sources of care (e.g., when to use urgent care versus the ED). Participants noted that health care settings should use simple, plain language forms to help people understand health information.
  - This item also addresses the following Identified Need(s): *Access to Health Care*.
- According to Sharp CHNA efforts, the majority (96%) of survey respondents did not participate in Sharp's programs to connect individuals to support services or resources, which suggests that more can be done to promote community awareness about these services. Among those who did participate, programs accessed included: diabetes care and education programs (12%), nutrition programs (6%) and weight management programs (6%).

### *Sharp Hospital Data*

- Analysis of Sharp clinical data from FY 2016 to 2021 showed a 4% decrease in hip fracture diagnoses among hospital inpatients, but the ratio of hip fracture deaths was 51% higher than expected when compared to 2016.
- Furthermore, there was a 5% increase in chronic obstructive pulmonary disease (COPD) diagnoses among hospital inpatients, but the ratio of COPD deaths was 137% higher than expected when compared to 2016.

### *Regional Data*

- In 2021, cancer was the leading cause of death in SDC and SDC's east and south regions, followed by diseases of the heart and COVID-19.<sup>60</sup>
- In 2021, chronic lower respiratory diseases were the eighth leading cause of death for SDC residents and responsible for 887 deaths.<sup>60</sup> The age-adjusted rate of death due to chronic lower respiratory diseases was 21.6 per 100,000 population.<sup>61</sup>
- Additionally, compared to SDC overall, SDC's east region had higher rates of age-adjusted deaths, hospitalizations and ED visits related to chronic health conditions. SDC's south region had lower rates of age-adjusted deaths, but higher rates of hospitalizations and ED visits related to chronic lower respiratory diseases.<sup>61</sup>
  - For information on the age-adjusted chronic lower respiratory diseases rates among SDC residents, please visit the [County of San Diego's Age-Adjusted Health Condition Rates Among San Diego Residents dashboard](#).

- In 2021, the number of hip fracture hospitalizations in SDC (all hospitals) totaled 2,539 — at 76.6 per 100,000 population. SDC adults ages 80 years and older represented the highest hospitalization rate for hip fractures when compared to all other age groups, at more than 14 times the rate (1,099.6 per 100,000 population).<sup>78</sup>
  - This item also addresses the following Identified Need(s): *Aging Care and Support*.
- Additionally, compared to SDC overall, SDC’s east region had higher rates of age-adjusted hospitalizations and ED visits related to hip fractures. SDC’s south region had lower rates of age-adjusted ED visits, but higher rates of hospitalizations related to hip fractures.<sup>61</sup>
  - For information on the age-adjusted hip fractures rates among SDC residents, please visit the [County of San Diego’s Age-Adjusted Health Condition Rates Among San Diego Residents dashboard](#).
- In 2022, 24.1% of SDC residents had ever been diagnosed with high blood pressure, while 10.5% had borderline high blood pressure. 29.1% of residents in SDC’s east region had ever been diagnosed with high blood pressure — the highest among all SDC regions, while 11.4% had borderline high blood pressure. 24.2% of residents in SDC’s south region had ever been diagnosed with high blood pressure, while 14.0% had borderline high blood pressure — the highest among all SDC regions.<sup>38</sup>
- In addition, 23.1% of SDC adults reported being obese. This was 31.3% in SDC’s east region — the highest among all SDC regions and the state of California (27.1%). This was 25.9% in SDC’s south region.<sup>38</sup>
- The self-reported smoking rate among SDC adults from 2019 to 2021 was 5.9%. This was 7.9% in SDC’s east region and 4.5% in SDC’s south region.<sup>101</sup>

### *State and National Data*

- In California, the self-reported obesity rate in 2022 was 28.1%. Prevalence of obesity decreases as education levels increase, highlighting the need for health education as a tool for reducing obesity rates.<sup>102</sup>
- The leading causes of preventable death include obesity-related conditions, such as heart disease, stroke, Type 2 diabetes and some types of cancer.<sup>103</sup>
- More than 53 million people in the U.S. either already have osteoporosis or are at high risk due to low bone mass.<sup>104</sup> Along with the financial costs, osteoporosis can reduce quality of life for many people who suffer from fractures. Preventable risk factors for osteoporosis include smoking, alcohol consumption and medication and vitamin intake.<sup>105</sup>
- Mindful eating can be an effective tool in the treatment of emotional eating and binge eating, which can lead to weight gain and obesity. Mindfulness addresses the shame

<sup>101</sup> County of San Diego, HHSA, PHS, CHSU. (2023). *San Diego County Health Briefs*. Retrieved 11/14/23 from [www.SDHealthStatistics.com](http://www.SDHealthStatistics.com)

<sup>102</sup> CDC, Division of Nutrition, Physical Activity, and Obesity, National Center for Chronic Disease Prevention and Health Promotion. (2023, September 21). [Overweight & Obesity](#).

<sup>103</sup> CDC, Division of Nutrition, Physical Activity, and Obesity, National Center for Chronic Disease Prevention and Health Promotion. (2022, May 17). [Adult Obesity Facts](#). Overweight & Obesity.

<sup>104</sup> Sarafrazi, N., Wambogo, E. A., & Shepherd, J. A. (2021). Osteoporosis or low bone mass in older adults: United States, 2017–2018. NCHS Data Brief, no 405. Hyattsville, MD: NCHS. <http://dx.doi.org/10.15620/cdc:103477>

<sup>105</sup> NIH, National Institute of Arthritis and Musculoskeletal and Skin Diseases. (2023, May). [Bone Health and Osteoporosis](#).

and guilt associated with these behaviors by focusing on eating experiences, body-related sensations and thoughts and feelings about food, with heightened awareness and without judgment.<sup>106</sup>

- Quitting smoking improves health status and enhances quality of life; reduces the risk of premature death; reduces the risk of many adverse health effects and chronic conditions; has specific benefits for people diagnosed with CHD or COPD; benefits pregnant women and their fetuses and babies; and reduces financial burdens on people who smoke, health care systems and society.<sup>107</sup>
- Nearly 9 out of 10 U.S. adults struggle with health literacy, which involves the information and services that people need to make well-informed health decisions. Limited health literacy is associated with poor health outcomes, including hospital stays and ED visits; medication errors; difficulty managing chronic diseases; and skipping preventive services, such as flu vaccines.<sup>108</sup>
- The CDC suggests the following strategies for improving health literacy: ensuring that community members can easily access health information, providing plain language health materials in different languages, training health professionals about health literacy best practices, creating clearinghouses of health literacy information for health professionals, and reviewing health materials (like insurance forms and medication instructions) with community members to help make sure they understand the information.<sup>108</sup>
  - This item also addresses the following Identified Need(s): *Access to Health Care and Workforce Development*.
- The National Institutes of Health's National Center for Complementary and Integrative Health describes integrative health as a way to bring conventional and complementary health care approaches together in a coordinated way. Integrative health also emphasizes multimodal interventions — combinations of various interventions such as conventional medicine, lifestyle changes, physical rehabilitation, psychotherapy, and complementary health approaches — with an emphasis on treating the whole person.<sup>109</sup>
  - This item also addresses the following Identified Need(s): *Behavioral Health*.
- Integrative medicine can help people with cancer, persistent pain, chronic fatigue, fibromyalgia and many other conditions to better manage their symptoms and improve their quality of life by reducing fatigue, pain and anxiety. Examples of common practices include acupuncture, animal-assisted therapy, aromatherapy, dietary supplements, massage therapy, music therapy and meditation.<sup>110</sup>
  - This item also addresses the following Identified Need(s): *Behavioral Health*.

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<sup>106</sup> Harvard University T.H. Chan School of Public Health. (2020, September). [Mindful Eating](#). The Nutrition Source.

<sup>107</sup> CDC, Office on Smoking and Health, National Center for Chronic Disease Prevention and Health Promotion. (2023, October 25). [Benefits of Quitting](#).

<sup>108</sup> CDC. (2023, July 11). [What Is Health Literacy?](#) Health Literacy.

<sup>109</sup> NIH, National Center for Complementary and Integrative Health. (2021, April). [Complementary, Alternative, or Integrative Health: What's In a Name?](#)

<sup>110</sup> Mayo Clinic. (2024, January 16). [Integrative Medicine and Health](#).

## Community Safety

### 2022 CHNA Data

- The HASD&IC and Sharp CHNAs identified the following themes related to community safety in SDC: racism; violence and coercion; implications for high-risk populations; human trafficking; and hospital workforce safety.
- HASD&IC CHNA community engagement participants emphasized the importance of a safe environment in which to live, exercise, or play. Concerns related to living in an unsafe neighborhood, include access to safe outdoor spaces, as well as exposure to racism and bullying. These challenges impact people of all ages but are of particular concern for children.
  - This item also addresses the following Identified Need(s): *Children and Youth Well-being*.
- Further, HASD&IC CHNA community engagement participants identified major gaps in critical services for survivors of human trafficking, such as a limited number of trauma-informed shelter beds, especially for male survivors and LGBTQ+ survivors and short-term housing options. Additionally, participants suggested a 24/7 hotline for safe shelter collaborative programs staffed by trained mental health professionals and text message accessible hotlines and webform intake services that protect users from potential exploitation.
  - This item also addresses the following Identified Need(s): *Access to Health Care and Workforce Development*.

### Sharp Hospital Data

- An analysis of ICD-10 codes indicates that, in FY 2022, a total of 167 SCMVC inpatients had a diagnosis for problems related to living alone. In addition, there were 345 SGH inpatients and 352 SMH inpatients – the highest among all Sharp hospitals.
  - This item also addresses the following Identified Need(s): *Access to Health Care and Behavioral Health*.

### Regional Data

- In 2021, accidents (unintentional injuries) were the fourth leading cause of death for SDC overall.<sup>60</sup> California Department of Public Health and California Department of Health Care Access and Information<sup>111</sup> injury data indicates that, in 2022, unintentional injuries caused more than 1,800 deaths, nearly 180,000 ED visits, and more than 27,700 hospitalizations in SDC.<sup>112</sup> In 2021, the age-adjusted rate of death due to unintentional injuries was 52.4 deaths per 100,000 population.<sup>61</sup>
- Additionally, compared to SDC overall, SDC's east region had higher rates of age-adjusted deaths, hospitalizations and ED visits related to unintentional injuries.

<sup>111</sup> California's Department of Health Care Access and Information was formerly known as the Office of Statewide Health Planning and Development.

<sup>112</sup> California Department of Public Health. (2023, December 15). [California Injury Data Online](#) [Treemap of total injury deaths in California]. EpiCenter.

SDC's south region had lower rates of age-adjusted deaths, but higher rates of hospitalizations and ED visits related to unintentional injuries.<sup>61</sup>

- For information on the age-adjusted unintentional injuries rates among SDC residents, please visit the [County of San Diego's Age-Adjusted Health Condition Rates Among San Diego Residents dashboard](#).
- Unintentional injuries are one of the leading causes of death for SDC residents of all ages, regardless of gender, race or region.<sup>60</sup> Unintentional injuries include the following: motor vehicle accidents, falls, pedestrian-related, firearms, fire/burns, drowning, explosions, poisoning (including drugs and alcohol, gas, cleaners and caustic substances), choking/suffocation, cutting/piercing, exposure to electrical current/radiation/fire/smoke, natural disasters and workplace injuries.<sup>113</sup>
- Between 2016 and 2021, more than 8,000 San Diegans died from injuries that were not self-inflicted.<sup>61</sup>
- More than half of sudden and unexpected deaths in SDC were attributed to accidental causes, including poisoning, falls, traffic- or train-related injuries, drowning, asphyxiation or environmental exposure.<sup>114</sup> The number of deaths attributed to accidental causes remained relatively unchanged from 2021 to 2022 (2,352 cases vs. 2,335 cases).<sup>115</sup>
- SDC was identified by the Federal Bureau of Investigation as one of the top 13 high intensity child sex trafficking areas.<sup>116</sup>
  - This item also addresses the following Identified Need(s): *Children and Youth Well-being*.

### State and National Data

- In 2021, unintentional injury was the fourth leading cause of death across all age groups in the U.S., accounting for nearly 225,000 deaths. Unintentional injury was the leading cause of death in the U.S. for people ages 1 to 44, the fourth leading cause of death for those under the age of 1 and ages 45 to 64, and the eighth leading cause of death for those over the age of 65.<sup>117</sup>
- In 2021, more than 192,000 unintentional injury deaths in the U.S. were attributed to three causes: poisoning (45.3%), motor vehicle traffic accidents (20.2%) and falls (19.9%).<sup>118</sup>
- More children die or are seriously hurt from injuries than from all childhood diseases combined, and childhood injuries can result in long-term disabilities. They can be prevented by changing the environment, behaviors, products, social norms and policies. The groups at greatest risk of childhood injury include children under age one or older youth as well as Native American and rural children.<sup>83</sup>
  - This item also addresses the following Identified Need(s): *Children and Youth Well-being*.

<sup>113</sup> County of San Diego, HHSA, PHS, CHSU. (2022, August). [Unintentional Injury](#) [Disease Information Packets – Slide Set].

<sup>114</sup> County of San Diego, Department of the Medical Examiner. (2021). [2021 Annual Report Executive Summary](#).

<sup>115</sup> County of San Diego. (2024, January 24). [Medical Examiner, Cases by Manner of Death \(Annual Comparison\)](#) [Chart].

<sup>116</sup> San Diego County District Attorney. (n.d.). [Protect San Diego Kids](#).

<sup>117</sup> CDC, National Center for Injury Prevention and Control. (2023, November 8). [Leading Causes of Death and Injury](#) [Chart]. Injury Center.

<sup>118</sup> CDC, National Center for Health Statistics. (2023, November 5). [Accidents or Unintentional Injuries](#).

- TBI is a major cause of death and disability in the U.S., contributing to about 190 deaths in 2021. Additionally, in 2019, about 15% of all U.S. high school students self-reported one or more sports or recreation-related concussions within the preceding 12 months.<sup>119</sup>
  - This item also addresses the following Identified Need(s): *Children and Youth Well-being*.
- Those who survive TBI can face effects lasting a few days to disabilities that last the rest of their lives. Preventing older adult falls, improving safe play in sports, reducing firearm-related injuries, and increasing motor vehicle safety can reduce TBI. Public health approaches to injury prevention can reduce the rate of TBI and its long-term consequences.<sup>120</sup>
  - This item also addresses the following Identified Need(s): *Aging Care and Support and Children and Youth Well-being*.
- In 2021, the total economic cost of fatal and nonfatal preventable injury-related incidents in the U.S. was \$7 trillion, including \$1.3 trillion in employers' uninsured costs, vehicle damage, fire costs, wage and productivity loss, and medical and administrative expenses as well as \$5.8 trillion in quality-of-life losses.<sup>121</sup>
- Traumatic injury is the leading cause of death among children, with many survivors enduring the consequences of brain and SCIs. The physical, emotional, psychological and learning problems that affect injured children, along with the associated costs, make reducing traumatic injuries a high priority for health and safety advocates throughout the nation. Educational programs like ThinkFirst increase knowledge and awareness of the causes and risk factors of brain and SCI, injury prevention measures, and the use of safety habits at an early age.<sup>84</sup>
  - This item also addresses the following Identified Need(s): *Children and Youth Well-being*.
- In 2021, there were 5,257 substantive signals<sup>122</sup> from the state of California, contributing to 10% of signals nationwide.<sup>123</sup> Of the signals in California, more than one-third (38.0%) were from victims or survivors of human trafficking.
- In 2021 there were 10,359 trafficking situations reported to the National Human Trafficking Hotline. In those situations, a total of 16,554 likely victims of trafficking were identified. Access to health services is one of the access points that may be used by victims of trafficking to seek help during the exploitative situation, or immediately after escape.<sup>124</sup>

<sup>119</sup> CDC, National Center for Injury Prevention and Control. (2023, September 7). [Traumatic Brain Injury & Concussion](#).

<sup>120</sup> CDC, National Center for Injury Prevention and Control. (2023, April 20). [Get the Facts About TBI](#). Traumatic Brain Injury & Concussion.

<sup>121</sup> National Safety Council Injury Facts. (n.d.). [Societal Costs of Unintentional Injuries](#) [Chart].

<sup>122</sup> Substantive signals excludes hang-ups, wrong numbers, missed signals and signals in which the Hotline could not determine the signaller's reason for contacting the Hotline. (National Human Trafficking Hotline).

<sup>123</sup> National Human Trafficking Hotline. (n.d.). [National Human Trafficking Hotline Data Report For 2021](#).

<sup>124</sup> Polaris. (n.d.). [Polaris Analysis of 2021 Data from the National Human Trafficking Hotline](#).

## Economic Stability

### 2022 CHNA Data

- The HASD&IC and Sharp CHNAs identified the following themes related to economic stability in SDC: COVID-19 impact on the San Diego regional economy; importance and need for safety-net programs; housing instability; food insecurity; childcare; and fear of health care costs.
- According to the HASD&IC CHNA, financial concerns may deter patients from accessing health care. Financial assistance to help pay for medical bills was described as a frequent and significant need. Community members are not always aware of low- or no-cost programs that may be available to help pay for services.
  - This item also addresses the following Identified Need(s): *Access to Health Care*.
- HASD&IC CHNA community engagement participants across all interviews and focus groups emphasized their fear of health care costs. Concerns related to not being able to afford copayments or medical bills often cause people to delay necessary health care, maintain their health or a chronic condition, take less medication as prescribed to extend their supply, and in some cases, avoid going to the ED in the event of an emergency.
  - This item also addresses the following Identified Need(s): *Access to Health Care*.

### Sharp Hospital Data

- An analysis of ICD-10 codes indicates that, in FY 2022, a total of 223 inpatients at SCVMC experienced homelessness — a 26.4% decrease compared to FY 2021; a total of 771 inpatients at SGH experienced homelessness — a 35.4% decrease compared to FY 2021; and a total of 757 inpatients at SMH experienced homelessness — a 42.4% decrease compared to FY 2021.

### Regional Data

- Between 2017-2021, the five-year average unemployment rate in SDC was 6.2%. This rate was highest in SDC's south region (8.5%), followed by the east region (7.2%).<sup>37</sup>
- In 2021, 10.7% of SDC residents lived below 100% of the FPL with SDC's central region having the highest rate (16.2%), followed by east region (12.1%). This rate was 10.9% in the south region.<sup>37</sup>
- As of September 2023, the overall unemployment rate in SDC was 4.1%, which was lower than the unemployment rate for the state of California (4.7%) but higher than the national rate (3.8%) during the same period.<sup>125</sup> Additionally, the average unemployment rate was 4.7% in the south region, and 4.2% in the east region.<sup>126</sup>

<sup>125</sup> California Employment Development Department (n.d.). [California Labor Market Info by County](#) [Table].

<sup>126</sup> South region cities include Bonita, Chula Vista, Imperial Beach and National City. East region cities include El Cajon, La Mesa, Lakeside, Lemon Grove, Santee and Spring Valley.

- In 2022, the average minimum income required to be economically self-sufficient without public or private assistance (based on working 40 hours per week) in SDC is \$23.94.<sup>127</sup>
- In 2021, 7.6% of households in SDC received Supplemental Nutrition Assistance Program benefits, while 16.2% of the population lived at or below 138% FPL and were eligible for the program.<sup>37</sup> As of March 2023, about 1 in 4 people in SDC were nutrition insecure, with disproportionate impacts noted among Black (36%), Indigenous (27%), Latino (36%), and other people of color.<sup>128</sup>
- As of March 2023, SDC saw a rise of 13% in consumer prices since March 2021, and inflation continues to outpace wages. While increases in the size of the labor force and wages increased since 2020, inflation has increased the cost of living in SDC, affecting the ability of families to escape nutrition insecurity and attain financial stability.<sup>128</sup>
- While food assistance programs helped provide an estimated 35.1 million meals to SDC residents, the expiration of the emergency CalFresh benefits will likely decrease the number of meals provided by 8.6 million. Since the end of the pandemic emergency assistance allotments, SDC’s food banks and pantries have experienced an increased demand for food items as families try to make up the meals that they lost from CalFresh.<sup>128</sup>
- In 2023, there were at least 5,171 individuals experiencing homelessness without shelter on a given night compared to 4,106 in 2021, a 26% increase. Of the 10,264 individuals experiencing homelessness, about half (49.6%) received some form of housing or services. In addition, 17% of SDC’s homeless population resided in the east region and 6% in the south region.<sup>44</sup>
- In 2023, there was a reported 19% increase of unhoused veterans’ than the previous year.<sup>129</sup>
- A SDC study found the residents in SDC’s unincorporated areas have lower access to at-home internet. These areas tend to be more rural and have populations with non-English speakers, lower education levels, and more poverty than average in the county. Further, 92% of surveyed residents in the unincorporated area did not maintain an at-home internet subscription as a result of availability, reliability or affordability concerns.<sup>130</sup>
  - This item also addresses the following Identified Need(s): *Access to Health Care.*

### *State and National Data*

- Half of Californians (52%) reported taking at least one action to delay, skip, or cut back on care in the past 12 months because of concerns related to cost. Of those who delayed care due to cost, 50% reported that their health condition worsened. Additionally, 1 in 5 lower-income Californians (20%) reported that it was “somewhat” or “very” difficult to find a provider who accepted their insurance plan, compared to

<sup>127</sup> County of San Diego, HHS, PHS, CHSU. (2023). [Self-Sufficiency Standard Dashboard, San Diego County | Tableau Public](#). Retrieved 11/14/23 from [www.SDHealthStatistics.com](http://www.SDHealthStatistics.com)

<sup>128</sup> San Diego Hunger Coalition. (2023). [State of Nutrition Security in San Diego County 2023 Annual Issue Brief](#).

<sup>129</sup> Halverstadt, L. (2023, June 8). [Regional Census Tracks Unprecedented Spike in Homelessness](#). Voice of San Diego.

<sup>130</sup> Durckel, D. (2023, January 2019). [New County Study Advances Ways to Close Digital Divide in Unincorporated Area](#). County of San Diego Communications Office.

14% of Californians with higher incomes. Further, 2 out of 3 Californians are worried about affording unexpected medical bills (65%), out-of-pocket costs (65%), rent or mortgage (56%), and transportation costs (68%).<sup>39</sup>

- This item also addresses the following Identified Need(s): *Access to Health Care*.
- The American Hospital Association recommended that Congress address rising costs of care through the following actions: enact policies to support the health care workforce; reject efforts to cut Medicare or Medicaid payments; establish a temporary per diem payment to address a backlog in hospital patient discharges; urge CMS to make a retrospective adjustment to account for inflation; and create a special statutory designation, specifically for hospitals that serve historically marginalized communities.<sup>131</sup>
  - This item also addresses the following Identified Need(s): *Workforce Development*.

## **Maternal and Prenatal Care, Including High-Risk Pregnancy**

### *2022 CHNA Data*

- The SGH, SMH and SCVMC CHNAs identified maternal and prenatal care, including high-risk pregnancy, as one of the priority health and social needs affecting community members served by these hospitals. Within this need, the following themes were identified: declining fertility trends; maternal and infant health; infant mortality; high-risk pregnancy; and behavioral health.
  - This item also addresses the following Identified Need(s): *Behavioral Health*.
- In addition, participants identified maternal and infant health with a focus on the Black community as an educational topic of particular interest and importance to employee professional development.
  - This item also addresses the following Identified Need(s): *Workforce Development*.
- According to hospital data presented in the SGH 2022 CHNA, nearly three-quarters (73.9%) of women admitted for preterm labor in 2020 were enrolled in Medi-Cal, and 80.5% were ages 18 to 34 years. In addition, 40.0% of preterm babies were identified as Hispanic or Latino, and 54.0% were male. At Sharp Mary Birch Hospital for Women & Newborns (SMBHWN), more than a third (34.8%) of women admitted for preterm labor in 2020 were enrolled in Medi-Cal, and 80.0% were ages 18 to 34 years. In addition, 36.0% of preterm babies were identified as Hispanic or Latino, and 55.0% were male.
  - This item also addresses the following Identified Need(s): *Access to Health Care and Economic Stability*.
- Among women enrolled in Medi-Cal who gave birth at SMBHWN in 2020, 60.3% presented with a complication during childbirth. Within this group, the most common

<sup>131</sup> American Hospital Association. (2023). [The Financial Stability of America's Hospitals and Health Systems Is at Risk as the Costs of Caring Continue to Rise](#).

complications were obesity (31.6%), abnormalities in fetal heart rate and rhythm (28.2%) and anemia (23.1%).

- This item also addresses the following Identified Need(s): *Access to Health Care and Economic Stability*.
- Hospital data analysis from the SGH 2022 CHNA also identified disparities among some demographic groups in relation to pregnancy-related inpatient admissions. For example, Black or African American women accounted for 7.9% of all female inpatients at SGH, but 28.6% of admissions for high-risk pregnancy. Similarly, Hispanic or Latino women represented 26.7% of female inpatient discharges, but 44.4% of gestational diabetes inpatients. Additionally, Asian or Pacific Islander women accounted for 14.9% of all female inpatients at SMBHWN, but 25.0% of gestational diabetes inpatients.
  - This item also addresses the following Identified Need(s): *Access to Health Care and Economic Stability*.

### *Regional Data*

- In 2021, SDC had 2,581 low birth weight (LBW)<sup>132</sup> births, which accounted for 6.9% of all live births. SDC's central and south regions had the highest percentage of LBW births (7.5%). In the same year, there were 404 very low birth weight (VLBW)<sup>133</sup> births, accounting for 1.1% of all births. SDC's east region had the highest percentage of VLBW births (1.4%), followed by south region (1.3%).<sup>134</sup>
- Racial disparities occur among LBW and VLBW births in SDC. When compared to all other racial groups, the proportions of LBW and VLBW births in SDC were highest among African American and Black infants, representing 10.5% and 2.1% of all births, respectively.<sup>134</sup>
- There were 3,279 preterm births<sup>135</sup> in SDC in 2021, representing 8.8% of all births countywide. SDC's south region had the highest percentage of preterm births (9.6%), followed by central region (9.1%) and east region (9.0%). In the same year, 33,270 live births received early prenatal care in SDC, which translates to 89.2% of all live births in the region. SDC's east region had the lowest percentage of early preterm recipients (88.0%), followed by south region (88.3%).<sup>134</sup>
- In 2021, 102 infants in SDC died before their first birthday. The infant mortality rate was 2.7 infant deaths per 1,000 live births.<sup>136</sup>
- Maternal overweight or obesity significantly increases the risk of infant mortality.<sup>137</sup> In 2022, 46.7% of women ages 18 to 64 years in SDC's east region had a BMI (body mass index) > 27.5,<sup>138</sup> the highest among all SDC regions. Additionally, 34.8% of

<sup>132</sup> Low birth weight (LBW) infants weigh less than 2,500 grams, approximately 5.5 pounds.

<sup>133</sup> Very low birth weight (VLBW) infants weigh less than 1,500 grams, approximately 3.5 pounds.

<sup>134</sup> County of San Diego, HHSA, PHS, CHSU, Maternal, Child, and Family Health Services. (2023). [Maternal, Child, and Family Health Services statistical tables and graphs]. Retrieved 11/7/23 from [https://www.sandiegocounty.gov/content/sdc/hhsa/programs/phs/maternal\\_child\\_family\\_health\\_services/MCFHStatistics.html](https://www.sandiegocounty.gov/content/sdc/hhsa/programs/phs/maternal_child_family_health_services/MCFHStatistics.html)

<sup>135</sup> Preterm births are births with less than 37 weeks gestation.

<sup>136</sup> Infant mortality refers to the death of infants less than one year of age. Infant mortality rates are per 1,000 live births.

<sup>137</sup> Huo, N., Zhang, K., Wang, L., Wang, L., Lv, W., Cheng, W., & Jia, G. (2021). Association of Maternal Body Mass Index With Risk of Infant Mortality: A Dose-Response Meta-Analysis. *Frontiers in Pediatrics*, 9:650413. <https://doi.org/10.3389/fped.2021.650413>

<sup>138</sup> Per the California Health Interview Survey, this variable provides a four-level descriptive of body mass index based on World Health Organization Asian BMI cut points. Specified cut points correspond to increasing risks for conditions such as diabetes and heart disease. For more information please see: [http://www.who.int/nutrition/publications/bmi\\_asia\\_strategies.pdf](http://www.who.int/nutrition/publications/bmi_asia_strategies.pdf)

women ages 18 to 64 years in SDC had a BMI > 34.8, lower than the state of California overall (42.4%).<sup>38</sup>

- Although mothers in SDC report slightly lower levels of both prenatal and postpartum depressive symptoms (13.5% and 12.2%, respectively) compared to the state of California from 2018 to 2020, the levels have been on an upward trend.<sup>139</sup>
  - This item also addresses the following Identified Need(s): *Behavioral Health*.

### State and National Data

- Factors associated with preterm birth include maternal age, race, SES, tobacco use, substance use, stress, prior preterm births, carrying more than one baby and infection.<sup>140</sup>
  - This item also addresses the following Identified Need(s): *Behavioral Health and Economic Stability*.
- Additionally, being overweight increases the risk of pregnancy complications, including preeclampsia, gestational diabetes, stillbirth and cesarean delivery. Obesity during pregnancy is also associated with increased use of health care and physician services, and longer hospital stays for delivery.<sup>140</sup>
  - This item also addresses the following Identified Need(s): *Chronic Health Conditions*.
- Proven strategies to increase the use of prenatal care include affordable health coverage, expedited health coverage for uninsured pregnant women, insurance coverage that includes health education and risk counseling, outreach and assistance with health coverage enrollment and accessing affordable prenatal services, use of safety net health providers, culturally and linguistically appropriate prenatal services, home visits for high-risk pregnant women, coaching and support from trained and certified doulas and community health workers, group care approaches to reduce costs and enhance care, and transportation assistance.<sup>83</sup>
  - This item also addresses the following Identified Need(s): *Access to Health Care and Economic Stability*.
- Prenatal care is most effective when it starts early and continues throughout pregnancy. It can help prevent and address health problems in both mothers and babies. Interventions to increase access to health care can help more women get the prenatal care they need.<sup>141</sup>
  - This item also addresses the following Identified Need(s): *Access to Health Care*.
- The rate of preterm births in California was 9.1% in 2022 — lower than the national average (10.4%). However, racial disparities persist in the state of California and nationwide. Black women had the highest rate of average preterm births in the state of California (12.7%) and nationwide (14.8%). In the state of California, preterm birth rates are the second highest among the AIAN population.<sup>142</sup>

<sup>139</sup> California Department of Public Health, Maternal, Child, and Adolescent Health Division. (2023, December 26). [Maternal mental health dashboards]. <https://www.cdph.ca.gov/Programs/CFH/DMCAH/surveillance/Pages/Maternal-Mental-Health.aspx>

<sup>140</sup> CDC, Division of Reproductive Health, National Center for Chronic Disease Prevention and Health Promotion. (2022, January 27). *Maternal and Infant Health*. Reproductive Health.

<sup>141</sup> U.S. Department of Health & Human Services, Office of Disease Prevention and Health Promotion. (n.d.). [Increase the proportion of pregnant women who receive early and adequate prenatal care — MICH-08](#). Healthy People 2030.

<sup>142</sup> March of Dimes. (n.d.). [2023 March of Dimes Report Card: The state of maternal and infant health for American families](#).

- Black mothers in California reported the highest rates of smoking before (11.8%) and during pregnancy (4.3%) and marijuana use during pregnancy (13.9%) from 2018 to 2020. White mothers also reported high rates of smoking and had the highest rates of alcohol use during the last three months of pregnancy compared to other races and ethnicities (12.9%).<sup>143</sup>
- Furthermore, AIAN infants had the highest neonatal abstinence syndrome (NAS)<sup>144</sup> rates (9.6 per 1,000 hospitalizations), and White infants accounted for half of all NAS diagnoses (5.2 per 1,000 hospitalizations). While California's rate of NAS doubled from 2008 to 2021, it remained below the national average through 2020 (2.7 per 1,000 hospitalizations vs. 6.2 per 1,000 hospitalizations).<sup>143</sup>
  - This item also addresses the following Identified Need(s): *Behavioral Health*.
- Although just 1 in 10 U.S. infants were born preterm in 2021, the year represented the highest rate reported in at least 14 years. The preterm birth rate rose by 4% between 2020 and 2021, and racial and ethnic differences in preterm birth rates continued to persist. The rate of preterm birth among Black women (14.8%) in 2021 was about 50% higher than the rate among White or Hispanic women (9.5% and 10.2% respectively).<sup>145</sup>
- A Plan of Safe Care is designed to ensure the safety and well-being of an infant with prenatal substance exposure by addressing the health and SUD treatment needs of both the infant and the affected family or caregiver.<sup>146</sup> The National Center on Substance Abuse and Child Welfare identified several key factors in successfully implementing Plans of Safe Care, including: effective cross-system collaboration; addressing stigma and establishing trust among pregnant women with SUDs; and improving data collection processes to improve implementation and service delivery.<sup>147</sup>
  - This item also addresses the following Identified Need(s): *Behavioral Health*.
- Sometimes a high-risk pregnancy is the result of a medical condition present before pregnancy. Risk factors include being older than 35; lifestyle choices such as smoking, drinking alcohol, and using illegal drugs; pregnancy complications; having a multiple pregnancy; and a history of pregnancy-related disorders, such as hypertension and giving birth prematurely.<sup>148</sup>
  - This item also addresses the following Identified Need(s): *Behavioral Health*.
- Policy solutions and sufficient funding that can help improve and sustain maternal and infant healthcare include expanding Medicaid; extending the Medicaid postpartum coverage period; requiring employers to provide paid family leave; expanding coverage of doula reimbursement; and increasing funding for maternal and infant mortality committees.<sup>142</sup>
  - This item also addresses the following Identified Need(s): *Access to Health Care, Economic Stability, and Workforce Development*.

<sup>143</sup> Joynt, J. (2023). [Maternal Care in California: Delivering the Data](#).

<sup>144</sup> Neonatal abstinence syndrome (NAS) results from a baby's exposure to drugs, most often opioids, in the womb. Newborns with NAS can suffer from seizures and other complications and require hospitalization. (CHCF, 2023).

<sup>145</sup> CDC, Division of Reproductive Health, National Center for Chronic Disease Prevention and Health Promotion. (2023, October 24). [Preterm Birth](#). Reproductive Health.

<sup>146</sup> Casey Family Programs. (2023). [Strong Families](#) [Strategy Brief].

<sup>147</sup> National Center on Substance Abuse and Child Welfare. (n.d.). [How States Serve Infants and Their Families Affected by Prenatal Substance Exposure: Lessons From Implementation of Plans of Safe Care](#) (Issue Brief no. 3).

<sup>148</sup> Mayo Clinic. (2024, January 25). [High-risk pregnancy: Know what to expect](#). Healthy Lifestyle.

- In 2022, California hospitals performed better than the national average in implementing various maternal care practices and policies to improve breastfeeding outcomes, including immediate postpartum care, rooming-in, feeding practices, discharge support and institutional management. Supportive breastfeeding practices for most mothers lead to higher rates of exclusive breastfeeding compared to mothers without such support.<sup>142</sup>
- In 2017, the cost of untreated perinatal mood and anxiety disorders in California was estimated at \$2.4 billion for all births. This includes costs incurred due to medical interventions, low-income health care, welfare payments, work absenteeism and lost productivity from the mom’s pregnancy through the child’s first five years of life.<sup>149</sup>
  - This item also addresses the following Identified Need(s): *Behavioral Health and Economic Stability*.
- Research suggests that the most common risk factors for postpartum depression are life stress, lack of social support, current or past abuse, prenatal depression and marital or partner dissatisfaction. Understanding risk factors for postpartum depression informs health care providers and contributes to the development of prevention and screening strategies for the most vulnerable women.<sup>150</sup>
  - This item also addresses the following Identified Need(s): *Behavioral Health*.
- Approximately 52% of U.S. pregnancy-related deaths occur postpartum, with 19% occurring between one and six days postpartum and 21% occurring between one and six weeks postpartum.<sup>151</sup>
  - This item also addresses the following Identified Need(s): *Behavioral Health*.
- The U.S. has the highest maternal mortality rate compared to 10 other high-income countries. This may be related to several factors: an underrepresentation in midwives in the maternity care workforce relative to obstetrician/gynecologists (OBGYN); an overall shortage of maternity care providers (both OBGYNs and midwives); the limited role of primary care in the health care system; and a lack of comprehensive postpartum support.<sup>151</sup>
  - This item also addresses the following Identified Need(s): *Access to Health Care and Workforce Development*.

## Workforce Development

### 2022 CHNA Data

- The HASD&IC and Sharp CHNAs identified workforce shortages as a foundational challenge that greatly exacerbates the priority health and social needs affecting community members served by Sharp hospitals.
  - This item also addresses the following Identified Need(s): *Access to Health Care, Aging Care and Support, Behavioral Health, Children and Youth Well-being, Chronic Health Conditions, Community Safety, and Economic Stability*.

<sup>149</sup> CHCF. (2019, April 29). [Quantifying the Cost of Perinatal Mood and Anxiety Disorders in the U.S.](#)

<sup>150</sup> Hutchens, B. F. & Kearney, J. (2020), Risk Factors for Postpartum Depression: An Umbrella Review. *Journal of Midwifery & Women's Health*, 65(1), 96-108. <https://doi.org/10.1111/jmwh.13067>

<sup>151</sup> Tikkanen, R., Gunja, M. Z., FitzGerald, M., & Zephyrin, L. C. (2020). *Maternal Mortality and Maternity Care in the United States Compared to 10 Other Developed Countries* [Issue Brief]. (Commonwealth Fund). <https://doi.org/10.26099/411v-9255>

- Workforce shortages were described by HASD&IC CHNA community engagement participants as the number one priority for local health care providers. Staffing shortages across health care, including behavioral health, have exacerbated challenges in meeting the demand for community services. Additionally, with fewer culturally competent and linguistically appropriate providers available to care for SDC’s diverse communities, workforce shortages create a wider equity gap and can adversely impact the patient experience.
  - This item also addresses the following Identified Need(s): *Access to Health Care and Behavioral Health.*
- The HASD&IC CHNA identified the following workforce development recommendations to improve access to health care: diversify the health care workforce; hire more doctors, nurses, and other health care professionals; and create more health care job opportunities and career pathways.
  - This item also addresses the following Identified Need(s): *Access to Health Care.*
- Sharp CHNA survey data identified several educational topics of particular interest and importance to employee professional development, including: defining cultural humility and applying it to health care; the impact of implicit or unconscious bias on decision-making; maternal and infant health with a focus on the Black community; and health disparities among various groups, including the Black, Asian, Latinx<sup>152</sup> and immigrant communities.
  - This item also addresses the following Identified Need(s): *Maternal and Prenatal Care, Including High-Risk Pregnancy.*

### *Regional Data*

- In 2021, there were 186,000 people employed in the health care sector in SDC, accounting for 13% of all jobs countywide.<sup>153</sup>
- In 2020, 33% of SDC residents lived in a primary care shortage area.<sup>154</sup>
  - This item also addresses the following Identified Need(s): *Access to Health Care.*
- SDC’s regional behavioral health system currently employs approximately 17,000 professionals in 11 high priority occupations — roughly 8,000 workers less than the number needed to meet existing demand. Based on current trends, the San Diego region will need to educate, train, attract, employ and retain an additional 18,500 professionals between 2022 and 2027.<sup>155</sup>
  - This item also addresses the following Identified Need(s): *Behavioral Health and Economic Stability.*
- Workforce shortages have left hospitals unable to discharge patients to other care settings (e.g., skilled nursing facilities) creating patient bottlenecks with hospital beds occupied without any reimbursement. A study by McKinsey on the impact of inflation and other cost pressures for the health care system projected that there would be

<sup>152</sup> “Latinx” is defined as “of, relating to, or marked by Latin American heritage.” (Merriam-Webster).

<sup>153</sup> San Diego Workforce Partnership. (2021). [Expanding Access to Healthcare Jobs in San Diego County: Healthcare Sector Overview](#).

<sup>154</sup> Let’s Get Healthy California. (n.d.). [Redesigning the Health System / Increasing Access to Primary Care Providers](#) [Tableau dashboard]; A primary care shortage area is defined as having a population greater than 2,000 per provider.

<sup>155</sup> San Diego Workforce Partnership. (2022). [Addressing San Diego’s Behavioral Health Worker Shortage](#).

\$98 billion in additional costs between 2022 and 2023 alone, representing a \$248 billion increase in costs compared to 2019.<sup>156</sup>

- This item also addresses the following Identified Need(s): *Access to Health Care*.

### *State and National Data*

- Total employment in California is projected to grow 16% between 2020 and 2030, reflecting an increase of 2.8 million jobs statewide over the decade. The educational services (private), health care and social assistance sector is expected to be one of the fastest-growing industries in California, with 19.0% growth anticipated.<sup>157</sup>
  - This item also addresses the following Identified Need(s): *Economic Stability*.
- The health care and social assistance sector is projected to add about 2.1 million jobs from 2022 to 2032 — the highest growth among all industry sectors. Factors that are expected to contribute to this growth include rising demand for the care of an aging baby-boom population, longer life expectancies and higher prevalence of chronic conditions. The top three occupations that are projected to experience both large increases in employment and rapid growth include home health and personal care aides, nurse practitioners, and medical and health services managers.<sup>158</sup>
  - This item also addresses the following Identified Need(s): *Aging Care and Support, Chronic Conditions, and Economic Stability*.
- California faces a statewide shortfall for primary care physicians (PCP) and will need approximately 4,700 additional PCPs in 2025 and approximately 4,100 additional PCPs in 2030 to meet demand.<sup>154 158</sup>
- Further, conservative estimates suggest California will need 65,000 allied health care professionals annually, resulting in a demand of approximately 500,000 new workers by 2024.<sup>159</sup>
  - This item also addresses the following Identified Need(s): *Economic Stability*.
- Studies conducted over the past four decades demonstrate that multi-component pipeline programs for high school, college and post-baccalaureate students underrepresented in the health professions positively impact a variety of outcomes with the potential to improve the diversity of the health care workforce.<sup>160</sup>
- California's workforce needs include: increasing workforce diversity; educating young Californians that futures in the health sector are appealing regardless of background, SES, race/ethnicity, and gender; as well as partnering with schools and companies to remove barriers to continuing education and developing pipelines for jobs.<sup>161</sup>
  - This item also addresses the following Identified Need(s): *Economic Stability*.

<sup>156</sup> AHA. (2023). [The Financial Stability of America's Hospitals and Health Systems Is at Risk as the Costs of Caring Continue to Rise](#).

<sup>157</sup> California Employment Development Department (n.d.). [Employment Projections](#) [Table].

<sup>158</sup> U.S. Bureau of Labor Statistics. (2023, September 6). [Employment Projections – 2022-2032](#) [Press release].

<sup>159</sup> California Competes. (2021). [Meeting California's Demand for Allied Health Workers](#).

<sup>160</sup> Rittenhouse, D., Ament, A., Genevro, J., & Contreary, K. (2021). [Health Workforce Strategies for California: A Review of the Evidence](#). CHCF.

<sup>161</sup> Barnett, K. (2020, September 9). [Meeting the Demand for Health: Top Priorities, Challenges, and Proposed Actions for the Private Sector to Support the Workforce California Needs](#) [Issue Brief]. (California Future Health Workforce Commission).

- Notable shortages in the health care workforce shortages include the following professions: physicians; nurses; health care educators; and midwives.<sup>162</sup>
- Additional research suggests a need for increased public funding, provider training, and supporting workforce development strategies for long-term support services, palliative care,<sup>163</sup> and behavioral health care<sup>164</sup> in order to provide more access to quality services for residents while improving working conditions for the workforce.<sup>165</sup>
  - This item also addresses the following Identified Need(s): *Access to Health Care, Behavioral Health, and Economic Stability.*

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<sup>162</sup> Duquesne University, School of Nursing. (n.d.). [The Shortage of Healthcare Workers in the U.S.](#)

<sup>163</sup> American Academy of Hospice and Palliative Medicine. (n.d.). [Expanding the Hospice and Palliative Care Workforce.](#)

<sup>164</sup> National Council for Mental Wellbeing. (2023). [2022 Annual Report.](#)

<sup>165</sup> Center for Applied Research Solutions for Advocates for Human Potential and California Department of Health Care Services. (2022). [2021 California Behavioral Health Workforce Assessment.](#)

# Sharp Chula Vista Medical Center



## Section

# 5 Sharp Chula Vista Medical Center

*I would define community as the core of human connection — a support system that creates a sense of belonging in which people can share experiences, grow and have a common purpose. The people of Sharp Chula Vista Medical Center are a true reflection of what a community represents, and I believe the power of our community is what carries us through every challenge we face.*

— Sergio Martinez, Community Relations Manager, Sharp Chula Vista Medical Center

### Fiscal Year (FY) 2023 Community Benefit Program Highlights

Sharp Chula Vista Medical Center (SCVMC) provided a total of **\$135,407,856** in community benefit in FY 2023. See **Table 15** for a summary of unreimbursed costs based on the categories specifically identified in Senate Bill 697 (SB 697) and **Figure 13** for the distribution of SCVMC's community benefit among those categories.

**Table 15: Economic Value of Community Benefit Provided  
Sharp Chula Vista Medical Center — FY 2023<sup>166</sup>**

SB 697 Category	Programs and Services Included in SB 697 Category	Estimated FY 2023 Unreimbursed Costs
Medical Care Services	Shortfall in Medi-Cal <sup>167</sup>	\$26,396,467
	Shortfall in Medicare <sup>167</sup>	95,015,889
	Shortfall in County Medical Services (CMS) <sup>167</sup>	15,902
	Shortfall in CHAMPVA/TRICARE <sup>167</sup>	5,316,171
	Charity Care <sup>168</sup>	5,148,157
	Bad Debt <sup>168</sup>	1,879,287
Other Benefits for Vulnerable <sup>169</sup> Populations	Project HELP, patient transportation, and other assistance for vulnerable populations <sup>170</sup>	497,960
Other Benefits for the Broader Community	Health education and information, health screenings, vaccinations, support groups, meeting room space and donations of time to community organizations <sup>170</sup>	255,774
Health Research, Education and Training Programs	Education and training programs for students, interns and health care professionals <sup>170</sup>	882,249
<b>TOTAL</b>		<b>\$135,407,856</b>

<sup>166</sup> Economic value is based on unreimbursed costs.

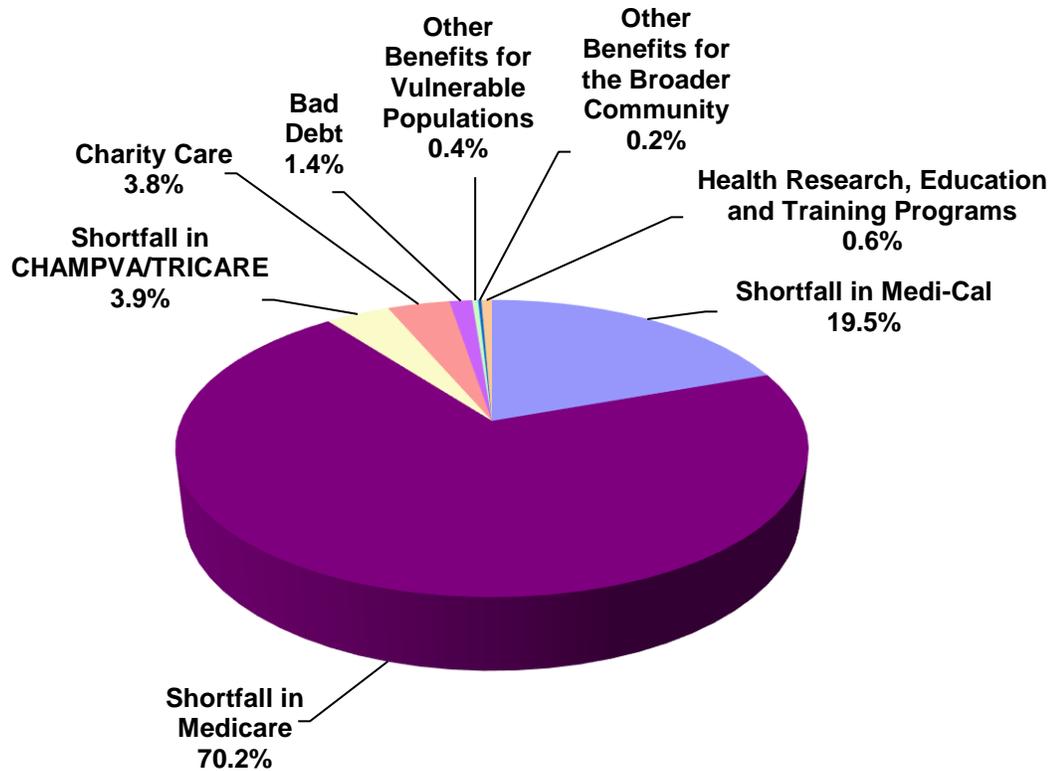
<sup>167</sup> Methodology for calculating shortfalls in public programs is based on Sharp's payor-specific cost-to-charge ratios, which are derived from the cost accounting system, offset by the actual payments received. Costs for patients paid through the Medicare program on a prospective basis also include payments to third parties related to the specific population.

<sup>168</sup> Charity care and bad debt reflect the unreimbursed costs of providing services to patients without the ability to pay for services at the time the services were rendered.

<sup>169</sup> ["Vulnerable populations" means any population that is exposed to medical or financial risk by virtue of being uninsured, underinsured, or eligible for Medi-Cal, Medicare, California Children's Services Program, or county indigent programs.](#)

<sup>170</sup> Unreimbursed costs may include an hourly rate for labor and benefits plus costs for supplies, materials and other purchased services. Any offsetting revenue (such as fees, grants or external donations) is deducted from the costs of providing services. Unreimbursed costs were estimated by each department responsible for providing the program or service.

**Figure 13: Percentage of Community Benefit by SB 697 Category  
Sharp Chula Vista Medical Center — FY 2023**



Key highlights:

- **Medical Care Services** included uncompensated care for patients who were unable to pay for services and unreimbursed costs of public programs, such as Medi-Cal, Medicare, CMS and CHAMPVA/TRICARE.<sup>171</sup> In FY 2022, the State of California and the Centers for Medicare and Medicaid Services approved a Medi-Cal Hospital Fee Program for the time period of January 1, 2022 through December 31, 2022, and in FY 2024 the same agencies approved another Medi-Cal Hospital Fee Program for the time period of January 1, 2023 through December 31, 2024. This resulted in recognition of net supplemental revenues for SCVMC totaling \$39.2 million in FY 2023. This reimbursement helped offset prior years' unreimbursed medical care services; however, the additional funds recorded in FY 2023 understate the true unreimbursed medical care services performed for the past fiscal year.
- **Other Benefits for Vulnerable Populations** included van transportation for patients to and from medical appointments; Project HELP (Project Hospital Emergency

<sup>171</sup> The Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) is a health benefits program in which the Department of Veterans Affairs shares the cost of certain health care services and supplies with eligible beneficiaries. TRICARE is a health care program of the U.S. Department of Defense Military Health System, which provides civilian health benefits for U.S Armed Forces military personnel, military retirees, and their dependents, including some members of the Reserve Component.

Liaison Program), which provides funding for medication and transportation to assist lower-income patients; programming to help establish medical homes for low-income, medically uninsured and underserved patients in the south region; contribution of time to Feeding San Diego and Mama's Kitchen; and other assistance for vulnerable community members.

- **Other Benefits for the Broader Community** included health education, information and support groups addressing a variety of topics in both English and Spanish, participation in community events, health screenings for lung cancer, bone density and stroke screenings, health risk assessments, community education and resources provided by the SCVMC Cancer Patient Navigator program, and collaboration with local schools to promote interest and provide career pathways in health care. In addition, hospital staff actively participated in community boards, committees and other civic organizations, including the American Cancer Society (ACS), American Heart Association (AHA), American Hospital Association Regional Policy Board, American Lung Association (ALA), Chula Vista Chamber of Commerce, Health Sciences High and Middle College (HSHMC), Private Essential Access Community Hospitals, Rotary Club of Chula Vista, San Diego Association of Directors of Volunteer Services (SDADVS), South Bay Community Services, South Bay Family YMCA and South County Economic Development Council. See **Appendix A** for a list of Sharp HealthCare's (Sharp) community involvement. The category also includes costs associated with community benefit planning and administration, including community health needs assessment (CHNA) development and participation.
- **Health Research, Education and Training Programs** included education and training of health care professionals; student and intern supervision; and time devoted to generalizable health-related research projects that were made available to the broader health care community.

## **Definition of Community**

*SCVMC is located at 751 Medical Center Court in Chula Vista, ZIP code 91911.*

The community served by SCVMC encompasses the south region of San Diego County (SDC), including the subregional areas of Chula Vista, Imperial Beach, Otay Mesa, Bonita, Sweetwater, National City and Coronado. See **Appendix B** for a map of community and regional boundaries in SDC. Notably, Coronado residents primarily use Sharp Coronado Hospital and Healthcare Center (SCHHC).

For SCVMC's 2022 CHNA process, the Dignity Health and IBM Watson Health Community Need Index (CNI)<sup>172</sup> was used to identify communities within its service area

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<sup>172</sup> Dignity Health and IBM Watson Health CNI. (2022). The Dignity Health and IBM Watson CNI was discontinued on January 31, 2023.

that experience greater health inequities.<sup>173</sup> The CNI uses demographic and economic statistics to provide a “CNI score” for every populated ZIP code in the U.S. CNI scores measure inequity on a scale ranging from very low health inequity to very high health inequity. This measurement is an average determined through an analysis of specific socioeconomic barriers to health care access, including education, income, culture/language, insurance, and housing. As such, the CNI demonstrates the link between community need, access to care and preventable hospitalizations.

According to the CNI, communities served by SCVMC with especially high need include Chula Vista, National City, Encanto, Paradise Hills, and Otay.<sup>172</sup> **Figure 14** presents a map of the CNI findings across San Diego’s south region.

**Figure 14: CNI Map — SDC’s South Region**<sup>174</sup>



SCVMC has been providing health care to the south region for more than 40 years. In the past decade, population growth in this community has exceeded that of almost every other region in the nation. This trend is expected to continue — particularly for seniors. To meet this increased need for care, SCVMC began construction on a new patient tower in 2016. The Ocean View Tower opened in January

<sup>173</sup> Health inequities are differences in health status or in the distribution of health resources between different population groups arising from the social conditions in which people are born, grow, live, work and age. These inequities have significant social and economic costs both to individuals and societies (World Health Organization, 2018).

<sup>174</sup> Truven Health Analytics, 2022; Insurance Coverage Estimates, 2022; The Nielson Company, 2022; and CNI, 2022. Map produced by Sharp Strategic Planning Department, 2022.

2020 and provided an additional 106 beds, six state-of-the-art operating rooms, advanced health care technology and programs, and services to expedite and improve care for community members in the south region.

**Community Health Profile**

In 2023, there were 3,348,475 residents in SDC, making it the second most populous county in California. SDC’s south region population is largely Hispanic (61.3%), and in 2023, there were 80,326 residents ages 65 and older, representing 14.7% of the population. Between 2023 and 2028, it is anticipated that the senior population in SDC’s south region will grow by 14.8%.<sup>175</sup>

In 2021, 10.8% of the south region population reported living below 100% of the federal poverty level (FPL), which was slightly higher than the rate for SDC overall (10.7%). The unemployment rate in SDC’s south region was 8.5%, which was higher than the rate for SDC overall (6.2%). In addition, 6.5% of households received Supplemental Security Income — a higher rate than SDC overall (5.0%).<sup>176</sup>

According to the San Diego Hunger Coalition, nutrition insecurity<sup>177</sup> has not changed for almost a year due to historic increases in the cost of living. As of March 2023, 23% of San Diegans experienced nutrition insecurity and 28% of children lived in nutrition-insecure households.<sup>178</sup> In addition, in 2023, Latinos in SDC had a significantly higher incidence of food insecurity (36%) compared to residents of the county overall, illustrating the disproportionate impact of nutrition insecurity on diverse communities.<sup>178</sup>

In 2021, 11.2% of households in the south region received Supplemental Nutrition Assistance Program (SNAP) benefits, while 16.8% of the population lived at or below 138% FPL and were eligible for the program. These rates were higher than SDC overall (7.6% of households participated in SNAP benefits while 16.2% of households lived at or below 138% FPL).<sup>176</sup> Please refer to **Table 16** for SNAP participation and eligibility in the south region.

**Table 16: Food Stamps/SNAP Benefit Participation and Eligibility Estimates for SDC’s South Region, 2023<sup>176</sup>**

Food Stamps/SNAP Benefits	Percent of Population
Households	11.2%
Families with Children	15.9%
<b>Eligibility by FPL</b>	
Population ≤130% FPL	15.4%
Population ≤138% FPL	16.8%
Population 139% – 350% FPL	37.4%

<sup>175</sup> SpeedTrack©, Inc.; U.S. Census Bureau.  
<sup>176</sup> County of San Diego, HHSA, PHS, CHSU. (2023). [2017-2021 Demographic Profiles](#).  
<sup>177</sup> Nutrition security means all Americans have consistent and equitable access to healthy, safe, affordable foods essential to optimal health and well-being. (U.S. Department of Agriculture).  
<sup>178</sup> San Diego Hunger Coalition. (2023). [State of Nutrition Security in San Diego County 2023 Annual Issue Brief](#).

In SDC’s south region in 2021, 94.7% of children age 18 and under, 85.2% of young adults ages 19 to 25, 86.5% of adults ages 26 to 44, 90.2% of adults ages 45 to 64 and 98.4% of seniors age 65 and older had health insurance.<sup>176</sup> Health insurance coverage for each age group was lower than the Healthy People 2030 (HP2030) national target of 92.4% health insurance coverage for all individuals under age 65, with the exception of children ages 0 to 18 years.<sup>179</sup> See **Table 17** for health insurance coverage in SDC’s south region in 2021.

**Table 17: Health Insurance Coverage in SDC’s South Region, 2023<sup>176</sup>**

Description	Rate	HP2030 Target
<b>Current Health Insurance Coverage</b>		
Children 0 to 18 years	94.7%	92.4%
Young adults 19 to 25 years	85.2%	92.4%
Adults 26 to 44 years	86.5%	92.4%
Adults 45 to 64 years	90.2%	92.4%
Seniors 65+ years	98.4%	N/A <sup>180</sup>

According to the California Health Interview Survey (CHIS), in 2022, 22.8% of the south region population was covered by Medi-Cal — higher than the rate for SDC overall (17.5%).<sup>181</sup> See **Table 18** for details.

**Table 18: Medi-Cal (Medicaid) Coverage in SDC’s South Region, 2022<sup>181</sup>**

Description	Rate
Covered by Medi-Cal	22.8%
Not covered by Medi-Cal	77.2%

CHIS data also revealed that 16.5% of individuals in the south region did not have a usual place to go when sick or in need of health advice (see **Table 19**).<sup>181</sup>

<sup>179</sup> The U.S. Department of Health and Human Services’ [Healthy People 2030](#) (HP 2030) initiative represents the nation’s prevention agenda for the third decade of the 21st century. HP2030 has four overarching goals: to attain healthy, thriving lives and well-being free of preventable disease, disability, injury, and premature death; to achieve health equity, eliminate disparities, and attain health literacy to improve the health and well-being of all; to create social, physical, and economic environments that promote attaining the full potential for health and well-being for all; to promote healthy development, healthy behaviors, and well-being across all life stages; and to engage leadership, key constituents, and the public across multiple sectors to take action and design policies that improve health and well-being of all.

<sup>180</sup> HP2030 does not include targets for individuals ages 65 and older.

<sup>181</sup> University of California Los Angeles Center for Health Policy Research. (2023). [AskCHIS](#). AskCHIS is an online health query system that allows you to quickly search for health statistics on your county, region, and state. AskCHIS draws upon the responses of more than 20,000 Californians interviewed each year by [The California Health Interview Survey \(CHIS\)](#) – the largest state health survey in the U.S.

**Table 19: Regular Source of Medical Care in SDC’s South Region, 2022**<sup>181</sup>

Regular Source of Medical Care	Rate	HP2030 Target
Has a usual source of care	83.5%	84.0%
Has no usual source of care	16.5%	16.0%

Cancer and diseases of the heart were the two leading causes of death in SDC’s south region in 2021.<sup>182</sup> See **Table 20** for a summary of leading causes of death in the south region.

**Table 20: Leading Causes of Death in SDC’s South Region, 2021**<sup>182</sup>

Cause of Death	Number of Deaths	Percent of Total Deaths
Malignant Neoplasms (Overall Cancer)	769	19.2%
Diseases of the Heart	725	18.1%
COVID-19	650	16.2%
Cerebrovascular Diseases	242	6.0%
Accidents/Unintentional Injuries	233	5.8%
Alzheimer’s Disease	194	4.8%
Diabetes Mellitus	163	4.1%
Chronic Lower Respiratory Diseases	117	2.9%
Essential Hypertension and Hypertensive Renal Disease	93	2.3%
Chronic Liver Disease and Cirrhosis	68	1.7%
All Other Causes	757	18.8%
<b>Total Deaths</b>	<b>4,011</b>	<b>100.0%</b>

For additional demographic and health data for communities served by SCVMC, please refer to the SCVMC 2022 CHNA at <https://www.sharp.com/about/health-needs-assessments>.

### **Community Benefit Planning Process**

In addition to the steps outlined in **Section 3: Community Benefit Planning Process** regarding community benefit planning, SCVMC:

- Incorporates community priorities and community relations into its strategic plan
- Estimates an annual budget for community programs and services based on community needs, previous years’ experience and current funding levels

<sup>182</sup> County of San Diego, HHS, PHS, CHSU. (2023). *Leading Causes of Death Among San Diego County Residents Dashboard | Tableau Public*. Retrieved 11/28/23 from [www.SDHealthStatistics.com](http://www.SDHealthStatistics.com)

## **Priority Community Needs Addressed in Community Benefit Report — SCVMC 2022 CHNA**

SCVMC completed its most recent CHNA in September 2022. SCVMC's 2022 CHNA was significantly influenced by the collaborative Hospital Association of San Diego and Imperial Counties (HASD&IC) 2022 CHNA process and findings. Please refer to **Section 3: Community Benefit Planning Process** for a detailed description of Sharp's process and findings.

In addition, this year SCVMC updated its implementation strategy — a description of SCVMC programs designed to address the priority health and social needs identified in the 2022 CHNA.

Through the SCVMC 2022 CHNA, the following priority health and social needs were identified for the communities served by SCVMC (listed in alphabetical order):

- Access to Health Care
- Aging Care and Support
- Behavioral Health
- Children and Youth Well-being
- Chronic Health Conditions
- Community Safety
- Economic Stability
- Maternal and Prenatal Health, Including High-Risk Pregnancy

The following pages detail SCVMC programs, activities and services that specifically address these needs, either directly or indirectly. Please refer to **Patient Access to Care Programs** in **Section 1: An Overview of Sharp HealthCare** for additional entity and systemwide programs designed to address access to health care.

SCVMC addresses chronic health conditions by providing education and healthy lifestyle programs as part of care for cardiovascular disease (CVD), cancer, diabetes, obesity and other issues influenced by healthy weight and exercise. Sharp Rees-Stealy Medical Centers throughout SDC — including the south region — provide community members with structured weight management and health education programs, such as smoking cessation and stress management, long-term support for weight management and personalized weight-loss programs. For additional details on SCVMC programs that specifically address the needs identified in the 2022 CHNA, please refer to SCVMC's implementation strategy. The most recent CHNA and implementation strategy for SCVMC are available at <https://www.sharp.com/about/health-needs-assessments>.

Further, SCVMC's behavioral health (including substance use) community efforts are supported through the programs and services provided by Sharp Mesa Vista Hospital and Sharp McDonald Center, which are the major providers of behavioral health and substance use treatment services in SDC. Please refer to **Section 12: Sharp Mesa Vista Hospital and Sharp McDonald Center** of this report for details on those

programs. Lastly, community safety is addressed through Sharp's ThinkFirst San Diego (ThinkFirst), a program led by Sharp Rehabilitation Services. ThinkFirst provides education on injury prevention and the lifelong effects of brain, spinal cord and other traumatic injuries to community members throughout SDC.

## **SCVMC Community Benefit Programs and Services, FY 2023**

SCVMC addresses the needs of its community through the programs and services listed below. For each of these areas, the following pages describe the hospital's community benefit objective(s), activities conducted in FY 2023, and plans for FY 2024. Please refer to **Section 4: Description of Community Needs** for supporting data on each of these program and service areas:

- **Education, Support and Screening for Stroke**
- **Cancer Education and Support, and Participation in Clinical Trials**
- **Diabetes Education, Prevention and Support**
- **Health Education, Support and Screening Activities**
- **Health Professions Education and Training, and Collaboration with Local Schools to Promote Interest and Career Pathways in Health Care**
- **Access to Health Care and Community and Social Support**

### ***Education, Support and Screening for Stroke***

For community data and statistics related to these efforts, please see **Chronic Health Conditions in Section 4: Description of Community Needs** of this report.

### **Objective**

- Provide stroke education, support and screening services for SDC south region

### **FY 2023 Report of Activities**

In November 2023, the Joint Commission and AHA/American Stroke Association (ASA) re-certified SCVMC as a Primary Stroke Center. The program is nationally recognized for its outreach, education and thorough screening procedures, as well as documentation of its success rate. In addition, SCVMC is a recipient of the AHA/ASA's Get With The Guidelines® — 2023 Stroke Gold Plus Quality Achievement Award for excellence in stroke care, as well as the Target: Stroke Elite Honor Roll designation. The AHA/ASA's Get With The Guidelines® is a national effort focused on ensuring the use of evidence-based therapies to improve outcomes for stroke patients. The AHA/ASA's Target: Stroke Elite Honor Roll designation focuses on improving the timeliness of intravenous tissue plasminogen activator (IV t-PA) administration to eligible patients.

In June, Sharp's systemwide stroke program, including SCVMC, provided stroke education and resources to approximately 300 attendees at the Sharp Women's Health

Conference. At the event, stroke program staff conducted blood pressure screenings, provided risk assessments and distributed resources on topics including stroke risk identification, BE-FAST (Balance, Eyes, Face, Arms, Speech, Time), stroke risk factors, and when to call 911. Additionally, Sharp's systemwide orthopedics staff provided health education on orthopedics and osteoarthritis, including hip and knee pain.

In September, the San Diego County Stroke Consortium, including Sharp, threw the first pitch at the Padres vs. the Rockies baseball game at Petco Park to increase stroke awareness among attendees. The annual event is organized by the San Diego County Stroke Consortium, the San Diego Padres and other key partners to promote stroke prevention, awareness and recovery, as well as celebrate stroke survivors. During the baseball game, Sharp offered education about the warning signs of stroke and how to respond using BE-FAST. Additionally, stroke education was displayed on the Jumbotron to the entire stadium of nearly 42,000 community members. During the event, local hospitals provided community education on stroke recognition and BE-FAST, stroke risk factors, as well as provided information regarding stroke signs and symptoms and when to call 911. Sharp's booth provided stroke education to approximately 150 community members throughout the evening.

SCVMC continued its 18-year collaboration with the County of San Diego Emergency Medical Services (EMS) to provide data for the SDC stroke registry, where data is tracked to identify gaps and determine trends. SCVMC also continued to actively participate in the quarterly San Diego County Stroke Consortium, a collaborative effort with other SDC hospitals to improve stroke care and discuss issues impacting stroke care in SDC. The San Diego County Stroke Consortium consists of 17 hospitals — including SCVMC, SCHHC, Sharp Grossmont Hospital (SGH), Sharp Memorial Hospital (SMH), Alvarado Hospital Medical Center, Kaiser San Diego Medical Center, Kaiser Zion Medical Center, Palomar Medical Center, Paradise Valley Hospital, Scripps Memorial Hospital Encinitas, Scripps Memorial Hospital La Jolla, Scripps Mercy Hospital Chula Vista, Scripps Mercy Hospital San Diego, Temecula Valley Hospital, Tri-City Medical Center, University of California (UC) San Diego Medical Center – Hillcrest, and UC San Diego Medical Center – La Jolla — all of which are San Diego County Stroke Receiving Centers and certified by the Joint Commission. Further, meetings continued to be held virtually in FY 2023.

Sharp's systemwide stroke program continued to partner with the San Diego County Stroke Consortium to develop educational materials, including training videos, for multiple EMS and fire department agencies in SDC. EMS and fire department agencies are 911 First Responders who respond to all medical emergency events in SDC. In FY 2023, the consortium provided these first responders with education on recognizing and responding to Large Vessel Occlusion (LVO), or blockages of intracranial arteries by a clot. Further, Sharp's systemwide stroke program continued to participate in the development of EMS protocol updates. Managers from Sharp's systemwide stroke program developed the 2023 EMS education materials with rollout of the FAST-ED<sup>183</sup>

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<sup>183</sup> FAST-ED stands for facial palsy, arm weakness, speech changes, time, eye deviation, denial/neglect.

Stroke Severity Scale, an addition to BE-FAST assessment. The updated education materials were approved by the consortium and shared with all EMS agencies.

### **FY 2024 Plan**

SCVMC Stroke Program will do the following:

- Collaborate with UC San Diego to validate the use of the FAST-ED tool for LVO identification to improve stroke treatment times and outcomes
- Expand the provision of stroke education and information at community events
- Participate in the San Diego County Stroke Consortium
- Partner with the San Diego County Stroke Consortium to educate and train EMS and fire department professionals, with a focus on LVO identification
- Collaborate with the County of San Diego EMS by providing south region data for tracking within the SDC stroke registry
- Provide stroke education, screening and outreach to community members in the south region via social media and in-person events
- Provide stroke education and screenings at the Sharp Women's Health Conference
- Provide stroke risk factor education and BE-FAST to community health professionals

### ***Cancer Education and Patient Navigator Services***

For community data and statistics related to these efforts, please see **Chronic Health Conditions** in **Section 4: Description of Community Needs** of this report.

### **Objectives**

- Provide cancer education, resources and support groups to community members in SDC's south region
- Provide cancer support services, including health care navigation, to community members in SDC's south region

### **FY 2023 Report of Activities**

The Cancer Centers of Sharp HealthCare (Cancer Centers of Sharp) include the Douglas & Nancy Barnhart Cancer Center at SCVMC (Barnhart Cancer Center), David and Donna Long Center for Cancer Treatment at SGH, and Laurel Amtower Cancer Institute and Neuro-Oncology Center at SMH. The Cancer Centers of Sharp are accredited by the American College of Surgeons Commission on Cancer (CoC) as an Integrated Network Cancer Program, demonstrating Sharp's commitment to meeting rigorous standards and improving the quality of care for patients with cancer. In FY 2021, the Cancer Centers of Sharp received APEx (Accreditation Program for Excellence) accreditation by the American Society for Radiation Oncology, in recognition of Sharp's dedication to promoting effective communication and coordinated radiation oncology treatment, as well as engaging patients and their families as partners in care.

The Cancer Centers of Sharp, including the Barnhart Cancer Center, serve community members, patients and their loved ones through a variety of free cancer support groups, education classes and workshops, and community events, as well as patient navigation and other support services. In FY 2023, all programs were provided virtually or in person and served more than 1,800 community members impacted by cancer.

The Cancer Centers of Sharp, including the Barnhart Cancer Center, continued to offer free educational classes for patients and community members living with cancer. Through the monthly virtual Lunch and Learn Cancer Education series, community members, patients and families were invited to hear local experts speak about a unique cancer-related topic each month, such as cancer and sexuality; communicating with one's health care team; communicating with loved ones; how to prepare for the worst while hoping for the best; humor and cancer; care for the caregivers; self-care; stress management; the science of making healthy lifestyle changes; self-talk; talking to children about cancer; and cancer and aging. Over 20 classes were offered, reaching more than 500 individuals. Additionally, the programs were recorded and shared with another 100 individuals who were unable to attend the live webinar. Other educational classes offered by the Cancer Centers of Sharp included nutrition management and healthy eating before, during and after treatment; nutrition and healthy eating during and after breast cancer treatment; cancer and lymphedema — a condition where swelling occurs because of damage or blockage in the lymphatic system; and structured healing art activities to improve overall well-being. The virtual class format allowed community members to participate in the comfort of their own homes, resulting in increased attendance compared to pre-pandemic levels.

Throughout the year, the Cancer Centers of Sharp and the Barnhart Cancer Center offered free virtual workshops for patients and community members. This included five rotating monthly workshops for cancer patients and their loved ones. The Relaxation and Quieting the Mind workshop helped patients with cancer and their loved ones manage the stress, anxiety and difficult emotions that may accompany a cancer diagnosis. The Chemo Brain Workshop: Improving Memory and Concentration addressed memory problems related to chemotherapy and other cancer treatments. An additional workshop was offered related to chemo brain, titled How to Help Someone with Chemo Brain — A Class for Loved Ones. Attended by 75 individuals, this program was added as a regular offering after patients' requested more information for their loved ones about how to support them during their experience with cancer-related cognitive impairment. The Scanxiety: Managing the Fear of Cancer Recurrence workshop helped patients understand and manage anxiety related to tests and scans. The Managing Sleep and Fatigue workshop assisted patients and their loved ones with fatigue and sleep issues both during and after treatment. In addition to these monthly workshops, the Cancer Centers of Sharp offered a weekly virtual Relaxation Skills workshop, where a clinician offered breathing and other relaxation exercises and well as guided meditations to reduce tension and stress in the body and mind. Further, in FY 2023, two new monthly workshops were offered specifically for brain tumor patients and their loved ones. The Newly Diagnosed Brain Tumor — What Should I Know webinar offered direction, information and support, while the Living with a Brain Tumor

Continuing Education Series webinar included topics related to living with a brain tumor, coping and other areas of interest. More than 500 community members attended these classes and workshops in FY 2023.

In October, the Cancer Centers of Sharp offered a webinar titled Surviving Cancer: Thriving After a Diagnosis to more than 70 individuals. During the webinar, Sharp oncology social workers and a dietitian presented on thriving after a cancer diagnosis, nutrition and exercise for survivors, self-care and the importance of hope, while a Sharp-affiliated physician discussed sexual health after cancer.

In FY 2023, the Cancer Centers of Sharp continued to provide an assortment of support groups, which were also promoted by the Barnhart Cancer Center. The support groups were intended to create safe places to explore patient experiences living with cancer, receiving treatment and beyond. Support group offerings included women with breast cancer at any stage; general cancer; men with any cancer diagnosis at any stage; individuals living with a brain tumor or brain cancer; care partners of individuals living with a brain tumor or brain cancer; adults who have a loved one with any type of cancer; young survivors living with cancer at any stage; patients and survivors of head and neck cancer; and a Bring Your Own Project support group for patients with cancer, survivors and their loved ones, offering a combination of conversation and relaxing drawing methods to increase focus, creativity, self-confidence and personal well-being.

The Cancer Centers of Sharp continued to offer support groups in Spanish for patients with any type of cancer, and a group specifically for cancer survivors, which explored the experiences of people who have finished treatment but are still facing the daily challenges of cancer survivorship, including fear of recurrence and long-term, life-altering side effects. In addition, the Cancer Centers of Sharp offered a biweekly support group for individuals living with any type of advanced cancer. New in FY 2023, the Cancer Centers of Sharp offered a support group for women living with any kind of cancer, stages 0-3. Although this group was initially intended for specific types of cancer, Sharp expanded the group to include a wider audience based on participant feedback. Over 700 attendees participated in one or more of these support groups in FY 2023.

The Cancer Centers of Sharp, including the Barnhart Cancer Center, participated in the Sharp Women's Health Conference in June. Held at the Sheraton San Diego Hotel & Marina, the conference encouraged attendees to live a healthier, more balanced life. Approximately 750 community members were inspired by the conference's speakers and breakout sessions, as well as exhibitors who offered screenings, assessments, health resources, pampering services and more. During the event, the Cancer Centers of Sharp offered education on how to properly perform a breast self-exam and the importance of performing monthly exams; information on cancer support services, including nurse navigation, social work, nutrition, education and available classes and support groups; and informational materials on cancer. Also at the conference, two Sharp-affiliated physicians, one specialized in hematology/oncology and one in breast surgical oncology, discussed the importance of cancer screenings, options for

treatment, the role stress can play in cancer development, and one of the physician's personal journey with breast cancer from diagnosis to treatment.

In June, the Cancer Centers of Sharp offered free events to celebrate community members who have experienced cancer, inspire those recently diagnosed and provide support for family members. The events were held simultaneously for three hours at each cancer center, where community members enjoyed music and entertainment, raffles and light refreshments. Participants also engaged in a variety of relaxing therapies, from massage to pet and art therapy. Additionally, Sharp shared "Look Good, Feel Better" fashion and makeup tips, as well as information on lung cancer prevention, screening, nutrition, holistic therapies and available support services. Hundreds of community members attended the events.

In FY 2023, the Cancer Centers of Sharp continued to host a private Facebook group, Sharp HealthCare Cancer Patient Community. This group was created for cancer patients and their loved ones to foster a sense of community and connection as well as provide reliable information, thoughtful content, live discussions and a quick and easy way to view current program and service offerings. This Facebook page has more than 200 participants who are able to access up-to-date and vetted information, as well as share issues of concern related to themselves and others.

In FY 2023, SCVMC helped raise community awareness of cancer through a variety of methods. In honor of National Mammography Day in October, SCVMC-affiliated physicians and staff joined the annual Sharp Goes Pink effort, wearing pink to raise awareness of the lifesaving importance of mammograms. Throughout FY 2023, Sharp cancer specialists appeared in local English- and Spanish-language media as well as articles on Sharp's website to educate community members about cancer.

The Barnhart Cancer Center also continued to offer a wig and prosthesis bank. In FY 2023, the center provided cancer patients with donated wigs, prosthetic devices and bras. The Barnhart Cancer Center also partnered with Renewing Life and ACS to coordinate free transportation for patients receiving treatment. In addition, ACS provided patients with essential lodging services, as needed.

The Barnhart Cancer Center offers a cancer patient navigator program that provides personalized education, support and guidance to patients and their loved ones from early detection through diagnosis and treatment. In FY 2023, the navigation team assisted more than 500 patients in-person, virtually and over the telephone. The team includes nurses, a licensed clinical social worker (LCSW), a genetics counselor, a speech-language pathologist, a lymphedema therapist and a palliative care specialist. In addition, the team includes a certified dietitian who identifies patients at risk of nutritional problems and provides classes and referrals to meal delivery services and in-home parenteral nutrition care — an intravenous method of delivering nutrients.

In FY 2023, six patient navigator volunteers assisted patients in the Barnhart Cancer Center waiting room with checking in as well as guiding them through the facility. The

volunteers baked cookies, served coffee, brought warm blankets and provided patients with other assistance as needed. Two volunteers fitted patients with wigs by appointment. Additionally, one trained volunteer offered Healing Touch energy therapy at the Barnhart Cancer Center and another trained volunteer provided weekly Healing Touch energy therapy to patients in the Outpatient Infusion Center.

The Sharp Cancer Genetics Program provides patients with information on their risk of hereditary cancer and its potential impact on cancer treatment options, as well as other preventive strategies, such as more frequent cancer screenings or other types of surveillance in partnership with their primary care physician (PCP). In FY 2023, Sharp Cancer Genetics Program provided physicians and patients with the most up-to-date research and recommendations on genetic testing, which helps patients — and relatives — make decisions about their own care. Sharp genetic counselors participated in system cancer conferences and meetings to provide education and ensure Sharp patients receive the best care. From 2022 to 2023, the program's referral base increased by 343% and the number of patients receiving genetic counseling increased by 86%.

The Cancer Centers of Sharp continued to explore the development of a continuum of care and build programming and services for cancer patients experiencing cognitive impairment, more commonly known as chemo brain. In addition to workshops on chemo brain for patients and for loved ones, four cohorts of the Out of the Fog MAAT (Memory and Attention Adaptation Training) program were held with 21 participants. This eight-session class is taught by a speech language pathologist and an oncology social worker and offers quarterly reunion classes for graduates. All participants shared glowing feedback on the experience and degree of support they received. This continuum of care is the first of its type in the country. In June, two oncology social workers presented on the program at the 2023 Association of Oncology Social Work 39th Annual Conference held in New Orleans, Louisiana. The conference offers participants the opportunity to network, collect information, provide support and share knowledge, which included reflecting on important topics oncology social workers face and sharing valuable lessons learned.

In FY 2023, as part of its CoC Quality Improvement project, Sharp partnered with the American Cancer Society for a lung cancer screening improvement initiative aimed to increase lung cancer screenings. The project offered physicians' education on lung cancer screening eligibility, the relatively low nationwide use of it and several initiatives to improve Sharp's lung cancer screening rates by collaborating with physician partners (pulmonologists) at each Sharp entity. Before the project, Sharp data indicated that roughly 4% of patients who met lung cancer screening eligibility were completing lung cancer screening, consistent with the rate in the state of California. In FY 2023, Sharp reached its goal to increase the lung cancer screening rate by 10%.

Beginning in FY 2022, Sharp participated in a Plan-Do-Study-Act clinical study with the CoC addressing smoking cessation as a means to improve patient cancer risk and treatment outcomes. This study reviewed whether all newly diagnosed cancer patients

are being asked about their smoking status and offered cessation resources as appropriate. The initial data collection suggested that Sharp providers are consistently asking this question during consultation appointments (99% of the time), but smoking cessation resources offered to patients varied and were inconsistent across the system. Sharp improved its process by creating a new, Sharp-branded patient resource to be shared with all cancer treatment providers. The resource provides patients with information on the impact that smoking cessation has in improving their treatment outcomes, even after a cancer diagnosis, to emphasize that it is never too late to quit. As a result, Sharp increased the percentage of patients being asked about their smoking status to 100% of newly diagnosed patients, decreased the number of patients currently smoking to 11% and provided 98% of patients currently smoking with cessation resources.

For more than 20 years, the Clinical Oncology Research (COR) Department at Sharp has conducted clinical trials to facilitate the discovery of new and improved treatments for cancer patients and to enhance scientific knowledge for the larger health and research communities. Sharp's COR program includes a balanced portfolio of industry-sponsored, investigator-initiated and National Cancer Institute (NCI) studies. These studies explore the efficacy and safety of novel cancer therapeutic agents or technologies to benefit the most common cancer types. NCI studies focus on optimizing the standard of care. Sharp's COR collaborates with 21 physician-investigators throughout SDC's south, east and central regions, bringing innovative treatments close to research participants' homes and minimizing travel time for care and study participation.

In FY 2023, the COR pre-screened 2,220 patients for participation in oncology clinical trials and 34 patients consented to participate. Clinical trials focused on multiple types of cancer, including, but not limited to, blood, brain, breast, colon, head and neck, lung, lymphoma, pancreatic and prostate. Additionally, Sharp continues to work with Tempus — an organization that applies artificial intelligence in health care — for next generation sequencing and matching patients to a clinical trial. In FY 2023, nearly 360 patients submitted blood specimens or tissue for testing. Sharp is the only health care organization in SDC to be accredited by the Association for the Accreditation of Human Research Protection Programs, demonstrating Sharp's commitment to rigorous standards for ethics, quality and protection for research participants.

### **FY 2024 Plan**

The Barnhart Cancer Center at SCVMC will do the following:

- Partner with local organizations and agencies to provide underserved community members with health education and access to cancer screenings
- Offer cancer support groups for patients, caregivers and loved ones as well as members of the community, including groups in English and Spanish
- Offer wigs, prosthetics, bras, hats and scarves to patients with cancer
- Offer monthly educational classes on nutrition for cancer prevention and nutrition during cancer treatment in both English and Spanish

- Offer classes to address cognitive impairments related to cancer and cancer treatments
- Collaborate with the Cancer Centers of Sharp to provide virtual workshops on various cancer wellness topics, including Spanish-language options
- Provide patients with campus wayfinding and transportation to other appointments and the pharmacy for medication pick-up
- Provide the private Sharp HealthCare Cancer Patient Community Facebook group
- Offer two new support groups, one for cancer survivors and one for Spanish-speaking patients
- Offer a new support group for lung cancer patients
- Offer a variety of pre-recorded classes based on the popular rotational workshops
- Participate in and provide fundraising for events to support cancer research in SDC
- Participate in and offer various cancer resources at a community event

### ***Diabetes Education, Prevention and Support***

For community data and statistics related to these efforts, please see **Chronic Health Conditions** in **Section 4: Description of Community Needs** of this report.

### **Objectives**

- Provide diabetes education, prevention and support in the south region of SDC
- Collaborate with community organizations and projects to provide diabetes education to community members with barriers to health equity

### **FY 2023 Report of Activities**

The SCVMC Diabetes Education Program is recognized by the American Diabetes Association (ADA) for meeting national standards for excellence and quality in diabetes education, including blood sugar monitoring, medication and nutrition counseling as well as insulin pump and other device training. The program is led by certified diabetes care and education specialists, who provide individuals and their support systems with the skills needed to successfully manage various conditions, including prediabetes, gestational diabetes (diabetes developed during pregnancy), as well as Type 1 and Type 2 diabetes. In FY 2023, small group and one-on-one education options were offered in-person or online, in both English and Spanish.

In FY 2023, the Sharp Diabetes Education Program resumed its participation in community events, conferences and educational presentations. The Sharp Diabetes Education Program offered education and support to approximately 750 attendees at the 2023 Sharp Women’s Health Conference. This included diabetes risk assessments using the ADA’s Diabetes Risk Test questionnaire as well as resources on topics including the different types of diabetes; diabetes prevention; signs, symptoms and complications of diabetes; the link between diabetes and CVD; nutrition and reading food labels; exercise; medication; and diabetes self-management. A Sharp diabetes expert also provided education on the prevention and management of Type 2 diabetes, including helpful diets, physical activity and the power of lifestyle change. In March, a

Sharp Diabetes Education Program dietitian offered education and resources on diabetes to attendees at the San Diego Half Marathon. In addition, the Sharp Diabetes Education Program provided fundraising and team participation for the 2023 San Diego Heart & Stroke Walk in September.

The Sharp Diabetes Education Program also teaches underserved pregnant women and breastfeeding mothers with Type 1, Type 2 or gestational diabetes how to manage their blood sugar levels through education on nutrition, exercise and blood sugar monitoring. In FY 2023, the program collaborated with community clinics, including Family Health Centers of San Diego (FHCS), La Maestra, San Ysidro Health, Neighborhood Healthcare, Borrego Health, and San Diego Family Care to provide patients with education and resources to support a healthy pregnancy. The program has accommodated individual preferences by serving patients with virtual, telephone and on-site options. Topics included gestational diabetes statistics; new diagnostic criteria; treatment and management of blood glucose levels; goals for blood sugar levels before and after a meal; insulin requirements; self-care practices; nutrition and meal planning; exercise and weight management; monitoring fetal movement; and the risks and complications of uncontrolled diabetes. Clinic patients also received logbooks to track and manage their blood sugar levels. In addition, the Sharp Diabetes Education Program evaluated patients' management of their blood sugar levels and collaborated with community clinics' obstetrician/gynecologists to prevent complications. At SCVMC, the Sharp Diabetes Education Program provided services and education to approximately 985 underserved pregnant and breastfeeding women with diabetes in FY 2023.

Throughout the year, the Sharp Diabetes Education Program continued to provide services and resources to meet the needs of culturally diverse populations within SDC. Educational resources included: How to Live Healthy With Diabetes; What You Need to Know About Diabetes; All About Blood Glucose for People With Type 2 Diabetes; All About Carbohydrate Counting; Getting the Very Best Care for Your Diabetes; All About Insulin Resistance; All About Physical Activity With Diabetes; Gestational Diabetes Mellitus Seven-Day Menu Plan; and Food Groups. Resources were provided in Arabic, Somali, Tagalog, Vietnamese and Spanish, and food diaries and logbooks were distributed to help community members track their blood sugar levels. Additionally, live interpreter services were available in more than 200 languages via the Stratus Video Interpreting iPad application. Further, Sharp's certified diabetes care and education specialists received training from the Sharp Equality Alliance to improve the delivery of inclusive and culturally competent care for diverse communities. In July, the Sharp Diabetes Education Program began providing referrals to the Rfoodx program, which provides free medically tailored meals for community members with health conditions, such as diabetes, who are insured through Medi-Cal. Through this effort, eligible community members can obtain healthy meals that meet their individualized health needs.

## **FY 2024 Plan**

The SCVMC and the Sharp Diabetes Education Programs will do the following:

- Continue to explore opportunities for involvement in community events, conferences and educational presentations
- Explore collaborations with community organizations that focus on diabetes prevention and care
- Explore collaborations to assist and educate community members experiencing food insecurity
- Explore opportunities to provide diabetes education to the Imperial Beach community
- Explore additional opportunities to provide community-based diabetes education classes
- Explore future collaborations with community clinics to provide education and resources to patients with diabetes
- Offer a webinar series on the role of nutrition in preparation for pregnancy, including information about diabetes
- Provide prediabetes and diabetes information to community members at various community venues in SDC's south region, as well as through virtual platforms
- Provide gestational diabetes services and resources to underserved pregnant and breastfeeding women, both at SCVMC and community clinics
- Participate in Tour de Cure — the ADA's signature fundraising event to fight diabetes — as well as the San Diego Heart & Stroke Walk
- Maintain up-to-date resources about diabetes treatment and prevention to support community members with diabetes, particularly linguistically and culturally appropriate resources for diverse populations

### ***Health Education, Support and Screening Activities***

For community data and statistics related to these efforts, please see **Chronic Health Conditions in Section 4: Description of Community Needs** of this report.

## **Objectives**

- Provide health education classes, support groups and screening activities for the community with a focus on health and social needs identified through the SCVMC 2022 CHNA
- Host and participate in community health fairs and events
- Provide fundraising support for nonprofit health organizations

## **FY 2023 Report of Activities**

SCVMC was involved in numerous community activities and events in FY 2023. This included the AHA 2023 San Diego Heart & Stroke Walk, where SCVMC not only participated, but also provided year-round fundraising and support. SCVMC also conducted six blood drives during the year. With an average of 15 SCVMC team

member donors per drive, SCVMC collected more than 80 units of blood in FY 2023, which helped save more than 240 lives. As a participant of the Love Your Heart Event in February, SCVMC provided free blood pressure screenings and educated community members on managing blood pressure at home. The event raised awareness about heart disease and stroke and encouraged community members to know their blood pressure figures to improve their health.

In October, SCVMC participated in the Sharp HealthCare Aging Conference: Experience the Spectrum of Care at the Elks Lodge in Chula Vista. The free conference for seniors and caregivers addressed obstacles Sharp has overcome as a health system and how it's adapting to the progressive needs of seniors in the community. The conference also included a lecture from a SCVMC registered nurse (RN) on palliative care, a 15-minute exercise with a Sharp exercise specialist and community resource tables. More than 110 community members attended the event.

Also at the Elks Lodge in Chula Vista, and in honor of National Health Care Decisions Day in April, Sharp hosted an Advance Care Planning Workshop: Prepare for Landing. The airline-themed presentation emphasized the importance of making one's health care wishes known ahead of time and helped people outline the critical steps for a "successful landing" when preparing for an unplanned medical emergency, when an individual may not have the mental or physical ability to dictate their care. Together, SCVMC team members and Sharp's Advance Care Planning (ACP) department discussed how to complete an advance health care directive and provided other health care decision-making resources to more than 40 community members.

In June, SCVMC participated in St. Paul's Senior Services Annual Senior and Family Resource Fair, which provided education on fall prevention and safety at home as well as community resources. Held at St. Paul's Conference Center in Bankers Hill, SCVMC offered health and service line-related resources to more than 300 community members. In addition, two SCVMC nurses offered free blood pressure screenings at both events. Also in June, a SCVMC dietitian provided nutrition education to more than 10 senior community members at two Serving Seniors locations, the Harris Family Senior Residence and the Potiker Family Senior Residence. Topics included basic nutrition needs, nutrition issues and important nutrients for seniors, different food groups and their benefits, the importance of hydration, symptoms of dehydration, reading nutrition labels, nutrition programs for seniors, and common factors that affect nutrition in seniors, including decreased appetite, altered sense of taste or smell, dental problems and depression.

SCVMC sponsored South County Economic Development Council's Annual Economic Summit, which gathered over 500 business and community leaders. Held at UC San Diego Park and Market in April, the summit focused on the present and future of South County and included several panel discussions on various industry topics. In May, SCVMC participated in Assemblymember David Alvarez's first AD-80 Health and Wellness Fair, which was held to connect the residents of the 80th Assembly District with health and wellness resources as well as offer education. Topics included mental

health, physical health, women's health and air quality. Held at the San Ysidro Civic Center, SCVMC offered health resources and information on its services to approximately 200 community members.

In honor of Hispanic Heritage Month in September, SCVMC participated in two events to offer both blood pressure screenings and health and service line-related resources to more than 800 community members. SCVMC participated in the El Grito Celebration, which celebrated Mexican Independence Day, at Memorial Park in Chula Vista. The event was hosted by Mayor John McCann, who partnered with the Consulate General of Mexico and the House of Mexico, to bring the community together and share traditional songs and performances from Mexico as well as food and community resources. SCVMC also participated in Otay Ranch Town Center's Celebration and Family Festival, where attendees enjoyed live music, food, cultural performances, art demonstrations, crafts, exhibitors and more.

Throughout FY 2023, Sharp Chula Vista Center for Women & Newborns led a free, weekly breastfeeding support group at the hospital. To further support the South Bay community, the breastfeeding support group was conducted in both English and Spanish. Through this group, the hospital's certified lactation educators provided breastfeeding education, support and guidance to new mothers. In October, Sharp Chula Vista Center for Women & Newborns hosted its 22nd Annual Breastfeeding Support Group Halloween Baby Parade for mothers and family members from the hospital's breastfeeding support groups. Mothers had the opportunity to dress their infants and children in costumes and celebrate with a drive-by event; approximately 70 families participated. The tiny trick-or-treaters showed off their costumes from their cars and were handed Halloween treats by SCVMC caregivers. In addition, Sharp-affiliated physicians, including a SCVMC-affiliated physician, led four live webinars on preparing for pregnancy for community members in FY 2023. The webinars discussed diet, prenatal vitamins, reproductive planning, fertility challenges, finding the right doctor and more. For a nominal fee, the hospital also offered webinars in both English and Spanish, titled Baby Care Basics, Childbirth Preparation and Breastfeeding.

In June, SCVMC staff participated in the Sharp Women's Health Conference held at the Sheraton San Diego Hotel & Marina. During the event, various hospital departments engaged attendees with a variety of health information and resources, including ACP, behavioral health, cancer, dermatology, diabetes prevention and care, lymphedema, nutrition, pelvic health, senior health, stroke symptoms and risk modification strategies, women's health from pre-conception to post-menopause, as well as bone density and stroke screenings and diabetes risk assessments. There were more than 20 breakout sessions with clinical experts discussing a range of health and lifestyle topics, including cancer, women's health, cardiovascular health, orthopedics, pain relief, chronic inflammation, eating and living well, exercise, life transitions, mindfulness, postpartum support and menopause. Breakout session speakers included a SCVMC LCSW who discussed how to engage with kids and teens, establishing successful communication as well as strategies and tips for meaningful conversations.

In FY 2023, SCVMC helped raise community awareness about important health issues through informational segments with local and national news media in English and Spanish. Experts included SCVMC-affiliated physicians, nurses and ancillary health professionals. Topics included respiratory illnesses, such as flu and COVID-19 (coronavirus disease 2019), an emergency department (ED) employee portraying her experiences in the ED through painted portraits, a Ukrainian refugee starting anew in the U.S. as a volunteer at SCVMC, Cancer Survivors Day and SCVMC raising the Juneteenth flag for the first time. SCVMC also hosted two orthopedic community webinars in FY 2023, which educated nearly 90 community members about the prevention and treatment of shoulder, hip and knee pain conditions, as well as healthy bones and fall prevention.

Throughout the year, SCVMC employees were active, contributing members of various community nonprofit organizations, including AHA, American Hospital Association Regional Policy Board, ALA, Chula Vista Chamber of Commerce, HSHMC, Private Essential Access Community Hospitals, Rotary Club of Chula Vista, South Bay Community Services, South Bay Family YMCA, South County Economic Development Council and SDADVS.

### **FY 2024 Plan**

SCVMC will do the following:

- Share evidence-based health information via media relations, social media and other communication channels as available
- Promote awareness and knowledge of health-related issues and resources impacting the community served by SCVMC, with an emphasis on needs identified in the SCVMC 2022 CHNA
- Conduct blood drives in partnership with the San Diego Blood Bank
- Assist community nonprofit organizations through coordination, support and fundraising activities

### ***Health Professions Education and Training, and Collaboration with Local Schools to Promote Interest and Career Pathways in Health Care***

For community data and statistics related to these efforts, please see **Workforce Development in Section 4: Description of Community Needs** of this report.

### **Objectives**

- Collaborate with local schools, colleges and universities to offer opportunities for students to explore a vast array of health care professions
- Provide education and resources to health professionals and students
- Participate in local and national conferences to share best practices in diabetes treatment and control with the broader health care community

## **FY 2023 Report of Activities**

In FY 2023, SCVMC collaborated with local, state and national schools, colleges and universities to provide hospital-based opportunities for students to explore and train for a variety of careers in health care. During the year, SCVMC provided more than 82,300 hours of training and supervision for more than 470 students pursuing health care careers. Students came from colleges and universities throughout the community, including Azusa Pacific University; California State University, San Marcos (CSUSM); California State University, Long Beach; Chapman University; Colorado Technical University; Concorde Career College; Glendale Career College; Grand Canyon University; Grossmont College; Grossmont Health Occupations Center; Hight Desert Medical College; Keck Graduate Institute; National University; Pima Community College; Point Loma Nazarene University; Purdue Global; San Diego City College; San Diego Mesa College; San Diego State University (SDSU); San Joaquin Valley College; Southwestern College (SWC); University of Massachusetts Global; University of San Diego; Utah State University; and Western University of Health Sciences. This included nearly 20 advanced practitioner students who dedicated more than 2,000 hours at SCVMC and more than 120 ancillary students who devoted more than 35,000 hours at SCVMC.

More than 330 nursing students dedicated more than 45,000 hours to clinical rotations and individual training with hospital preceptors in FY 2023. Nursing students sought degrees ranging from associate level to Master of Science in Nursing and represented a range of specialties, including social work, dietetics, clinical or medical laboratory science and health informatics. SCVMC also continued to partner with Midwestern University in Glendale, Arizona, to provide physician-led mentorship opportunities for medical students, serving 15 students in FY 2023.

Throughout FY 2023, SCVMC continued its participation in the HSHMC program. At the end of September 2022, 45 HSHMC students in grades nine, 11 and 12 were welcomed back to SCVMC's campus following the end of the federal COVID-19 public health emergency declaration guidelines. The students began their internship experience with an orientation and spent 450 hours rotating through instructional pods in specialty areas, including but not limited to nursing; emergency services; maternal infant services; occupational therapy; physical therapy; medical/surgical; rehabilitation; laboratory services; pharmacy; cardiac care; radiology; engineering; nutrition; administration; Arts for Healing; sterile processing; and general operations. In addition, a SCVMC RN visited 25 10th grade students in a science class at HSHMC in October to share information about the field of nursing, the different pathways to becoming a nurse, and the nursing positions available at SCVMC, as well as answered students' questions.

SCVMC also continued its partnership with SWC by training nursing students enrolled in the Integrative Therapies Collaborative, an innovative externship program developed between the two organizations and offered as an elective by SWC. Through the

program, students receive training for relaxation therapies, including hand massage, aromatherapy and music for healing. Students visit patient rooms on each nursing unit as well as hospital waiting areas, where they nurture and interact with patients to help create a relaxing environment. SCVMC trained 15 students, who offered 450 hours of service through the Integrative Therapies Collaborative in FY 2023.

In FY 2023, SCVMC provided more than 800 hours of supervision, training, lectures and support to pharmacy students. The hospital invited 28 students in advanced pharmacy practice to participate in rotations as well as provided over 1,000 hours of training to eight post-graduate year one Doctor of Pharmacy residents. SCVMC also provided information to hundreds of Doctor of Pharmacy candidates, residents, students and interns about the education and training opportunities offered by the hospital's residency program. Education was provided through participation in live and virtual showcases, educational sessions, poster presentations and lectures at various schools and state and national conferences. SCVMC also conducted 36 virtual half-day interviews for pharmacy residency candidates in February, after receiving and processing approximately 100 applications.

Every year, the SCVMC Social Services Department offers a nine-month internship for Master of Social Work (MSW) students through a longtime partnership with SDSU, CSUSM and University of Southern California. In FY 2023, the department hosted three MSW students from SDSU who were placed at the hospital and one MSW student from CSUSM who was placed at Birch Patrick Convalescent Center — a skilled nursing facility (SNF) at SCVMC. Students worked alongside LCSWs to provide counseling, crisis intervention, bereavement, general emotional support, psychosocial assessment and problem solving; evaluate protective service concerns and mandated reporting for domestic violence and to child and adult protective services; provide educational services to enhance patient understanding of illness, disability and coping methods; act as a resource to physicians and hospital staff for patient treatment and discharge planning, including the discussion of environmental factors and age-related issues; and provide referrals to community agencies. Further, the students rotated through various hospital units and participated in and facilitated rounds and conferences to understand the social, emotional and developmental functions of patients and their environment. SCVMC continually assesses and identifies additional opportunities to enhance the internship for both the students and the patients whom SCVMC serves.

As a part of Healing Touch Program, a network for all Healing Touch energy therapy practitioners and students, SCVMC offered a monthly Healing Touch practice/support group for community members who have taken Healing Touch Level 1 or higher. This space provided an opportunity for attendees to enhance their development as healers, network with other students and practitioners, practice their skills and techniques, share treatments, exchange healing sessions and receive support and encouragement on their Healing Touch energy therapy journey. On average, six to 10 people participated each month.

In October, two SCVMC ED nurses, alongside one Sharp team member, participated in

the Emergency Nurses Association Emergency Nursing 2022 event in Denver, Colorado. The event included several educational sessions focused on clinical skill development and emergency nursing trends, exhibitors and peer engagement activities. During the event, the three team members shared information about Sharp, including SCVMC, as well as health and career-related resources and information. In May, a SCVMC team member spoke on a panel at SDSU's Diversity Equity Inclusion Speaker Series. The series highlighted the work and challenges of underrepresented communities in the health and human services job sector.

Additionally, the Sharp Diabetes Education Program provided education to several students throughout FY 2023. In September, the Sharp Diabetes Education Program provided virtual diabetes education on the different types of diabetes, diagnoses, current technology and medication, community resources for patients, patient education modalities and careers in diabetes to approximately 20 dietetic students at SDSU. The Sharp Diabetes Education Program also mentored two dietetic interns from the San Diego Women, Infants, and Children (WIC) Dietetic Internship program. The director of the Sharp Diabetes Education Program served as a board member of the San Diego WIC Dietetic Internship program in FY 2023 and provided education on diabetes care, the role of the dietitian, the different types of diabetes, nutrition and meal planning, diabetes and technology and more to all six program interns.

In FY 2023, the Sharp Diabetes Education Program continued to serve as an insulin pump training center to support endocrinologists and PCP groups throughout SDC. Through this effort, the program trains community providers to use diabetes technology, including insulin pumps, continuous glucose monitors and blood glucose monitors to improve patient care and outcomes. Further, the Sharp Diabetes Education Program recently implemented an enhanced electronic medical record system to improve care coordination with more than 300 community endocrinologists and PCP groups.

### **FY 2024 Plan**

SCVMC will do the following:

- Collaborate with local and regional colleges, universities and vocational programs to train and mentor health care students, including the provision of clinical rotations for nursing, radiology, social work and pharmacy
- Provide high school students and recent graduates with opportunities to experience the hospital work environment
- Conduct educational symposiums for health care professionals focused on improving outpatient and inpatient diabetes care
- Host a virtual diabetes conference for health care professionals
- Participate in local and national conferences to share best practices in diabetes treatment and control with the broader health care community
- Partner with community physicians to help them improve patient outcomes using technology, including insulin pumps and blood glucose monitors

## ***Access to Health Care and Community and Social Support***

For community data and statistics related to these efforts, please see **Access to Health Care and Economic Stability** in **Section 4: Description of Community Needs** of this report.

### **Objectives**

- Promote patient empowerment and establish a medical home for the safety net patient population in SDC's south region
- Provide assessment and early intervention for behavioral health issues as well as identify social determinants of health among safety net patients presenting in the ED
- Assist individuals with financial barriers through the provision of transportation, community clinic referrals, prescription cost assistance and connection to community services

### **FY 2023 Report of Activities**

In FY 2023, SCVMC continued to provide specialized programming to support low-income, uninsured and medically underserved patients in SDC's south region who receive care from SCVMC hospitalists. The program provided these patients with access and timely referrals to primary care and behavioral health services, as well as facilitated the establishment of medical homes (e.g., primary care) at community clinics, including Chula Vista Family Health Center and San Ysidro Health locations.

SCVMC provided care and community resources to safety net patients with chronic conditions to help them better manage their pain, diseases and overall health. This included providing affordable medications through low-cost generic prescriptions available at Costco and Walmart, as well as discount cards for select medications. Additional pharmaceutical assistance was provided through referrals to Sharp's pharmacy assistance program, which helps patients enroll in discount programs through pharmaceutical companies. Patients received additional resources including, but not limited to, medication assistance through community clinics and programs for various conditions through County of San Diego Public Health Services. SCVMC also provided assistance and resources for patients with limited access to transportation. Further, to assist individuals who lack financial resources, SCVMC provided more than \$59,300 in free medication, transportation and financial assistance through its Project HELP funds. For additional information on Sharp programs and services that help increase access to health care and community and social support, please see **Patient Access to Care Programs** and **Community Information Exchange** in **Section 1: An Overview of Sharp HealthCare** of this report.

SCVMC's social services staff continued to provide safety net patients with comprehensive behavioral health services. Individuals who presented in the ED with severe mental illness received a mental health evaluation, appropriate placement within the hospital and community and referrals to community resources as needed. In FY 2023, more than 16,000 social service interventions were provided throughout the hospital as well as at Birch Patrick Convalescent Center. Interventions include family conferences, psychosocial assessments, staff consultations, substance use disorder

and behavioral health counseling, along with providing diverse resources tailored to the patient's specific needs.

SCVMC's specialized programming establishes a higher standard of care delivery for nurses and doctors who handle exceptionally vulnerable patients. In FY 2023, SCVMC continued to collaboratively establish outpatient treatment plans with safety net providers for patients who frequent the ED and provided these patients with education on the proper use of the ED. More than 600 patients in the ED and over 1,300 patients hospital-wide were treated specifically for issues related to homelessness, and many of those patients also received substance use treatment. In addition, SCVMC's ongoing efforts to establish medical homes supports efforts to decrease the number of vulnerable community members using the hospital's ED as a primary source of care, indicating improved access and quality of care for these individuals.

In FY 2023, SCVMC continued its Music and Memory Program to provide interventions to long-term patients with memory impairments and dementia at Birch Patrick Convalescent Center. The goal of the program is to improve specific behaviors, such as wandering, mood changes, agitation and more.

Beginning in FY 2020, SCVMC collaborated with the FHCSA's Downtown Homeless Navigation Center for increased support at discharge for individuals experiencing homelessness. The collaboration continued, embracing partnerships with the City of San Diego's Homelessness Response Center, Alpha Project and St. Vincent de Paul Village — nonprofit organizations that empower individuals and families experiencing homelessness by providing work, recovery and support services to change their lives and achieve self-sufficiency — to coordinate shelter placement for at-risk patients experiencing homelessness at SCVMC. In FY 2023, SCVMC established a partnership with the City of Chula Vista to coordinate essential resources, including temporary housing, to patients experiencing homelessness who reside in the Chula Vista community.

Beginning in FY 2022, SCVMC, along with all Sharp acute care hospitals, joined the California Bridge program, which serves to address patients with opioid use disorder. The California Bridge Grant was initially awarded to SGH and SMH, and in April 2022, the program was extended throughout the system. The goal is to better identify patients in need of medications for addiction treatment (MAT) in Sharp EDs and bridge their connection to treatment in the community. This program involves collaboration among a variety of professionals, including social workers, clinical informatics, nurses and Sharp-affiliated emergency medicine physicians. Through the program, Sharp establishes assessment and referral pathways for those with opioid use disorders, as well as screens patients for need and desire of MAT. This includes the ability to receive the first dose of Suboxone (a prescription to bridge until outpatient treatment is secured) in the ED, NARCAN® nasal spray (naloxone, a life-saving medication that can reverse an opioid overdose) and an appointment with a community clinic for ongoing MAT. Sharp also partners with community organizations, including Comprehensive Treatment

Centers and Revive Pathway, for prioritized access to treatment upon discharge from the ED.

Diapers are expensive — a month’s supply can cost up to \$80 per child — and cannot be purchased with CalFresh or WIC benefits. As a result, parents with limited economic resources may change diapers less frequently than recommended and unintentionally place their infant at risk. In May 2019, SCVMC collaborated with the Jacobs & Cushman San Diego Food Bank (Food Bank) to help struggling families cope with this challenge by starting a Diaper Bank at SCVMC. This partnership provides diapers to low-income parents in SDC so they can remain employed, provide for their families and help lift themselves out of poverty. Through this partnership, SCVMC distributed over 13,000 diapers to more than 260 families in need, serving more than 270 children in the community in FY 2023. SCVMC also distributes baby wipes to families in need.

Through the Community Closet program, the hospital provides weather-appropriate clothing and shoes to patients in need, including those experiencing homelessness, patients transferring to SNFs, or patients who lack nearby friends or family upon discharge from the hospital. Most of these supplies come from the hospital’s auxiliary, while other supplies are donated by the community.

### **FY 2024 Plan**

SCVMC will do the following:

- Collaborate with local community clinics to provide referrals and establish appointments for low-income, underserved and uninsured individuals in the south region
- Provide safety net patients with opportunities for education on the proper use of the ED as well as help them establish medical homes
- Explore new funding opportunities for programs that assist safety net patients with establishing a medical home and connect them to community resources
- Provide assistance to those in need through Project HELP
- As part of the SoCal Safe Shelter Collaborative, facilitate safe discharges of survivors of human trafficking or domestic violence to local shelters
- Partner with the Food Bank to provide free diapers and baby wipes to low-income parents in SDC
- Provide substance use navigation services at SCVMC
- Provide weather-appropriate clothing and shoes upon discharge to patients in need

## **SCVMC Program and Service Highlights**

- Advanced gastrointestinal endoscopy
- Ambulatory surgery center
- Bloodless surgery and medicine program
- Cancer care, including:
  - Chemotherapy
  - CoC certification as an Integrated Network Cancer Program
  - External beam radiation therapy
  - High-dose rate brachytherapy
  - Intensity modulated radiation therapy
  - Stereotactic body radiation therapy
  - Stereotactic radiosurgery
  - Surgery
- Cardiology and heart care, including:
  - Cardiac rehabilitation
  - Cardiothoracic surgery
  - County-designated STEMI (ST-elevation myocardial infarction or acute heart attack) center
  - Echocardiography
  - Electrophysiology
  - Interventional cardiology
  - Open-heart surgery
  - Robotic cardiothoracic surgery
  - Stress testing
  - Structural heart services (heart valve replacement and repair)
  - Vascular surgery
- Chica's Café, offering healthy and nutritious food options for patients, families and staff
- Clinical laboratory services
- Diagnostic imaging, including:
  - Bone density testing
  - Computed tomography (CT) and CT angiography
  - Digital mammography
  - General and vascular ultrasound
  - General radiology
  - Interventional radiology
  - Magnetic resonance imaging (MRI) and magnetic resonance angiography
  - Nuclear medicine
  - Positron emission tomography (PET)
- Emergency services
- FollowMyHealth®, a secure on-line patient website that gives patients convenient, 24-hour access to their personal health information
- Home health<sup>184</sup>

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<sup>184</sup> Provided through Sharp Memorial Hospital Home Health Agency.

- Hospice services<sup>185</sup>
- Integrative and complementary medicine, including Healing Touch and aromatherapy
- Intensive care
- Joint Commission-certified Primary Stroke Center program
- Outpatient pharmacy services
- Physical rehabilitation services, including:
  - Hand therapy
  - Lymphedema therapy
  - Occupational therapy
  - Physical therapy
  - Speech pathology
  - Therapy for pelvic floor disorders
  - Vestibular therapy
- Skilled nursing services at Birch Patrick Convalescent Center
- Surgical care, including:
  - Ear, nose and throat surgery
  - Eye surgery
  - General surgery
  - Gynecologic surgery
  - Hand surgery
  - Joint replacement
  - Minimally invasive surgery
  - Neurosurgery
  - Orthopedic surgery
  - Plastic surgery
  - Podiatric surgery
  - Robotic surgery
  - Urologic surgery
- Women & Newborns program, including:
  - Antenatal services
  - Breastfeeding support
  - Labor and delivery
  - Neonatal intensive care
  - Women's Progressive Care Unit

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<sup>185</sup> Provided through Sharp HospiceCare and other community hospice providers.

# Sharp Coronado Hospital and Healthcare Center



## Section

# 6 Sharp Coronado Hospital and Healthcare Center

*Sharp Coronado Hospital is proud to be a dedicated pillar of the communities we serve. In addition to providing state-of-the-art health care to a large and diverse patient population, we are committed to supporting our community members and organizations. Beyond health care and through the education and outreach we provide to seniors, students and at-risk populations, we will continue to enhance the health of our community.*

— Scott Evans, SVP and Market Chief Executive Officer, Sharp HealthCare Regional Hospitals

### Fiscal Year (FY) 2023 Community Benefit Program Highlights

Sharp Coronado Hospital and Healthcare Center (SCHHC) provided a total of **\$22,678,269** in community benefit in FY 2023. See **Table 21** for a summary of unreimbursed costs based on the categories specifically identified in Senate Bill 697 (SB 697), and **Figure 15** for the distribution of SCHHC’s community benefit among those categories.

**Table 21: Economic Value of Community Benefit Provided  
Sharp Coronado Hospital and Healthcare Center — FY 2023<sup>186</sup>**

SB 697 Category	Programs and Services Included in SB 697 Category	Estimated FY 2023 Unreimbursed Costs
Medical Care Services	Shortfall in Medi-Cal <sup>187</sup>	\$281,619
	Shortfall in Medicare <sup>187</sup>	18,823,589
	Shortfall in CHAMPVA/TRICARE <sup>187</sup>	1,672,840
	Shortfall in Workers' Compensation	78,606
	Charity Care <sup>188</sup>	917,334
	Bad Debt <sup>188</sup>	475,323
Other Benefits for Vulnerable <sup>189</sup> Populations	Project HELP, patient transportation, and other assistance for the vulnerable <sup>190</sup>	133,729
Other Benefits for the Broader Community	Health education and information, health screenings, flu vaccinations, support groups, meeting room space and donations of time to community organizations <sup>190</sup>	91,621
Health Research, Education and Training Programs	Education and training programs for students, interns and health care professionals <sup>190</sup>	203,608
<b>TOTAL</b>		<b>\$22,678,269</b>

<sup>186</sup> Economic value is based on unreimbursed costs.

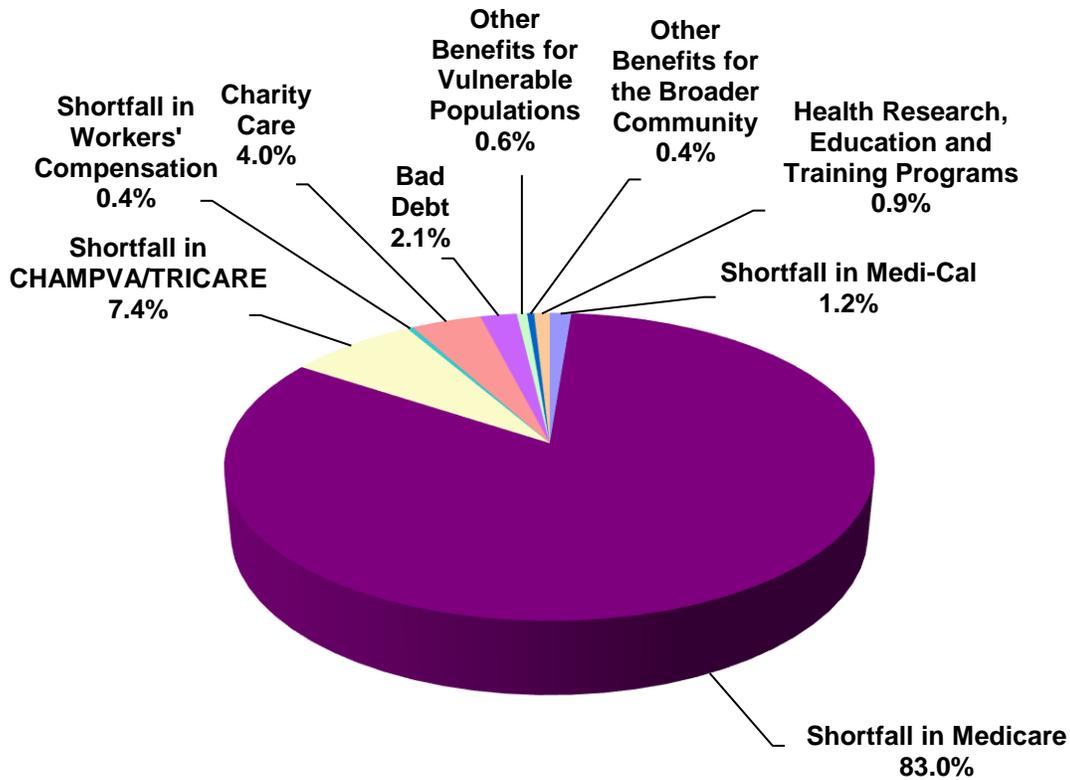
<sup>187</sup> Methodology for calculating shortfalls in public programs is based on Sharp HealthCare's (Sharp) payor-specific cost-to-charge ratios, which are derived from the cost accounting system, offset by the actual payments received. Costs for patients paid through the Medicare program on a prospective basis also include payments to third parties related to the specific population.

<sup>188</sup> Charity care and bad debt reflect the unreimbursed costs of providing services to patients without the ability to pay for services at the time the services were rendered.

<sup>189</sup> ["Vulnerable populations" means any population that is exposed to medical or financial risk by virtue of being uninsured, underinsured, or eligible for Medi-Cal, Medicare, California Children's Services Program, or county indigent programs.](#)

<sup>190</sup> Unreimbursed costs may include an hourly rate for labor and benefits plus costs for supplies, materials and other purchased services. Any offsetting revenue (such as fees, grants or external donations) is deducted from the costs of providing services. Unreimbursed costs were estimated by each department responsible for providing the program or service.

**Figure 15: Percentage of Community Benefit by SB 697 Category  
Sharp Coronado Hospital and Healthcare Center — FY 2023**



Key highlights:

- Medical Care Services** included uncompensated care for patients who were unable to pay for services and unreimbursed costs of public programs, such as Medi-Cal, Medicare and CHAMPVA/TRICARE.<sup>191</sup> In FY 2022, the State of California and the Centers for Medicare and Medicaid Services approved a Medi-Cal Hospital Fee Program for the time period of January 1, 2022 through December 31, 2022, and in FY 2024 the same agencies approved another Medi-Cal Hospital Fee Program for the time period of January 1, 2023 through December 31, 2024. This resulted in recognition of net supplemental revenues for SCHHC totaling \$15.5 million in FY 2023. These supplemental revenues were funded through SCHHC’s traditional and managed care Medi-Cal programs, but SCHHC’s managed care Medi-Cal program was only in a shortfall position of \$10.3 million prior to the fee. As such, the net impact of the program was to reduce SCHHC’s shortfall in managed care Medi-Cal to \$0.00 (zero). This reimbursement helped offset prior years’ unreimbursed medical

<sup>191</sup> The Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) is a health benefits program in which the Department of Veterans Affairs shares the cost of certain health care services and supplies with eligible beneficiaries. TRICARE is a health care program of the U.S. Department of Defense Military Health System, which provides civilian health benefits for U.S. Armed Forces military personnel, military retirees, and their dependents, including some members of the Reserve Component.

care services; however, the additional funds recorded in FY 2023 understate the true unreimbursed medical care services performed for the past FY.

- **Other Benefits for Vulnerable Populations** included the Project HELP (Project Hospital Emergency Liaison Program), which provides funding for medication and transportation to assist lower-income patients; contribution of time to the Jacobs & Cushman San Diego Food Bank (Food Bank); and other assistance for vulnerable community members.
- **Other Benefits for the Broader Community** included education and information on a variety of health topics; participation in community health fairs and events; provision of flu vaccinations; collaboration with local schools to promote student interest and career pathways in health care; and provision of meeting room space for community activities. SCHHC also donated meeting room space to community groups. In addition, SCHHC staff actively participated in community boards, committees and other civic organizations, including the Association of California Nurse Leaders (ACNL) Health Policy Committee, California Department of Public Health Antibiotic Stewardship/Antibiotic Resistance Healthcare-Associated Infections Advisory Subcommittee, County of San Diego Health Services Capacity Task Force, San Diego Blood Bank Board of Directors, San Diego Chapter of the California Association Medical Staff Services, San Diego Regional Human Trafficking and Commercial Sexual Exploitation of Children Advisory Council, Coronado Chamber of Commerce, Rotary Club of Coronado and Safe Harbor Coronado. See **Appendix A** for a list of Sharp's involvement in community organizations in FY 2023. This category also includes costs associated with planning and operating community benefit programs, such as community health needs assessment (CHNA) development and participation.
- **Health Research, Education and Training Programs** included time devoted to education and training for health care professionals as well as student and intern supervision.

## **Definition of Community**

*SCHHC is located at 250 Prospect Place in Coronado, ZIP code 92118.*

The communities served by SCHHC include the city of Coronado, Downtown San Diego and the incorporated city of Imperial Beach. Notably, most Coronado residents use SCHHC. Coronado is connected to central San Diego by a bridge to the east and an isthmus known as the Silver Strand to the south. SCHHC is geographically isolated and located in central Coronado, which includes hotels, shops, single-family homes, condominiums and apartments. Coronado also includes Coronado Cays, a marina community located on the isthmus.

In addition to these communities, there are six military sites in Coronado, including one of the largest Naval Commands with housing located both on- and off-base. Downtown

San Diego and Imperial Beach are in close proximity to Coronado. Certain secondary data sources are not available at this level of specificity, and, in these cases, broader summaries of San Diego County (SDC) are provided. See **Appendix B** for a map of community and region boundaries in SDC.

For SCHHC’s 2022 CHNA process, the Dignity Health and IBM Watson Health Community Need Index (CNI)<sup>192</sup> was used to identify communities within its service area that experience greater health inequities.<sup>193</sup> The CNI uses demographic and economic statistics to provide a “CNI score” for every populated ZIP code in the U.S. CNI scores measure inequity on a scale ranging from very low health inequity to very high health inequity. This measurement is an average determined through an analysis of specific socioeconomic barriers to health care access, including education, income, culture/language, insurance, and housing. As such, the CNI demonstrates the link between community need, access to care and preventable hospitalizations.

According to the CNI, communities served by SCHHC with especially high need include Chula Vista, Imperial Beach, National City, El Cajon, Downtown San Diego, East San Diego, Southeast San Diego, Encanto, Otay Mesa and San Ysidro.<sup>192</sup> **Figure 16** presents a map of the CNI findings across SDC.

## **Community Health Profile**

In 2023, there were 540,188 residents age 65 and older in SDC, representing 16.1% of the population. Between 2023 and 2028, it is anticipated that SDC’s senior population will grow by 13.3%.<sup>194</sup> Further, individuals age 65 and older make up 20.6% of Coronado Island’s population, while adults ages 45 to 64 make up 19.0%. Between 2023 and 2028, the senior population is projected to grow by 13.2% on Coronado Island and by 13.8% in SCHHC’s service area, which includes Coronado Island, Imperial Beach and Otay Mesa, among other communities.<sup>194</sup> Given the unique geography and demographic composition of these communities, many of the hospital’s services address the health needs of older adults.

In 2021, 10.7% of SDC’s population reported living below 100% of the federal poverty level (FPL). The county’s unemployment rate was 6.2% and 5.0% of households received Supplemental Security Income.<sup>195</sup>

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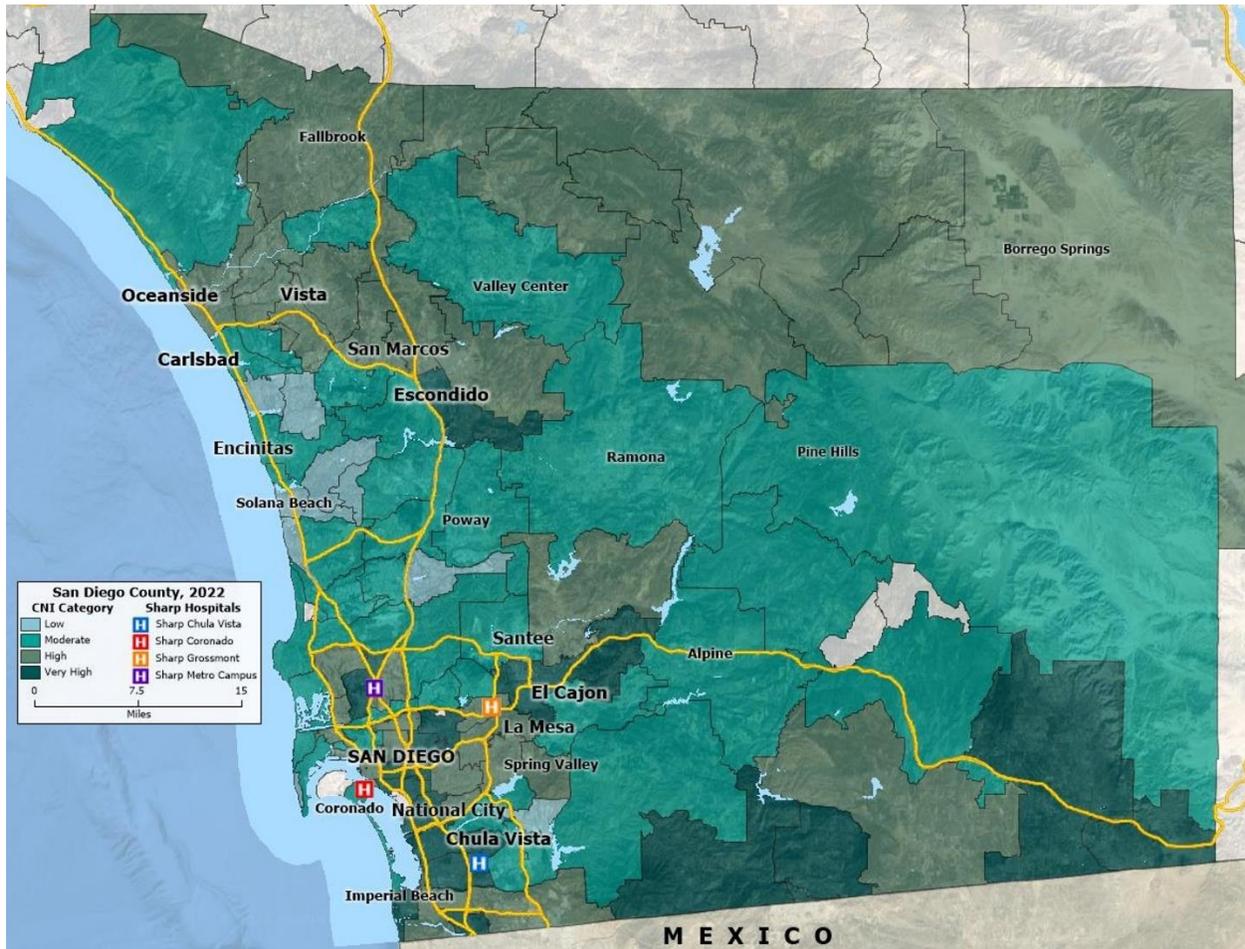
<sup>192</sup> Dignity Health and IBM Watson Health CNI. (2022). The Dignity Health and IBM Watson CNI was discontinued on January 31, 2023.

<sup>193</sup> Health inequities are differences in health status or in the distribution of health resources between different population groups arising from the social conditions in which people are born, grow, live, work and age. These inequities have significant social and economic costs both to individuals and societies (World Health Organization, 2018).

<sup>194</sup> SpeedTrack®, Inc.; U.S. Census Bureau.

<sup>195</sup> County of San Diego, HHS, PHS, CHSU. (2023). [2017-2021 Demographic Profiles](#).

**Figure 16: CNI Map — SDC<sup>196</sup>**



According to the San Diego Hunger Coalition, nutrition insecurity<sup>197</sup> has not changed for almost a year due to historic increases in the cost of living. As of March 2023, 23% of San Diegans experienced nutrition insecurity and 28% of children lived in nutrition-insecure households.<sup>198</sup>

In 2021, 7.6% of households in SDC received Supplemental Nutrition Assistance Program (SNAP) benefits, while 16.2% of the population lived at or below 138% FPL and were eligible for the program.<sup>195</sup> Please refer to **Table 22** for SNAP participation and eligibility in SDC.

<sup>196</sup> Truven Health Analytics, 2022; Insurance Coverage Estimates, 2022; The Nielson Company, 2022; and CNI, 2022.

<sup>197</sup> Nutrition security means all Americans have consistent and equitable access to healthy, safe, affordable foods essential to optimal health and well-being. (U.S. Department of Agriculture).

<sup>198</sup> San Diego Hunger Coalition. (2023). [State of Nutrition Security in San Diego County 2023 Annual Issue Brief](#).

**Table 22: Food Stamps/SNAP Benefit Participation and Eligibility Estimates for SDC, 2021<sup>195</sup>**

Food Stamps/SNAP Benefits	Percent of Population
Households	7.6%
Families with Children	12.4%
<b>Eligibility by FPL</b>	
Population ≤130% FPL	15.0%
Population ≤138% FPL	16.2%
Population 139% – 350% FPL	29.8%

In SDC in 2021, 96.1% of children age 18 and under, 88.1% of young adults ages 19 to 25, 88.5% of adults ages 26 to 44, 91.7% of adults ages 45 to 64 and 98.9% of seniors age 65 and older had health insurance.<sup>195</sup> Health insurance coverage for each age group was lower than the Healthy People 2030 (HP2030) national target of 92.4% health insurance coverage for all individuals under age 65, with the exception of children ages 0 to 18 years.<sup>199</sup> See **Table 23** for health insurance coverage in SDC in 2021.

**Table 23: Health Insurance Coverage in SDC, 2021<sup>195</sup>**

Description	Rate	HP2030 Target
<b>Current Health Insurance Coverage</b>		
Children 0 to 18 years	96.1%	92.4%
Young adults 19 to 25 years	88.1%	92.4%
Adults 26 to 44 years	88.5%	92.4%
Adults 45 to 64 years	91.7%	92.4%
Seniors 65+ years	98.9%	N/A <sup>200</sup>

According to the California Health Interview Survey (CHIS), in 2022, 17.5% of SDC’s population was covered by Medi-Cal.<sup>201</sup> See **Table 24** for details.

<sup>199</sup> The U.S. Department of Health and Human Services’ [Healthy People 2030 \(HP2030\)](#) initiative represents the nation’s prevention agenda for the third decade of the 21st century. HP2030 has four overarching goals: to attain healthy, thriving lives and well-being free of preventable disease, disability, injury, and premature death; to achieve health equity, eliminate disparities, and attain health literacy to improve the health and well-being of all; to create social, physical, and economic environments that promote attaining the full potential for health and well-being for all; to promote healthy development, healthy behaviors, and well-being across all life stages; and to engage leadership, key constituents, and the public across multiple sectors to take action and design policies that improve health and well-being of all.

<sup>200</sup> HP2030 does not include targets for individuals ages 65 and older.

<sup>201</sup> University of California Los Angeles Center for Health Policy Research. (2023). [AskCHIS](#). AskCHIS is an online health query system that allows you to quickly search for health statistics on your county, region, and state. AskCHIS draws upon the responses of more than 20,000 Californians interviewed each year by [The California Health Interview Survey \(CHIS\)](#) – the largest state health survey in the U.S.

**Table 24: Medi-Cal (Medicaid) Coverage in SDC, 2022<sup>201</sup>**

Description	Rate
Covered by Medi-Cal	17.5%
Not covered by Medi-Cal	82.5%

CHIS data also revealed that 12.4% of individuals in SDC did not have a usual place to go when sick or in need of health advice<sup>201</sup> (see **Table 25**).

**Table 25: Regular Source of Medical Care in SDC, 2022<sup>201</sup>**

Regular Source of Medical Care	Rate	HP2030 Target
Has a usual source of care	85.2%	84.0%
Has no usual source of care	14.8%	16.0%

Cancer and diseases of the heart were the top two leading causes of death in SDC in 2021.<sup>202</sup> See **Table 26** for a summary of leading causes of death in SDC.

**Table 26: Leading Causes of Death in SDC, 2021<sup>202</sup>**

Cause of Death	Number of Deaths	Percent of Total Deaths
Malignant Neoplasms (Overall Cancer)	5,050	19.3%
Diseases of the Heart	4,961	19.0%
COVID-19	2,825	10.8%
Accidents/Unintentional Injuries	1,795	6.9%
Cerebrovascular Diseases	1,710	6.5%
Alzheimer's Disease	1,391	5.3%
Diabetes Mellitus	895	3.4%
Chronic Lower Respiratory Diseases	887	3.4%
Essential Hypertension and Hypertensive Renal Disease	501	1.9%
Chronic Liver Disease and Cirrhosis	472	1.8%
All Other Causes	5,681	21.7%
<b>Total Deaths</b>	<b>26,168</b>	<b>100.0%</b>

For additional demographic and health data for communities served by SCHHC, please refer to the SCHHC 2022 CHNA at <https://www.sharp.com/about/health-needs-assessments>.

<sup>202</sup> County of San Diego, HHS, PHS, CHSU. (2023). *Leading Causes of Death Among San Diego County Residents Dashboard | Tableau Public*. Retrieved 11/28/23 from [www.SDHealthStatistics.com](http://www.SDHealthStatistics.com)

## **Community Benefit Planning Process**

In addition to the steps outlined in **Section 3: Community Benefit Planning Process** regarding community benefit planning, SCHHC:

- Incorporates priority community health needs into its strategic plan and goal development
- Estimates an annual budget for community programs and services based on community needs, previous years' experience and current funding levels
- Prepares and distributes a monthly report of community activities to its board of directors, describing community benefit programs and services

## **Priority Community Needs Addressed in Community Benefit Report — SCHHC 2022 CHNA**

SCHHC completed its most recent CHNA in September 2022. SCHHC's 2022 CHNA was significantly influenced by the collaborative Hospital Association of San Diego and Imperial Counties (HASD&IC) 2022 CHNA process and findings. Please refer to **Section 3: Community Benefit Planning Process** for a detailed description of Sharp's process and findings.

In addition, this year SCHHC updated its implementation strategy — a description of SCHHC programs designed to address the priority health and social needs identified in the 2022 CHNA.

Through the SCHHC 2022 CHNA, the following priority health and social needs were identified for the communities served by SCHHC (listed in alphabetical order):

- Access to Health Care
- Aging Care and Support
- Behavioral Health
- Children and Youth Well-being
- Chronic Health Conditions
- Community Safety
- Economic Stability

The following pages detail SCHHC programs, activities and services that specifically address these needs, either directly or indirectly. Please refer to **Patient Access to Care Programs** in **Section 1: An Overview of Sharp HealthCare** for additional entity and systemwide programs designed to address access to health care.

Considering the significant number of adults and older adults in the community served by SCHHC (adults ages 45 to 65 and older, nearly 40%),<sup>194</sup> many of SCHHC's programs focus on aging concerns. However, SCHHC also addresses chronic health conditions

by providing education and healthy lifestyle programs as part of care for cardiovascular disease (CVD), diabetes, obesity and other health issues influenced by healthy weight and exercise.

As a part of the Sharp system, SCHHC collaborates with the greater organization to address identified needs beyond SCHHC's capacity, including behavioral health and substance use. Community education and support elements of behavioral health are addressed through the programs and services provided by Sharp Mesa Vista Hospital (SMV) and Sharp McDonald Center, which are the major providers of behavioral health and substance use treatment services in SDC. Please refer to **Section 12: Sharp Mesa Vista Hospital and Sharp McDonald Center** of this report for details on those programs. SCHHC has collaborated with SMV in recent years and continues to explore those opportunities as capacity allows.

For additional details on SCHHC programs that specifically address the needs identified in the 2022 CHNA, please refer to SCHHC's implementation strategy. The most recent CHNA and implementation strategy for SCHHC are available at <https://www.sharp.com/about/health-needs-assessments>.

## **SCHHC Community Benefit Programs and Services, FY 2023**

SCHHC addresses the needs of its community through the programs and services listed below. For each of these areas, the following pages describe the hospital's community benefit objective(s), activities conducted in FY 2023 and plans for FY 2024. Please refer to **Section 4: Description of Community Needs** for supporting data on each of these program and service areas:

- **Health Education, Screening and Support Activities for Chronic Health Conditions**
- **Access to Health Care and Community and Social Support**
- **Health Professions Education and Training, and Collaboration with Local Schools to Promote Interest and Career Pathways in Health Care**

### ***Health Education, Screening and Support Activities for Chronic Health Conditions***

For community data and statistics related to these efforts, please see **Access to Health Care, Aging Care and Support, Behavioral Health, Chronic Health Conditions, Children and Youth Well-being and Community Safety** in **Section 4: Description of Community Needs** of this report.

### **Objectives**

- Provide health education and resources at local community events
- Provide community education addressing CHNA-identified health needs, including chronic conditions (e.g., obesity, diabetes, cancer and CVD), aging care and support, behavioral health, community safety and health literacy
- Provide community health screenings that respond to CHNA-identified chronic health conditions
- Provide fundraising support for nonprofit health organizations

## **FY 2023 Report of Activities**

In FY 2023, SCHHC actively supported the health and well-being of nearly 3,800 San Diego and Coronado community members through health education and screenings addressing a range of health needs, including many of those identified in the SCHHC 2022 CHNA. In FY 2023, programs were offered in person at community sites.

SCHHC continued to collaborate with the John D. Spreckels Center and Bowling Green (Spreckels Center) to provide free health education to community seniors. Class and event programming was developed based on the priority health needs identified in the SCHHC 2022 CHNA and through twice-yearly survey feedback from community members who use or have interest in using the Spreckels Center. The center provided education on a variety of topics, including diabetes, cancer prevention, stroke awareness, pelvic floor disorders, musculoskeletal conditions, healthy habits and exercise for weight loss, mindful eating, mental health, brain health, stress management, grief management and advance care planning (ACP). Education was shared with over 1,200 community members through the Spreckels Center's monthly digital newsletter, as well as approximately 150 community members at the Spreckels Center. In FY 2023, most in-person presentations integrated a variety of health screenings, including fall risk, body composition using an Inbody 570 device, blood pressure and blood glucose. Some live presentations also offered healthy eating resources, a cooking demonstration as well as healthy food samples prepared by the head chef of SCHHC's cafeteria, known as the Mindful Café. In addition, some presentations were collaborations with health experts from Sharp's other hospitals.

In December, a SMV licensed marriage and family therapist provided a presentation to nearly 20 Spreckels Center attendees on the role of diet, exercise and lifestyle choices in optimizing mind and body function. The presentation focused on brain health and provided attendees with emotional health tools, such as socialization and activity scheduling as well as creating a daily structure of activities. In July, various Sharp team members, including an SCHHC-affiliated emergency department (ED) physician and an SCHHC advanced illness management coordinator, provided an ACP workshop, where 10 attendees learned about the process and benefits of ACP. In May, approximately 20 seniors attended a National Senior Health & Fitness Day event at the Spreckels Center. Attendees participated in various exercises, enjoyed healthy snacks and listened to lectures on topics including aging, exercise and staying healthy. At the event, a certified health and wellness coach and yoga instructor from the Sewall Healthy Living Center at Sharp Coronado Hospital (Sewall Healthy Living Center) discussed the importance of fitness and how to personalize fitness routines to meet one's needs. Further, in May and August, SCHHC offered a session on stress relief through music therapy to nearly 40 community members at the Spreckels Center, where a board-certified music therapist combined music with stress reducing techniques, such as breathing and progressive muscle relaxation. The presentation also promoted social connectedness as participants were able to play percussions instruments in a group setting.

In FY 2023, SCHHC staff also provided presentations at the Spreckels Center on various health topics to increase awareness and knowledge of chronic disease prevention. In January, SCHHC hosted a free presentation titled Healthy Eating: The Latest Methods and Techniques to Create Healthy Eating Habits. Led by a hospital registered dietitian and fitness specialist, the class introduced the concept of mindful eating — a way to develop awareness from one’s experiences, physical cues and feelings about food that can support weight loss, behavior change, stress reduction, portion control and better eating choices to improve health and manage weight. Overall, 15 community members attended the event, where they enjoyed a healthy appetizer. During Cancer Awareness Month in April, SCHHC staff provided a presentation titled Cancer Prevention: Easy Lifestyle Changes to Lower Your Risk. Approximately 10 community members attended the event, where they received cancer prevention tips, treatment and screening information, and more.

In honor of American Heart Health Awareness Month in February, SCHHC participated in Live Well San Diego’s Love Your Heart initiative by providing free blood pressure screenings and education on heart health and stroke prevention. Outreach was provided to members of the Coronado community at the Spreckels Center as well as to the South Bay community at the SunCoast Market Co-op Farmers Market in Imperial Beach. More than 100 community members received blood pressure screenings through this effort. In March, SCHHC participated in the Spring into Health springtime health screening fair at the Spreckels Center. At the free event, SCHHC staff conducted health screenings for blood pressure, dementia, fall prevention and mental health, as well as provided general health education and resources on ways to stay healthy. Additional offerings included education on healthy eating, end-of-life and ACP resources and education, mental health resources, pelvic health education plus acupuncture, massage and exercise sessions to approximately 50 community members over age 50.

Throughout the year, SCHHC staff provided stroke-related health education at the Spreckels Center and within the community. In May, SCHHC hosted a seminar at the Spreckels Center titled The Golden Hour: How to Respond Quickly to a Stroke and Other Emergencies, which reached approximately 15 community members. Led by a SCHHC-affiliated emergency medicine physician, the free event covered the different types of strokes, common warning signs and when to seek emergency care, as well as included a question-and-answer session and heart-healthy food samples. In addition, SCHHC ED and intensive care unit staff participated in the annual Coronado Public Safety Open House in October, a community event hosted by the Coronado Fire and Police Departments. At the event, Coronado firefighters, beach lifeguards, police officers and other guests took part in family-friendly activities, including station tours and safety demonstrations, while SCHHC provided blood pressure screenings and stroke education to approximately 200 attendees.

In addition, SCHHC partnered with the SunCoast Market Co-op to provide education to the Imperial Beach community on health and wellness topics requested directly by residents. The SunCoast Market Co-op is a grassroots effort to open a community-owned, full-service cooperative grocery store with a goal of strengthening the local food

system, increasing residents' access to healthy food and providing a needed retail outlet for small local farms and producers. In FY 2023, SCHHC provided flyers for the SunCoast Market Co-op to distribute and announce the hospital's virtual health presentations. Throughout the year, SCHHC also participated in SunCoast Market Co-op's community farmers market events where team members provided over 800 attendees with a variety of health education and resources. This included information on hospital programs and services, such as free and low-cost health and fitness classes, free organic gardening classes, community health education presentations at the Spreckels Center, stroke education, hospital volunteer opportunities, as well as the hospital's outdoor labyrinth — a circular walking path intended to facilitate relaxation, healing and sense of well-being. SCHHC also offered complimentary blood pressure screenings and chair massages during the events.

In FY 2023, the Sewall Healthy Living Center helped more than 1,500 community members stay active and socially connected with a variety of virtual and in-person group fitness and wellness classes. Classes promoted stress relief, range of motion, balance, flexibility and overall activities of daily living. Offerings were either free or included a nominal fee and ranged from barre fusion, qigong, Mat Pilates and yoga to strength and balance, mindfulness and cardio circuit training.

In addition, staff from the Sewall Healthy Living Center provided exercise and wellness education during the Sharp Women's Health Conference at the Sheraton San Diego Hotel & Marina in June. This included a presentation from a yoga instructor titled Yin Yoga, where participants learned about the benefits of the meditative and restorative exercise, including releasing tension, relaxing the body and clearing the mind. In addition, the Sewall Health Living Center provided acupuncture, acupressure and chair massages. Approximately 750 community members attended the conference.

SCHHC continued to offer a free, virtual Bariatric Support Group intended to provide information, education, moral support and advice related to weight loss and bariatric surgery. The group is offered on a bimonthly basis, with approximately six sessions offered throughout the year. The support group is led by either a registered dietitian or certified bariatric nurse and features guest presenters to speak on various topics. In FY 2023, Bariatric Support Group topics included mindful eating and how to be more present and thoughtful during the eating process; the benefits of incorporating yoga and meditation into one's life; the benefits of working with social workers throughout the bariatric journey; navigating food choices during the holiday season and strategies to enjoy one's favorite foods while staying on track with weight loss goals.

Safe Harbor Coronado is a nonprofit organization focused on helping youth and their families overcome a variety of challenges, including low self-esteem, bullying, lack of social connections, drug use, grief and loss, suicide and behavioral health. At Coronado Middle School in FY 2023, SCHHC staff participated in Safe Harbor Coronado's Drug Store event, which used lifelike scenarios to educate nearly 240 sixth-grade students about the dangers of drugs and alcohol.

Throughout the year, SCHHC participated in year-round fundraising activities — including T-shirt, food and craft sales — in support of the American Heart Association’s (AHA) 2023 San Diego Heart & Stroke Walk. In September, nearly 70 SCHHC staff and their friends and family participated in the walk at San Diego’s historic Balboa Park. Through these efforts, SCHHC raised more than \$14,000 towards Sharp’s total of more than \$211,600 for the AHA, while helping Sharp maintain its position as the top fundraising organization in San Diego.

SCHHC keeps the community regularly informed about upcoming health classes and events through the internet, radio broadcasts, local journals and newspapers, posters in the hospital lobby and flyers in physician offices and at other community organizations. SCHHC also helps patients, families and community members locate reliable health information related to their diagnosis. Individuals can search relevant literature from high-quality websites using the hospital’s computer stations. Throughout the year, SCHHC shared 12 articles in the local *Coronado Eagle & Journal* newspaper, providing timely health information to approximately 12,000 homes in Coronado. Featuring SCHHC physicians, nurses and other caregivers, the articles covered topics like the importance of mammogram screenings; robotic surgery and its benefits; heart-healthy exercises; weight loss surgery and how it works; and understanding the signs and symptoms of stroke. In recognition of Breast Cancer Awareness Month and National Mammography Day in October, SCHHC shared educational content and reminders about breast cancer detection and breast self-awareness on their Facebook page.

Throughout FY 2023, SCHHC offered virtual presentations and partnered with local media sources to educate community members about a variety of health and wellness topics. SCHHC hosted four orthopedic community webinars in FY 2023, which educated more than 40 community members about the prevention and treatment of shoulder, hip and knee pain conditions, as well as healthy bones and fall prevention.

In June, Sharp’s systemwide stroke program, including SCHHC, provided stroke education and resources to approximately 300 attendees at the Sharp Women’s Health Conference. At the event, stroke program staff conducted blood pressure screenings, provided risk assessments and distributed resources on topics including stroke risk identification, BE-FAST (Balance, Eyes, Face, Arms, Speech, Time), stroke risk factors, and when to call 911. Additionally, Sharp’s systemwide orthopedics staff provided health education on orthopedics and osteoarthritis, including hip and knee pain.

In September, the San Diego County Stroke Consortium, including Sharp, threw the first pitch at the Padres vs. Rockies baseball game at Petco Park to increase stroke awareness among attendees. The annual event is organized by the San Diego County Stroke Consortium, the San Diego Padres and other key partners to promote stroke prevention, awareness and recovery, as well as celebrate stroke survivors. During the baseball game, Sharp offered education about the warning signs of stroke and how to respond using BE-FAST — an easy technique to detect and enhance responsiveness to a stroke. Additionally, stroke education was displayed on the Jumbotron to the entire stadium of nearly 42,000 community members. During the event, local hospitals

provided community education on stroke recognition and BE-FAST, stroke risk factors, as well as provided information regarding stroke signs and symptoms and when to call 911. Sharp's booth provided stroke education to approximately 150 community members throughout the evening.

SCHHC continued its 18-year collaboration with the County of San Diego Emergency Medical Services (EMS) to provide data for the SDC stroke registry, where data is tracked to identify gaps and determine trends. SCHHC also continued to actively participate in the quarterly San Diego County Stroke Consortium, a collaborative effort with other SDC hospitals to improve stroke care and discuss issues impacting stroke care in SDC. The San Diego County Stroke Consortium consists of 17 hospitals, including Sharp Memorial Hospital, SCHHC, Sharp Chula Vista Medical Center, Sharp Grossmont Hospital (SGH), Alvarado Hospital Medical Center, Kaiser San Diego Medical Center, Kaiser Zion Medical Center, Palomar Medical Center, Paradise Valley Hospital, Scripps Memorial Hospital Encinitas, Scripps Memorial Hospital La Jolla, Scripps Mercy Hospital Chula Vista, Scripps Mercy Hospital San Diego, Temecula Valley Hospital, Tri-City Medical Center, University of California (UC) San Diego Medical Center – Hillcrest, and UC San Diego Medical Center – La Jolla, all of which are San Diego County Stroke Receiving Centers and certified by the Joint Commission. Further, meetings continued to be held virtually in FY 2023.

Sharp's systemwide stroke program continued to partner with the San Diego County Stroke Consortium to develop educational materials, including training videos, for multiple EMS and fire department agencies in SDC. EMS and fire department agencies are 911 First Responders who respond to all medical emergency events in SDC. In FY 2023, the consortium provided these first responders with education on recognizing and responding to Large Vessel Occlusion (LVO), or blockages of intracranial arteries by a clot. Further, Sharp's systemwide stroke program continued to participate in the development of EMS protocol updates. Managers from Sharp's systemwide stroke program developed the 2023 EMS education materials with rollout of the FAST-ED<sup>203</sup> Stroke Severity Scale, an addition to BE-FAST assessment. The updated education materials were approved by the consortium and shared with all EMS agencies.

In FY 2023, SCHHC leadership and hospital staff contributed their time to several organizations, including the ACNL Health Policy Committee, California Department of Public Health Antibiotic Stewardship/Antibiotic Resistance Healthcare-Associated Infections Advisory Subcommittee, County of San Diego Health Services Capacity Task Force, San Diego Blood Bank Board of Directors, San Diego Chapter of the California Association Medical Staff Services, the San Diego Regional Human Trafficking and Commercial Sexual Exploitation of Children Advisory Council, Coronado Chamber of Commerce, Rotary Club of Coronado and Safe Harbor Coronado.

## **FY 2024 Plan**

SCHHC will do the following:

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<sup>203</sup> FAST-ED stands for facial palsy, arm weakness, speech changes, time, eye deviation, denial/neglect.

- Develop virtual community education and fitness opportunities, including pre-recorded classes and workshops for anytime viewing
- Provide education and screenings at community and hospital events to support the CHNA identified community health needs of obesity, diabetes, CVD, cancer, fall prevention, aging care and support, behavioral health and unintentional injury
- Collaborate with the Spreckels Center to provide health education to community members
- Collaborate with local schools and first responders to provide community safety activities
- Provide behavioral health screenings and resources to community members in collaboration with SMV and local organizations, including the County of San Diego
- Expand education and outreach to the Logan Heights and Point Loma communities
- Partner with the SunCoast Market Co-op in Imperial Beach to educate community members on a variety of wellness topics
- Explore opportunities to provide diabetes education and resources to the Coronado community
- Collaborate with Coronado Fire and Coronado Police Departments to improve stroke identification in the community as well as provide resources to decrease time to treatment
- Collaborate with UC San Diego on accurately identifying LVO in the field and validation of the FAST-ED LVO assessment tool use in the field
- Identify new opportunities for community outreach on stroke with a focus on underserved populations in Imperial Beach
- Participate in the San Diego County Stroke Consortium
- Partner with the San Diego County Stroke Consortium to educate and train EMS and fire department professionals, with a focus on LVO identification
- Provide stroke education, screening and outreach to community members via social media and in-person events
- Collaborate with the County of San Diego EMS by providing data for tracking within the SDC stroke registry

### ***Access to Health Care and Community and Social Support Services***

For community data and statistics related to these efforts, please see **Access to Health Care, Aging Care and Support, Behavioral Health** and **Economic Stability** in **Section 4: Description of Community Needs** of this report.

### **Objectives**

- Provide free flu vaccinations to community members, including seniors
- Provide assessment and early intervention for behavioral health issues as well as identify social determinants of health (SDOH) — the conditions under which people live, learn, work and play — among safety net patients presenting in the ED
- Assist individuals experiencing economic hardship through financial assistance for transportation, pharmaceuticals, clothing and food
- Serve as a blood donation site in support of Sharp's systemwide blood drive effort
- Host a holiday food drive to support the Food Bank

- Support environmental health through sustainable food purchasing and initiatives to prevent food waste

### **FY 2023 Report of Activities**

SCHHC provides supportive programs that address a variety of SDOH impacting seniors and community members with barriers to health equity, including access to health care, access to healthy food and environmental health.

SCHHC, along with all Sharp acute care hospitals, continued to participate in the California Bridge program, which serves ED patients with opioid use disorder and mental health concerns. The goal is to better identify patients in need of medications for addiction treatment in Sharp EDs and to bridge their connection to treatment in the community. This program involves collaboration among a variety of professionals, including social workers, clinical informatics, ED nurses and Sharp-affiliated emergency medicine physicians. Sharp partnered with a community organization, Comprehensive Treatment Centers, for prioritized access to treatment upon discharge from the ED. The California Bridge Grant was initially awarded to SGH and Sharp Memorial Hospital and was extended throughout the Sharp system. SCHHC received the California Bridge Grant in May 2021 and continues to strengthen the program within its facility.

To date, SCHHC continues to identify key stakeholders, train staff and implement processes for the California Bridge program. Patients bridged to treatment through this program are provided with a prescription for up to 14 days of buprenorphine, the medication that reduces cravings and withdrawal symptoms; the lifesaving NARCAN® Nasal Spray (naloxone), free of charge, which reverses opioid overdose; direct connection to community clinics for ongoing treatment; and harm reduction resources to encourage patients to work towards recovery. Sharp partners with a variety of community organizations and coalitions, prioritizing the need for connection outside of the hospital. Each of Sharp's EDs has a dedicated substance use navigator to assist patients in the ED or other units by connecting them to treatment options. Additionally, SCHHC supports the smooth transition of patients experiencing homelessness through street medicine teams who provide follow-up care.

SCHHC continues to serve community seniors through its geriatric ED services. A geriatric ED helps older patients navigate the ED environment with the help of a team of physicians, nurses, case managers and social workers who are trained and dedicated to emergency care for older adults. Upon arriving at the ED, seniors receive expedited care to ensure they are quickly seen by a provider. Sharp's four EDs, including SCHHC's, earned Geriatric Emergency Department Accreditation through the American College of Emergency Physicians in FY 2022.

To help protect community members from the flu virus, in October and November, SCHHC provided free seasonal flu vaccinations to more than 300 individuals at its annual community flu clinics. Through its Facebook page, SCHHC encouraged community members to receive free flu shots at their outdoor flu clinics, which offered

both drive-up and walk-up options. The clinics served the general community, the Coronado Fire Department and local nursing home staff on the island.

Also in FY 2023, SCHHC served as a blood donation site in support of Sharp's annual systemwide blood drive to collect life-saving blood for those with medical needs. SCHHC hosted blood drives during December, January, March, May, July and September. In FY 2023, the hospital collected more than 130 pints of blood, which has the potential to serve approximately 390 community members.

SCHHC's Mindful Café continued to partner with Grubhub food delivery service in FY 2023 to increase community member access to healthy food. Community members can either place orders through the Grubhub application, or, if uncomfortable with using application technology, can call the café directly. In FY 2023, SCHHC's Mindful Café fulfilled approximately 10 Grubhub orders per month. During the 2022 holiday season, SCHHC partnered with the Food Bank to support community members experiencing food insecurity. Through the Sharp SuperFood Drive, the hospital collected approximately 620 pounds of food — the equivalent of over 500 meals.

In FY 2023, SCHHC continued its on-site, certified organic fruit, vegetable and herb garden. The garden provides nutritious ingredients for the hospital's Mindful Café and serves as an educational tool to teach community members how to start an organic garden through free gardening classes. Four classes were conducted in FY 2023, serving approximately 15 community members.

SCHHC supports community health through a variety of sustainable food and food waste initiatives. SCHHC's Mindful Café has been designated as being in alignment with Emerald Keepers of Coronado Island, the only civic nonprofit in Coronado whose sole purpose is to address environmental stewardship and sustainability. The Mindful Café also has an agreement with Feeding San Diego to donate its expiring and surplus food items.

For additional information on Sharp programs and services that help increase access to health care and community and social support, please see **Patient Access to Care Programs** and **Community Information Exchange** in **Section 1: An Overview of Sharp HealthCare** of this report.

### **FY 2024 Plan**

SCHHC will do the following:

- Administer Project HELP funds to those in need
- Provide the California Bridge program in the ED
- Provide staff training, resources and referrals to community partners to address human trafficking and other community safety needs
- Provide free flu vaccinations, including drive-thru and walk-up options at SCHHC's annual community flu clinic

- Serve as a blood donation site in support of Sharp's systemwide blood drive effort
- With Meals on Wheels San Diego County, administer the Sharp Coronado Hospital Auxiliary Meals on Wheels Adopt-a-Route to provide daily meals and in-home safety assessments for seniors and community members with disabilities
- Host a holiday food drive to support the Food Bank
- Conduct sustainable food purchasing and food waste prevention efforts to support environmental health

### ***Health Professions Education and Training, and Collaboration with Local Schools to Promote Interest and Career Pathways in Health Care***

For community data and statistics related to these efforts, please see **Workforce Development in Section 4: Description of Community Needs** of this report.

#### **Objectives**

- Collaborate with local schools, colleges and universities to provide opportunities for students to explore and train for a variety of health care professions
- Disseminate best practices in clinical research findings to the health care community
- Participate in local and national conferences to share best practices in diabetes treatment and control with the broader health care community

#### **FY 2023 Report of Activities**

In FY 2023, SCHHC collaborated with local, state and national schools, colleges and universities to provide hospital-based opportunities for students to explore and train for a variety of careers in health care. In FY 2023, student participation in these programs increased, following a previous decline due to COVID-19 (coronavirus disease 2019)-related limitations.

SCHHC provided training opportunities for approximately 80 nursing students and nearly 30 ancillary (non-nursing) students. Together, these students dedicated more than 19,000 hours on the SCHHC campus. Student interns came from a variety of schools, including Azusa Pacific University; Concorde Career College; California State University, San Marcos; Grand Canyon University; Grossmont Health Occupations Center; San Diego Mesa College; National University (NU); Pima Community College; Point Loma Nazarene University; Samuel Merritt University; San Diego State University (SDSU); San Joaquin Valley College; Southwestern College; Western Governors University; and Western University of Health Sciences. In addition, SCHHC continued to partner with Midwestern University in Glendale, Arizona, to provide physician-led mentorship opportunities for medical students, serving 12 students in FY 2023.

The Sharp Diabetes Education Program provided education to several students throughout FY 2023. In September, the program provided virtual diabetes education on the different types of diabetes, diagnoses, current technology and medication, community resources for patients, patient education modalities and careers in diabetes to approximately 20 dietetic students at SDSU. The Sharp Diabetes Education Program

also mentored two dietetic interns from the San Diego Women, Infants, and Children (WIC) Dietetic Internship program. The director of the program served as a board member of the San Diego WIC Dietetic Internship program in FY 2023 and provided education on diabetes care, the role of the dietitian, different types of diabetes, nutrition and meal planning, diabetes and technology and more to all six program interns.

In FY 2023, the Sharp Diabetes Education Program continued to serve as an insulin pump training center to support endocrinologists and primary care physician (PCP) groups throughout SDC. Through this effort, the program trains community providers to use diabetes technology, including insulin pumps, continuous glucose monitors and blood glucose monitors, to improve patient care and outcomes. Further, the Sharp Diabetes Education Program recently implemented an enhanced electronic medical record system to improve care coordination with more than 300 community endocrinologists and PCP groups.

The Planetree philosophy of care holds that health care should be organized primarily around the needs of the patient. In 2007, SCHHC became California's first Planetree designated hospital and is one of only two hospitals worldwide to have maintained this designation for each of the past 15 years. SCHHC has also maintained Planetree Designation with Distinction Status since 2012. In June, SCHHC leadership provided a Planetree International Webinar titled Let's Get Together: Creating Culture Through Co-Design to over 200 participants, including Planetree members and health care providers from around the world. During the webinar, participants received an overview of Planetree principles and learned about SCHHC's innovative New Employee Introduction program.

In 2017, NU's School of Health and Human Services achieved Planetree Silver Recognition, making it the first academic institution in the world to be recognized by Planetree. Since September 2018, SCHHC has supported NU's efforts to integrate the Planetree model of patient-centered care into its student training curriculum by providing internship opportunities for the school's nursing students. As two Planetree-recognized organizations, SCHHC and NU serve as a global model for other academic-practice partnerships, while exposure to a Planetree designated hospital in action helps give NU students a competitive advantage for entering the health care profession.

SCHHC team members contributed their expertise to the broader health care community through participation in professional conferences and events throughout the year. In January, SCHHC leadership shared their work on the California Bridge program with 450 industry professionals at the ACNL Annual Program event at the Westin Rancho Mirage Golf Resort in Rancho Mirage, California. In September, SCHHC participated in Sharp's Annual Interprofessional Research & Innovations Conference. Held both virtually and in person at the Sharp Prebys Innovation and Education Center, the event invited community health care professionals to participate in podium and poster presentations intended to stimulate innovation in the practice setting, identify best practices, disseminate research, encourage interprofessional collaboration and more. SCHHC staff provided a podium presentation titled The New Employee

Introduction: Advance the Model with Patient Advisors, a research project investigating the impact of redesigning the SCHHC New Employee Introduction program to incorporate the voices of patient advisors and employees, as captured through qualitative and quantitative feedback and based on best practices.

Further, SCHHC contributes to the expansion of scientific knowledge and medical advancements throughout the larger health and research communities through participation in clinical trials. In FY 2023, SCHHC provided clinical trials to improve patient care and outcomes, including health care technology and pharmaceutical treatment. In addition, in FY 2023, SCHHC provided three free hospital tours, which exposed nearly 10 local and international health professionals to a day at a local hospital in action. Further, in FY 2023, Sharp's orthopedic service line collaborated with industry researchers to publish Position Statement: Delirium Among Orthopedic or Rehabilitative Patients in the journals of Rehabilitation Nursing and Orthopaedic Nursing.

### **FY 2024 Plan**

SCHHC will do the following:

- Collaborate with colleges and universities on internships, externships and other professional training opportunities for students
- Participate in the Health Sciences High and Middle College program to provide career pathways to ninth and 10th grade students
- Collaborate with Coronado High School to provide learning experiences for students in grades 10 through 12
- Participate in conferences and events to share findings from clinical research studies with the larger health care community
- Provide hospital tours and presentations to educate community health care professionals about the Planetree philosophy of patient-centered care
- Conduct clinical trials to improve patient care and outcomes
- Conduct educational symposiums for health care professionals focused on improving outpatient and inpatient diabetes care
- Host a virtual diabetes conference for health care professionals
- Participate in local and national conferences to share best practices in diabetes treatment and control with the broader health care community
- Partner with community physicians to help them improve patient outcomes using technology, including insulin pumps and blood glucose monitors

## **SCHHC Program and Service Highlights**

- 24-hour emergency services with non-urgent online reservations available
- Acute and progressive care unit
- Advanced robotic-assisted procedures
- Care Partner Program
- Classes, events and physician referral through 1-800-82-SHARP
- Electroencephalograms
- FollowMyHealth®, a secure online patient website that gives patients convenient, 24-hour access to their personal health information
- Heart and lung services, including electrocardiogram
- Home health, including home infusion services<sup>204</sup>
- Hospice<sup>205</sup>
- Image-guided sinus surgeries using state-of-the-art 3D endoscopic visualization and modeling
- Imaging services, including multipurpose fluoroscopy room, X-ray, computed tomography (CT) scan with magnetic resonance imaging (MRI), cardiovascular, mammography, dual-energy x-ray absorptiometry (DEXA) scanning, ultrasound, interventional radiology, and electrocardiography (EKG).
- Inpatient hospice unit
- Integrative therapies, including acupuncture, clinical aromatherapy and massage
- Intensive care unit
- Laboratory services, including drive-thru phlebotomy, Coronavirus disease 2019 polymerase chain reaction testing and 10 patient service centers throughout SDC
- Long-term care at Villa Coronado Skilled Nursing Facility — accredited by The Joint Commission
- Metabolic and Bariatric Surgery Program
- Mindful Café, offering healthy and nutritious food options for patients, families, staff and community members
- Nutrition counseling
- Orthopedics, including Radiostereometric Analysis, and robotic and total joint replacement surgeries — certified by The Joint Commission
- Online appointment scheduling for emergency care, mammograms, physical therapy, laboratory services, integrative spa therapies and fitness services
- Payne Family Outpatient Pavilion, including robotic surgery, an endoscopy suite with endoscopic ultrasound and a dedicated imaging and women's services suite providing 3D mammography, DEXA scanning and ultrasound
- Pathology services
- Pharmacy, including a prescription medication disposal kiosk, immunizations, Community Pharmacy Travel Clinic, bedside prescription payment options, curbside delivery and free delivery throughout Coronado and the Cays and Imperial Beach
- Rehabilitation services, including sports medicine and occupational, physical and speech therapies

<sup>204</sup> Provided through Sharp Memorial Hospital Home Health Agency.

<sup>205</sup> Provided through Sharp HospiceCare

- Respiratory care, providing 24-hour services that include ventilator and high flow oxygen management, obstructive sleep apnea screening, oximetry and capnography monitoring, EKG, arterial blood gas testing and pulmonary function testing
- Sharp Coronado Hospital Auxiliary and Meals on Wheels Adopt-a-Route
- Senior community wellness and educational services
- Sewall Healthy Living Center, providing integrative spa therapies, rehabilitation and fitness programs
- Stroke care — nationally certified as Acute Stroke Ready by The Joint Commission
- Subacute services
- Surgical services
- Women's services and surgeries

# Sharp Grossmont Hospital



## Section

# 7 Sharp Grossmont Hospital

*We always look forward to events that support families in need. They are a way for us to give back, but also to stay connected with our community beyond the walls of the hospital.*

— Ryan Purdy, Community Relations Manager,  
Sharp Grossmont Hospital

## Fiscal Year (FY) 2023 Community Benefit Program Highlights

Sharp Grossmont Hospital (SGH) provided **\$169,579,277** in community benefit in FY 2023. See **Table 27** for a summary of unreimbursed costs based on the categories identified in Senate Bill (SB 697), and **Figure 17** for the distribution of SGH’s community benefit among those categories.

**Table 27: Economic Value of Community Benefit Provided  
Sharp Grossmont Hospital — FY 2023<sup>206</sup>**

SB 697 Category	Programs and Services Included in SB 697 Category	Estimated FY 2023 Unreimbursed Costs
Medical Care Services	Shortfall in Medi-Cal, financial support for on-site workers to process Medi-Cal eligibility forms <sup>207</sup>	\$17,412,037
	Shortfall in Medicare <sup>207</sup>	138,350,055
	Shortfall in County Medical Services (CMS) <sup>207</sup>	100,478
	Shortfall in CHAMPVA/TRICARE <sup>207</sup>	4,386,097
	Charity Care <sup>208</sup>	6,004,276
	Bad Debt <sup>208</sup>	791,685
Other Benefits for Vulnerable <sup>209</sup> Populations	Patient transportation, Project HELP and other assistance for the vulnerable <sup>210</sup>	1,371,932
Other Benefits for the Broader Community	Health education and information, health screenings, health fairs, vaccinations, support groups, meeting room space, donation of time to community organizations and cost of fundraising for community events <sup>210</sup>	571,973
Health Research, Education and Training Programs	Education and training programs for students, interns and health care professionals <sup>210</sup>	590,744
<b>TOTAL</b>		<b>\$169,579,277</b>

<sup>206</sup> Economic value is based on unreimbursed costs.

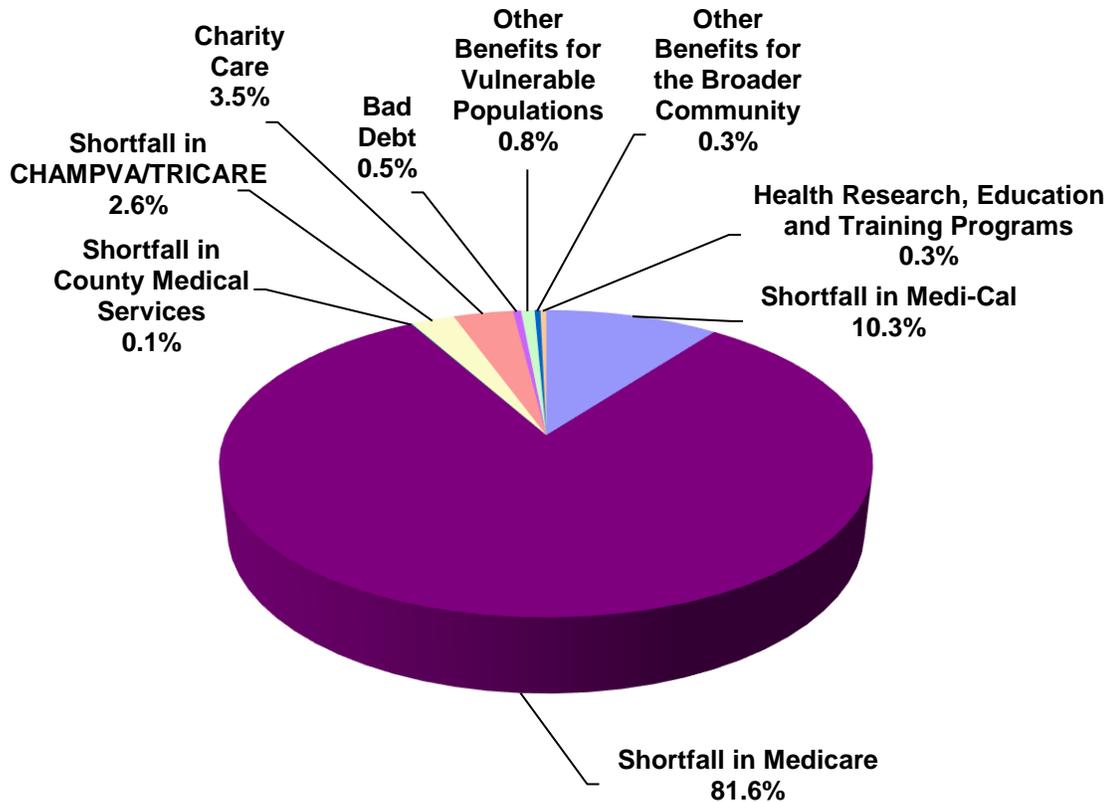
<sup>207</sup> Methodology for calculating shortfalls in public programs is based on Sharp’s payor-specific cost-to-charge ratios, which are derived from the cost accounting system, offset by the actual payments received.

<sup>208</sup> Charity care and bad debt reflect the unreimbursed costs of providing services to patients who lack the ability to pay for services at the time the services were rendered.

<sup>209</sup> [“Vulnerable populations” means any population that is exposed to medical or financial risk by virtue of being uninsured, underinsured, or eligible for Medi-Cal, Medicare, California Children’s Services Program, or county indigent programs.](#)

<sup>210</sup> Unreimbursed costs may include an hourly rate for labor and benefits plus costs for supplies, materials and other purchased services. Any offsetting revenue (such as fees, grants or external donations) is deducted from the costs of providing services. Unreimbursed costs were estimated by each department responsible for providing the program or service.

**Figure 17: Percentage of Community Benefit by SB 697 Category  
Sharp Grossmont Hospital — FY 2023**



Key highlights:

- **Medical Care Services** included uncompensated care for patients who were unable to pay for services and the unreimbursed costs of public programs such as Medi-Cal, Medicare, CMS (County Medical Services) and CHAMPVA/TRICARE.<sup>211</sup> In FY 2022, the State of California and the Centers for Medicare and Medicaid Services approved a Medi-Cal Hospital Fee Program for the time period of January 1, 2022 through December 31, 2022, and in FY 2024 the same agencies approved another Medi-Cal Hospital Fee Program for the time period of January 1, 2023 through December 31, 2024. This resulted in recognition of net supplemental revenues for SGH totaling \$79.8 million in FY 2023. This reimbursement helped offset prior years' unreimbursed medical care services; however, the additional funds recorded in FY 2023 understate the true unreimbursed medical care services performed for the past fiscal year.

<sup>211</sup> The Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) is a health benefits program in which the Department of Veterans Affairs shares the cost of certain health care services and supplies with eligible beneficiaries. TRICARE is a health care program of the U.S. Department of Defense Military Health System, which provides civilian health benefits for U.S. Armed Forces military personnel, military retirees, and their dependents, including some members of the Reserve Component.

- **Other Benefits for Vulnerable Populations** included van transportation for patients to and from medical appointments; comprehensive prenatal clinical and social services to low-income, low-literacy women enrolled in Medi-Cal; financial and other support to Neighborhood Healthcare; Project HELP (Project Hospital Emergency Liaison Program), which provides funding for medication and transportation to assist lower-income patients; contribution of time to the Jacobs & Cushman San Diego Food Bank (Food Bank), Feeding San Diego (FSD), Mama’s Kitchen and Serving Seniors; participation in the Sharp Humanitarian Service Program; support for Meals on Wheels San Diego County; the provision of durable medical equipment (DME); the Care Transitions Intervention (CTI) program; and other assistance for community members with health equity barriers.
  
- **Other Benefits for the Broader Community** included health education and information on a variety of topics; support groups; participation in community health events; health screenings for lung cancer, nutrition, blood pressure, stroke, vision, balance and fall prevention and more; diabetes risk assessments; community education and resources provided by the SGH cancer patient navigator program; and specialized education offered through the SGH Senior Resource Center. SGH also collaborated with local schools to promote interest and provide career pathways in health care and donated meeting room space to community groups. SGH staff actively participated in community boards, committees and civic organizations, including, but not limited to 211 San Diego (211), Angels Foster Family Network, Association of California Nurse Leaders (ACNL), the local chapter of Association of Women’s Health, Obstetric and Neonatal Nurses, Beacon Council’s Patient Safety Collaborative, California Association of Hospitals and Health Systems (CAHHS), CAHHS Committee on Volunteer Services and Directors’ Coordinating Council, California Hospital Association (CHA) Workforce Committee, California Maternal Quality Care Collaborative, California Perinatal Quality Care Collaborative, California School-Age Families Education, California Society for Clinical Social Work Professionals, County of San Diego Aging and Independence Services (AIS) Health Promotion Committee, County of San Diego AIS Advisory Board, County of San Diego Breastfeeding Coalition Advisory Board, County of San Diego Emergency Medical Care Committee (EMCC), County of San Diego Public Health Nursing Advisory Board, East County Action Network (ECAN), East County Senior Service Providers (ECSSP), East County YMCA, Grossmont College Occupational Therapy Assistant Advisory Board, Grossmont Healthcare District (GHD), Hospital Association of San Diego and Imperial Counties (HASD&IC), La Mesa Park & Recreation Foundation, Lantern Crest Senior Living Advisory Board, Partnership for Smoke-Free Families, San Diego Adolescent Pregnancy and Parenting Program, San Diego Association of Directors of Volunteer Services (SDADVS), San Diego East County Chamber of Commerce and more. See **Appendix A** for a list of Sharp HealthCare’s (Sharp) community involvement. The category also includes costs associated with community benefit planning and administration, including community health needs assessment (CHNA) development and participation.

- **Health Research, Education and Training Programs** included time devoted to education and training for health care professionals, student and intern supervision, and time devoted to generalizable, health-related research projects that were made available to the broader health care community.

## **Definition of Community**

*SGH is located at 5555 Grossmont Center Drive in La Mesa, ZIP code 91942.*

The community served by SGH includes the entire east region of San Diego County (SDC), including the subregional areas of, Spring Valley, Lemon Grove, La Mesa, El Cajon, Santee, Lakeside, Harbison Canyon, Crest, Alpine, Campo and Mountain Empire. In addition, much of the region includes remote, unincorporated communities. Approximately 5% of the population lives in remote or rural areas of this region. See **Appendix B** for a map of community and region boundaries in SDC.

For SGH's 2022 CHNA process, the Dignity Health and IBM Watson Health Community Need Index (CNI)<sup>212</sup> was used to identify communities within its service area that experience greater health inequities.<sup>213</sup> The CNI uses demographic and economic statistics to provide a CNI score for every populated ZIP code in the U.S. CNI scores measure inequity on a scale ranging from very low health inequity to very high health inequity. This measurement is an average determined through an analysis of specific socioeconomic barriers to health care access, including education, income, culture/language, insurance, and housing. As such, the CNI demonstrates the link between community need, access to care and preventable hospitalizations.

According to the CNI, communities served by SGH with especially high need include, but are not limited to, La Mesa, Lemon Grove, Spring Valley, Encanto and Mountain Empire.<sup>213</sup> **Figure 18** presents a map of the CNI findings across SDC's east region.

## **Community Health Profile**

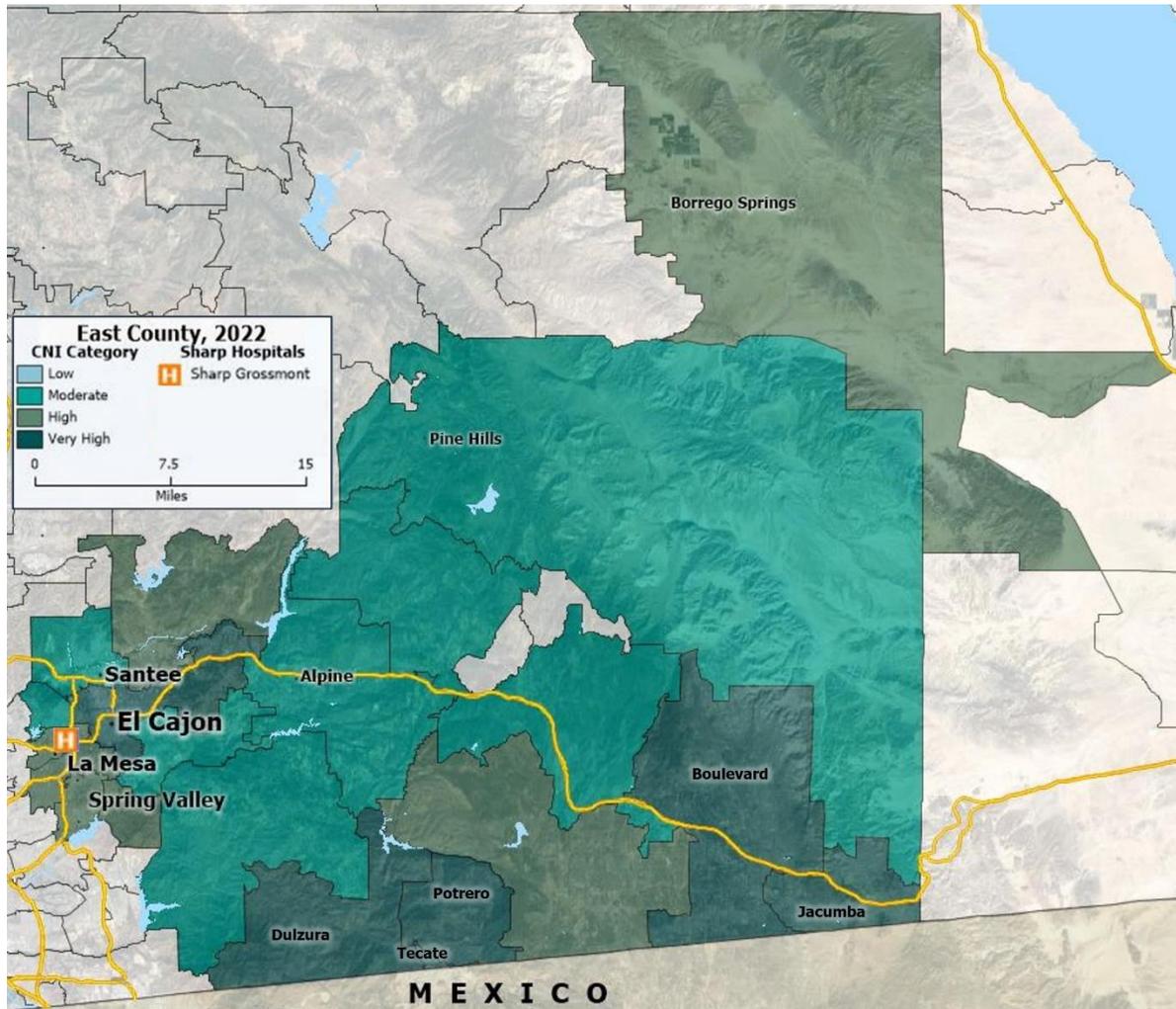
In 2023, there were 3,348,475 residents in SDC, making it the second most populous county in California. In addition, there were 95,387 residents age 65 and older in SDC's east region, representing 17.9% of the total regional population. Between 2023 and 2028, it is anticipated that the east region's senior population will grow by 13.0%.<sup>214</sup>

<sup>212</sup> Dignity Health and IBM Watson CNI. (2022). The Dignity Health and IBM Watson CNI was discontinued on January 31, 2023.

<sup>213</sup> Health inequities are differences in health status or in the distribution of health resources between different population groups arising from the social conditions in which people are born, grow, live, work and age. These inequities have significant social and economic costs both to individuals and societies (WHO, 2018).

<sup>214</sup> SpeedTrack©, Inc.; U.S. Census Bureau.

**Figure 18: CNI Map — SDC's East Region**<sup>215</sup>



In 2021, 12.1% of the east region population reported living below 100% of the federal poverty level (FPL), which was higher than SDC overall (10.7%). The unemployment rate in SDC's east region was 7.2%, which was higher than the rate for SDC overall (6.2%). In addition, 7.2% of households received Supplemental Security Income, also higher than SDC overall (5.0%).<sup>216</sup>

According to the San Diego Hunger Coalition, nutrition insecurity<sup>217</sup> has not changed for almost a year due to historic increases in the cost of living. As of March 2023, 23% of San Diegans experienced nutrition insecurity and 28% of children lived in nutrition-insecure households.<sup>218</sup>

<sup>215</sup> Truven Health Analytics, 2022; Insurance Coverage Estimates, 2022; The Nielson Company, 2022; and CNI, 2022.

<sup>216</sup> County of San Diego, HHSA, PHS, CHSU. (2023). [2017-2021 Demographic Profiles](#).

<sup>217</sup> Nutrition security means all Americans have consistent and equitable access to healthy, safe, affordable foods essential to optimal health and well-being. (U.S. Department of Agriculture).

<sup>218</sup> San Diego Hunger Coalition. (2023). [State of Nutrition Security in San Diego County 2023 Annual Issue Brief](#).

In 2021, 11.6% of households in the east region received Supplemental Nutrition Assistance Program (SNAP) benefits, while 18.1% of the population lived at or below 138% FPL and were eligible for the program. These rates were higher than SDC overall (7.6% of households participated in SNAP benefits while 16.2% of households lived at or below 138% FPL).<sup>216</sup> Please refer to **Table 28** for SNAP participation and eligibility in the south region.

**Table 28: Food Stamps/SNAP Benefit Participation and Eligibility Estimates for SDC’s East Region, 2021**<sup>216</sup>

Food Stamps/SNAP Benefits	Percent of Population
Households	11.6%
Families with Children	17.9%
<b>Eligibility by FPL</b>	
Population ≤130% FPL	16.9%
Population ≤138% FPL	18.1%
Population 139% – 350% FPL	31.4%

In SDC’s east region in 2021, 96.4% of children age 18 and under, 90.3% of young adults ages 19 to 25, 90.8% of adults ages 26 to 44, 92.9% of adults ages 45 to 64, and 98.9% of seniors age 65 and older had health insurance.<sup>216</sup> Health insurance coverage for young adults ages 19 to 25 and adults ages 26 to 44 was lower than the Healthy People 2030 (HP2030) national target of 92.4% health insurance coverage.<sup>219</sup> See **Table 29** for health insurance coverage in SDC’s east region in 2021.

**Table 29: Health Insurance Coverage in SDC’s East Region, 2021**<sup>216</sup>

Description	Rate	HP2030 Target
<b>Current Health Insurance Coverage</b>		
Children 0 to 18 years	96.4%	92.4%
Young adults 19 to 25 years	90.3%	92.4%
Adults 26 to 44 years	90.8%	92.4%
Adults 45 to 64 years	92.9%	92.4%
Seniors 65+ years	98.9%	N/A <sup>220</sup>

According to the California Health Interview Survey (CHIS), in 2022, 19.2% of the east region population was covered by Medi-Cal — higher than the rate for SDC overall

<sup>219</sup> The U.S. Department of Health and Human Services’ [Healthy People \(HP2030\)](#) initiative represents the nation’s prevention agenda for the third decade of the 21st century. HP2030 has four overarching goals: to attain healthy, thriving lives and well-being free of preventable disease, disability, injury, and premature death; to achieve health equity, eliminate disparities, and attain health literacy to improve the health and well-being of all; to create social, physical, and economic environments that promote attaining the full potential for health and well-being for all; to promote healthy development, healthy behaviors, and well-being across all life stages; and to engage leadership, key constituents, and the public across multiple sectors to take action and design policies that improve health and well-being of all.

<sup>220</sup> HP2030 does not include targets for individuals age 65 and older.

(17.5%).<sup>221</sup> See **Table 30** for details.

**Table 30: Medi-Cal (Medicaid) Coverage in SDC’s East Region, 2022<sup>221</sup>**

Description	Rate
Covered by Medi-Cal	19.2%
Not covered by Medi-Cal	80.8%

CHIS data also revealed that 10.4% of individuals in the east region did not have a usual place to go when sick or in need of health advice (see **Table 31**).<sup>221</sup>

**Table 31: Regular Source of Medical Care in SDC’s East Region, 2022<sup>221</sup>**

Regular Source of Medical Care	Rate	HP2030 Target
Has a usual source of care	89.6%	84.0%
Has no usual source of care	10.4%	16.0%

Cancer and diseases of the heart were the two leading causes of death in SDC’s east region in 2021.<sup>222</sup> See **Table 32** for a summary of leading causes of death in the east region.

**Table 32: Leading Causes of Death in SDC’s East Region, 2021<sup>222</sup>**

Cause of Death	Number of Deaths	Percent of Total Deaths
Malignant Neoplasms (Overall Cancer)	965	20.0%
Diseases of the Heart	930	19.2%
COVID-19	477	9.9%
Accidents/Unintentional Injuries	307	6.3%
Cerebrovascular Diseases	253	5.2%
Chronic Lower Respiratory Diseases	214	4.4%
Alzheimer’s Disease	212	4.4%
Diabetes Mellitus	198	4.1%
Essential Hypertension and Hypertensive Renal Disease	124	2.6%
Chronic Liver Disease and Cirrhosis	109	2.3%
All Other Causes	1,046	21.6%
<b>Total Deaths</b>	<b>4,835</b>	<b>100.0%</b>

For additional demographic and health data for communities served by SGH, please refer to the SGH 2022 CHNA at <https://www.sharp.com/about/health-needs-assessments>.

<sup>221</sup> University of California Los Angeles Center for Health Policy Research (2023), 2022 California Health Interview Survey.

<sup>222</sup> County of San Diego, HHSA, PHS, CHSU. (2023). *Leading Causes of Death Among San Diego County Residents Dashboard / Tableau Public*. Retrieved 11/28/23 from [www.SDHealthStatistics.com](http://www.SDHealthStatistics.com)

## **Community Benefit Planning Process**

In addition to the steps outlined in **Section 3: Community Benefit Planning Process** regarding community benefit planning, SGH:

- Incorporates community priorities and community input into its strategic plan and develops service line-specific goals
- Estimates an annual budget for community programs and services based on community needs, previous years' experience and current funding levels
- Prepares and distributes a monthly report of community activities to its board of directors, describing community benefit programs provided
- Prepares and distributes information on community benefit programs and services through its foundation and community newsletters
- Consults with representatives from a variety of departments to discuss, plan and implement community activities

## **Priority Community Needs Addressed in Community Benefit Report — SGH 2022 CHNA**

SGH completed its most recent CHNA in September 2022. SGH's 2022 CHNA was significantly influenced by the collaborative HASD&IC 2022 CHNA process and findings. Please refer to **Section 3: Community Benefit Planning Process** for a detailed description of Sharp's process and findings.

In addition, this year SGH updated its implementation strategy, a description of SGH programs designed to address the priority health and social needs identified in the 2022 CHNA.

Through the SGH 2022 CHNA, the following priority health and social needs were identified for the communities served by SGH (listed in alphabetical order):

- Access to Health Care
- Aging Care and Support
- Behavioral Health
- Children and Youth Well-being
- Chronic Health Conditions
- Community Safety
- Economic Stability
- Maternal and Prenatal Care, Including High-Risk Pregnancy

The following pages detail SGH programs, activities and services that specifically address these needs, either directly or indirectly. Please refer to **Patient Access to Care Programs** in **Section 1: An Overview of Sharp HealthCare** for additional entity and systemwide programs designed to address access to health care.

SGH provides behavioral health services to SDC's east region through clinical programs for adults and older adults, including individuals living with psychosis, depression, grief, anxiety, traumatic stress and other behavioral health conditions. SGH also provides a dedicated psychiatric assessment team in the emergency department (ED) and acute care as well as hospital-based outpatient programs that serve individuals dealing with a variety of behavioral health issues.

Beyond these clinical services, SGH lacks the resources to comprehensively meet the need for community education and support in behavioral health (including substance use). Consequently, the community education and support elements of behavioral health care are addressed through the programs and services provided through Sharp Mesa Vista Hospital and Sharp McDonald Center, which are the major providers of behavioral health and substance use treatment services in SDC. Please refer to **Section 12: Sharp Mesa Vista Hospital and Sharp McDonald Center** of this report for details on those programs.

SGH addresses chronic health conditions by providing education and healthy lifestyle programs as part of care for cardiovascular disease (CVD), cancer, diabetes, obesity and other health issues influenced by healthy weight and exercise. In addition, Sharp Rees-Stealy Medical Centers clinics throughout SDC — including SDC's east region — provide community members with structured weight management and health education programs, such as smoking cessation and stress management, long-term support for weight management and personalized weight-loss programs. For additional details on SGH programs that specifically address the needs identified in the 2022 CHNA, please refer to SGH's implementation strategy. The most recent CHNA and implementation strategy for SGH are available at <http://www.sharp.com/about/health-needs-assessments>.

### **SGH Community Benefit Programs and Services, FY 2023**

SGH addresses the needs of its community through the programs and services listed below. For each of these areas, the following pages describe the hospital's community benefit objective(s), activities conducted in FY 2023 and plans for FY 2024. Please refer to **Section 4: Description of Community Needs** for supporting data on each of these program and service areas:

- **Diabetes Education, Prevention and Support**
- **Heart and Vascular Disease Education and Screening**
- **Education, Support and Screening for Stroke**

- **Health Education, Screening, Support and Resources for Aging Care and Support**
- **Cancer Education and Support, and Participation in Clinical Trials**
- **Maternal and Prenatal Care, and Women’s and Postpartum Health Services and Education**
- **Health Education, Support and Wellness**
- **Prevention of Unintentional Injuries**
- **Health Professions Education and Training, and Collaboration with Local Schools to Promote Interest and Career Pathways in Health Care**
- **Access to Health Care and Community and Social Support**

***Diabetes Education, Prevention and Support***

For community data and statistics related to these efforts, please see **Chronic Health Conditions in Section 4: Description of Community Needs** of this report.

**Objectives**

- Provide diabetes education, prevention and support in the east region of SDC
- Collaborate with community organizations and projects to provide diabetes education to community members with barriers to health equity

**FY 2023 Report of Activities**

The SGH Diabetes Education Program is recognized by the American Diabetes Association (ADA) for meeting national standards for excellence and quality in diabetes education, including blood sugar monitoring, medication and nutrition counseling as well as insulin pump and other device training. The program is led by certified diabetes care and education specialists, who provide individuals and their support systems with the skills needed to successfully manage various conditions, including prediabetes, gestational diabetes (diabetes developed during pregnancy), as well as Type 1 and Type 2 diabetes. In FY 2023, small group and one-on-one education options were offered in-person or online, in both English and Spanish.

In FY 2023, the Sharp Diabetes Education Program resumed its participation in community events, conferences and educational presentations. The program offered diabetes education and support to approximately 750 attendees at the Sharp Women’s Health Conference. This included diabetes risk assessments using the ADA’s Diabetes Risk Test questionnaire as well as resources on topics including the different types of diabetes; diabetes prevention; signs, symptoms and complications of diabetes; the connection between diabetes and CVD; nutrition and reading food labels; exercise; medication; and diabetes self-management. A Sharp diabetes expert also provided education on the prevention and management of Type 2 diabetes, including helpful diets, physical activity and the power of lifestyle change. In March, a dietitian offered education and resources on diabetes to attendees at the San Diego Half Marathon. In

addition, the Sharp Diabetes Education Program provided fundraising and team participation for the 2023 San Diego Heart & Stroke Walk in September.

In January, the SGH Diabetes Education Program provided a presentation about diabetes and making healthy food choices to seven community members at the Herrick Community Health Library. In March, the program provided a presentation titled Diabetes: Making Healthy Food Choices to more than 10 attendees at the La Mesa Adult Enrichment Center.

The Sharp Diabetes Education Program also teaches underserved pregnant women and breastfeeding mothers with Type 1, Type 2 or gestational diabetes how to manage their blood sugar levels. In FY 2023, the program collaborated with community clinics, including Family Health Centers of San Diego (FHCS), La Maestra, San Ysidro Health, Neighborhood Healthcare, Borrego Health and San Diego Family Care to provide patients with education and resources to support a healthy pregnancy. Since the onset of the pandemic, the program has accommodated individual preferences by serving patients with virtual, telephone and on-site options. Topics included gestational diabetes statistics; new diagnostic criteria; treatment and management of blood glucose levels; goals for blood sugar levels before and after a meal; insulin requirements; self-care practices; nutrition and meal planning; exercise and weight management; monitoring fetal movement; and the risks and complications of uncontrolled diabetes. Clinic patients also received logbooks to track and manage their blood sugar levels. In addition, the Sharp Diabetes Education Program evaluated patients' management of their blood sugar levels and collaborated with community clinics' obstetrician/gynecologists (OBGYN) to prevent complications. At SGH in FY 2023, the Sharp Diabetes Education Program provided services and education to approximately 1,025 underserved pregnant and breastfeeding women with diabetes.

Throughout the year, the Sharp Diabetes Education Program continued to provide services and resources to meet the needs of culturally diverse populations within SDC. For the east region, this included particular attention to the needs of Iraqi Chaldean immigrants. Educational resources included: How to Live Healthy With Diabetes: What You Need to Know About Diabetes; All About Blood Glucose for People With Type 2 Diabetes; All About Carbohydrate Counting; Getting the Very Best Care for Your Diabetes; All About Insulin Resistance; All About Physical Activity With Diabetes; Gestational Diabetes Mellitus Seven-Day Menu Plan; and Food Groups. Resources were provided in Arabic, Somali, Tagalog, Vietnamese and Spanish, and food diaries and logbooks were distributed for community members to track their blood sugar levels. Live interpreter services were available in more than 200 languages via the Stratus Video Interpreting iPad application, and the program facilitated translation and other resources specifically addressing Chaldean cultural needs. Further, Sharp's certified diabetes care and education specialists received training from the Sharp Equality Alliance to improve the delivery of inclusive and culturally competent care for diverse communities. In FY 2023, SGH continued to use post-discharge phone calls to help prevent hospital readmissions among patients identified to be at high-risk. Through this effort, post-discharge calls were provided to 20 community members in their preferred

language to review next steps, including following up with a primary care physician (PCP) and discussing the plan of care. In July, the Sharp Diabetes Education Program began providing referrals to the Rfoodx program, which provides free medically tailored meals for community members with health conditions, such as diabetes, and are insured through Medi-Cal. Through this effort, eligible community members can obtain healthy meals that meet their individualized health needs.

### **FY 2024 Plan**

The SGH and Sharp Diabetes Education Programs will do the following:

- Explore collaborations to assist and educate community members experiencing food insecurity
- Explore collaborations with community organizations that focus on diabetes prevention and care
- Explore collaboration with community organizations to provide diabetes education for community members, including seniors and caregivers
- Explore future collaborations with community clinics to provide education and resources to their patients with diabetes
- Maintain up-to-date resources about diabetes treatment and prevention to support community members with diabetes, particularly linguistically and culturally appropriate resources for diverse populations
- Offer a webinar series on the role of nutrition in preparation for pregnancy, including information about diabetes
- Offer free outpatient phone visits for patients recently discharged from SGH who are uninsured, newly diagnosed with diabetes and in need of additional assistance to prevent readmission
- Participate in Tour de Cure — the ADA’s signature fundraising event to fight diabetes — as well as the San Diego Heart & Stroke Walk
- Provide gestational diabetes services and resources to underserved pregnant and breastfeeding women, both at SGH and community clinics
- Provide prediabetes and diabetes information to community members at various community venues in SDC’s east region, as well as through virtual platforms

### ***Heart and Vascular Disease Education and Screening***

For community data and statistics related to these efforts, please see **Chronic Health Conditions** in **Section 4: Description of Community Needs** of this report.

### **Objectives**

- Provide heart and vascular education and screening services for the community, with an emphasis on adults, women and seniors
- Share expertise in cardiovascular care with community health care professionals through participation in professional conferences and collaboratives
- Participate in programs to improve the care and outcomes of individuals with heart and vascular disease

## **FY 2023 Report of Activities**

Throughout the year, SGH's congestive heart failure (CHF) nurse specialist and the Cardiac Rehabilitation Department provided education and support to patients and community members impacted by CHF. SGH's free, virtual CHF class and support group was offered monthly and provided an average of five to 10 individuals per session with a supportive environment to discuss various topics about living well with CHF.

SGH's Cardiovascular Services and Cardiac Rehabilitation Department participated in a variety of community events throughout the year. During National Heart Month in February, an exercise physiologist from the Cardiac Rehabilitation Department provided education at the La Mesa Adult Enrichment Center for community members, including seniors, in collaboration with the SGH Community Resource Center. More than 20 seniors received education on maintaining a healthy heart through exercise and strength training, starting an exercise program, the benefits of exercise and exercise precautions. Also in February, SGH's Cardiac Rehabilitation Department and Cardiovascular Services offered free blood pressure screenings on-site, as part of Love Your Heart — an annual initiative near Valentine's Day in which organizations across the county offer free blood pressure screenings. The event raised awareness about heart disease and stroke and encouraged community members to know their blood pressure figures to improve their health. In addition, SGH's Cardiovascular Services and Cardiac Rehabilitation Department participated in the Sharp Women's Health Conference in June. During the event, SGH's cardiac team offered heart and vascular education and resources as well as information about hospital services to approximately 750 attendees.

In FY 2023, Sharp, including SGH, continued to partner with the American Heart Association's (AHA) signature women's movement, Go Red for Women, to help raise awareness and improve the lives of women by empowering them to take charge of their heart health. SGH shared heart-health information through its Facebook page throughout the year, including a video from a certified heart failure nurse who shared five tips to help manage heart failure once discharged from the hospital. The video received over 420 views on YouTube. SGH also participated in the 2023 San Diego Go Red for Women luncheon in February, where a nurse practitioner from SGH's Burr Clinic provided free blood pressure screenings and shared heart health-related resources. Held at the US Grant hotel in downtown San Diego, the luncheon was committed to ending heart disease in women and raising awareness of the health conditions associated with it. This year's event focused on how all people can "Be the Beat" by learning CPR (cardiopulmonary resuscitation), a skill that can help save someone's life. Further, SGH, including the Cardiac Rehabilitation Department, provided coordination, support and related fundraising activities for AHA's 2023 San Diego Heart & Stroke Walk in September.

In September and April, SGH participated in the semiannual meetings of Southern California VOICe (Vascular Outcomes Improvement Collaborative), which included more than 30 regional vascular physicians, nurses, epidemiologists, scientists and

research personnel at each event working together to collect and analyze vascular data in an effort to improve patient care. SGH shared its expertise on patient care, the use of data processes to improve outcomes and compliance with clinical standards. The meetings were held virtually and at the La Quinta Resort & Club.

SGH continued to participate in programs to improve the care and outcomes of individuals with heart and vascular disease. To assist acutely ill patients in SDC, SGH provided data on STEMI (ST-elevation myocardial infarction or acute heart attack) to the County of San Diego EMS and participated in the quarterly County of San Diego Cardiac Advisory Committee for STEMI. Committee meetings were virtual throughout the year.

Additionally, SGH is one of three hospitals participating in the County of San Diego ECPR (extracorporeal cardiopulmonary resuscitation) Pilot Program. ECPR is a method of CPR that passes the patient's blood through a machine, ECMO (extracorporeal membrane oxygenation) — a type of artificial life support that can help a person whose lungs and heart are not functioning properly, in a process to oxygenate the blood supply. The pilot focuses on out-of-hospital cardiac arrest patients who meet specific criteria and who may benefit from rapid transport to a hospital staffed and equipped to provide ECPR using ECMO. Key components of the pilot include robust quality assurance and data collection as well as regular progress reports to the County of San Diego Emergency Medical Services (EMS). Qualified patients identified by paramedics are eligible for transport to an ECPR Receiving Center, which includes both Sharp Memorial Hospital (SMH) and Scripps Memorial Hospital La Jolla.

Throughout the year, Sharp-affiliated cardiovascular experts shared heart-related information on Sharp's website as well as local news outlets. This included a SGH-affiliated cardiologist discussing women's heart health on CBS News 8 – San Diego during American Heart Month in February. Cardiovascular-related topics shared on Sharp's website included aortic dissection, heart valve treatment and the Postpartum Heart Health Clinic. Three community webinars were also held in FY 2023 that focused on the MitraClip heart valve procedure — a procedure that stops mitral valve leakage, as well as atrial fibrillation.

### **FY 2024 Plan**

SGH will do the following:

- Provide a monthly CHF class and support group
- Provide an in-person cardiac health lecture for community members in collaboration with SGH's Community Resource Center
- Offer lectures to health care professionals from educational speakers on performance improvements in CHF and acute myocardial infarction, and cardiovascular treatment options
- Provide data on STEMI to the County of San Diego EMS and participate in the County of San Diego Cardiac Advisory Committee and ECPR Advisory Committee

## ***Education, Support and Screening for Stroke***

For community data and statistics related to these efforts, please see **Chronic Health Conditions in Section 4: Description of Community Needs** of this report.

### **Objective**

- Provide stroke education, support and screening services for the east region of SDC

### **FY 2023 Report of Activities**

In August 2022, The Joint Commission and AHA/American Stroke Association (ASA) re-certified SGH's Stroke Center as a Comprehensive Stroke Center, the highest designation for stroke care. The program quickly and effectively treats all types of stroke, including the most complex cases, and is nationally recognized for its outreach, education and thorough screening procedures, as well as documentation of its success rate. SGH is a recipient of the AHA/ASA Get With the Guidelines® — Stroke Gold Plus Quality Achievement Award for excellence in stroke care, as well as the Target: Stroke Honor Roll Elite Plus and Target: Type II Diabetes Honor Roll designation. The AHA/ASA's Get With The Guidelines® is a national effort focused on ensuring the use of evidence-based therapies to improve outcomes for stroke patients. The AHA/ASA's Target: Stroke Elite Honor Roll designation focuses on improving the timeliness of intravenous tissue plasminogen activator (IV t-PA) administration to eligible patients. In addition, the SGH Rehabilitation Center is accredited by Commission on Accreditation of Rehabilitation Facilities for its stroke specialty program, which represents the highest level of accreditation that can be awarded to an organization.

In FY 2023, the SGH Stroke Center provided stroke education and screenings to more than 550 community members at four community events focused on heart and brain health in SDC's east region. Education topics included: BE-FAST (Balance, Eyes, Face, Arms, Speech, Time) — an easy technique to detect and enhance responsiveness to a stroke, stroke risk factors, signs and symptoms, and when to call 911. Community events and locations included: Spring into Healthy Living senior health fair at McGrath Family YMCA, the annual La Mesa Safety Fair hosted by the La Mesa Police Department and Heartland Fire and Rescue Department, the Fall Prevention and Balance Screening event hosted by the GHD and the annual Lakeside Firefighters Open House and Health Fair. Screenings were performed using a paper tool completed by stroke program staff that evaluates an individual's risk for stroke and includes a blood pressure measurement. Further, the SGH Stroke Center performed blood pressure screenings at all community events.

In June, Sharp's systemwide stroke program, including SGH's Stroke Center, provided stroke education and resources to approximately 300 attendees at the Sharp Women's Health Conference. At the event, stroke program staff conducted blood pressure screenings, provided risk assessments and distributed resources on topics including stroke risk identification, BE-FAST, stroke risk factors and when to call 911. Additionally, Sharp systemwide orthopedics staff provided health education on orthopedics and osteoarthritis, including hip and knee pain.

In September, the San Diego County Stroke Consortium, including Sharp, threw the first pitch at the Padres vs. Rockies baseball game at Petco Park to increase stroke awareness among attendees. The annual event is organized by the San Diego County Stroke Consortium, the San Diego Padres and other key partners to promote stroke prevention, awareness and recovery, as well as celebrate stroke survivors. During the baseball game, Sharp offered education about the warning signs of stroke and how to respond using BE-FAST. Additionally, stroke education was displayed on the Jumbotron to the entire stadium of nearly 42,000 community members. During the event, local hospitals provided community education on stroke recognition and BE-FAST, stroke risk factors, as well as provided information regarding stroke signs and symptoms and when to call 911. Sharp's booth provided stroke education to approximately 150 community members throughout the evening.

SGH continued its 18-year collaboration with the County of San Diego EMS to provide data for the SDC stroke registry, where data is tracked to identify gaps and determine trends. SGH also continued to actively participate in the quarterly San Diego County Stroke Consortium, a collaborative effort with other SDC hospitals to improve stroke care and discuss issues impacting stroke care in SDC. The San Diego County Stroke Consortium consists of 17 hospitals —including SGH, Sharp Coronado Hospital and Healthcare Center (SCHHC), Sharp Chula Vista Medical Center (SCVMC), SMH, Alvarado Hospital Medical Center, Kaiser San Diego Medical Center, Kaiser Zion Medical Center, Palomar Medical Center, Paradise Valley Hospital, Scripps Memorial Hospital Encinitas, Scripps Memorial Hospital La Jolla, Scripps Mercy Hospital Chula Vista, Scripps Mercy Hospital San Diego, Temecula Valley Hospital, Tri-City Medical Center, University of California (UC) San Diego Medical Center – Hillcrest, and UC San Diego Medical Center – La Jolla — all of which are San Diego County Stroke Receiving Centers and certified by the Joint Commission. Further, meetings continued to be held virtually in FY 2023.

Sharp's systemwide stroke program continued to partner with the San Diego County Stroke Consortium to develop educational materials, including training videos, for multiple EMS and fire department agencies in SDC. EMS and fire department agencies are 911 First Responders who respond to all medical emergency events in SDC. In FY 2023, the consortium provided these first responders with education on recognizing and responding to Large Vessel Occlusion (LVO), or blockages of intracranial arteries by a clot. Further, Sharp's systemwide stroke program continued to participate in the development of EMS protocol updates. Managers from Sharp's systemwide stroke program developed the 2023 EMS education materials with rollout of the FAST-ED<sup>223</sup> Stroke Severity Scale, an addition to BE-FAST assessment. The updated education materials were approved by the consortium and shared with all EMS agencies.

### **FY 2024 Plan**

SGH Stroke Center will do the following:

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<sup>223</sup> FAST-ED stands for facial palsy, arm weakness, speech changes, time, eye deviation, denial/neglect.

- Collaborate with UCSD on accurately identifying LVOs in the field and validation of the FAST-ED LVO assessment tool use in the field
- Participate in the San Diego County Stroke Consortium
- Partner with the San Diego County Stroke Consortium to educate and train EMS and fire department professionals, with a focus on LVO identification
- Provide stroke education, screening and outreach to community members in the east region via social media, webinars and in-person events
- Provide education for individuals with identified stroke risk factors
- Provide stroke education and screenings at the Sharp Women’s Health Conference
- Offer a stroke support group in conjunction with the hospital’s Outpatient Rehabilitation Department
- Collaborate with the County of San Diego EMS by providing east region data for tracking within the SDC stroke registry
- Provide a community presentation on stroke education and prevention featuring a Sharp-affiliated physician

***Health Education, Screening, Support and Resources for Aging Care and Support***

For community data and statistics related to these efforts, please see **Aging Care and Support, Access to Health Care, Chronic Health Conditions and Economic Stability** in **Section 4: Description of Community Needs** of this report.

**Objectives**

- Provide health education, resources, screenings and community outreach programs with an emphasis on senior resources
- Produce and mail quarterly activity calendars to community members
- Provide daily telephone reassurance and safety check calls to isolated or homebound seniors and adults with disabilities in SDC’s east region
- Provide referrals to additional community support services for seniors in SDC’s east region
- Provide education and community resources to caregivers
- Maintain and grow partnerships with community organizations to expand community outreach as well as provide both seniors and caregivers with updated information on available services and resources

**FY 2023 Report of Activities**

The SGH Community Resource Center (formerly SGH Senior Resource Center) meets the unique needs of seniors and their caregivers by connecting them to a variety of free and low-cost programs and services through email, phone and in-person consultations. The SGH Community Resource Center’s compassionate staff and volunteers provide personalized support as well as clear and accurate information about health education and screenings, community referrals and caregiver resources. In FY 2023, the SGH Community Resource Center developed and mailed activity calendars announcing its programs and services to more than 5,700 households in SDC’s east region. In

addition, during the year, the SGH Community Resource Center distributed nearly 2,100 Vials of Life — small, vinyl sleeves that can be magnetically affixed to a refrigerator to provide emergency personnel with critical medical information for seniors and people with disabilities. This included a collaboration with Meals on Wheels San Diego County to provide Vials of Life to every new member of the program in East County. Vials of Life were also distributed to cardiac, diabetic and stroke patients at the hospital as part of the specialized programs. In total, the SGH Community Resource Center reached over 16,800 individuals through its community programs in FY 2023.

The SGH Community Resource Center provides Sharp Grossmont Checks In, a telephone reassurance and safety-check program for isolated or homebound seniors and community members with disabilities living in SDC's east region. Through the program, SGH Community Resource Center staff and volunteers make daily computerized phone calls to participants at regularly scheduled times. If staff members do not connect with participants, a phone call is made to family members or friends to ensure their safety. The program also provides participants with medication reminders. Throughout the year, staff placed over 6,000 phone calls.

In FY 2023, the SGH Community Resource Center reached more than 450 community members through free, virtual health education programs. Programs were presented by experts from community organizations as well as Sharp professionals with expertise in advance care planning (ACP), audiology, bereavement, dietetics, exercise physiology, finance, health insurance, integrative healing, law, library, marriage and family therapy, senior care, estate planning and more. Educational topics included finding reliable health and wellness information; coping with grief during the holidays; ACP; estate planning, including economic and market updates, the charitable gift annuity process, and preparing for the future from a woman's perspective; avoiding elder financial abuse and scams; tips to help maximize time with a doctor during appointments; writing legacy letters for family and friends to share the most important aspects of one's life and honor the people who have made it most meaningful; nutrition and healthy eating; transportation; meal resources in San Diego; the downsizing process; retirement planning; managing diabetes through healthy eating; tools and resources for caregivers; understanding how Medicare works and selecting plans; mindful journaling; the importance of movement and how to stay active; maintaining a healthy heart with strength training; safe driving practices; volunteering; celebrating Older Americans Month in May; audiology; senior programs; and a three-week series on life and death, discussing how to apply lessons learned to one's life and health care planning. In addition, the SGH Community Resource Center remained committed to providing seniors with resources, such as grocery and food deliveries; assistance with paying outstanding bills; Vials of Life; transportation; caregiver tools; information on independent, assisted living and memory care facilities; health insurance information.

In May, SGH co-planned and participated in the Spring Into Healthy Living event at the McGrath Family YMCA in Rancho San Diego. The event featured different exhibitors and presentations on various health and wellness topics for seniors as well as offered blood pressure screenings and pet therapy. During the event, the SGH Community

Resource Center provided senior-focused resources and Vials of Life to more than 50 attendees. In June, the SGH Community Resource Center also offered senior and health-related resources as well as information about its offerings to approximately 750 attendees at the Sharp Women's Health Conference.

In honor of National Healthcare Decisions Day in April, Sharp's ACP department and the SGH Community Resource Center partnered with GHD to host two community presentations titled Prepare for Landing. Team members gave an airline-themed presentation to emphasize the importance of making one's health care wishes known ahead of time and help people outline the critical steps for a "successful landing" when preparing for an unplanned medical emergency, when one may not have the mental or physical ability to dictate their care. The team also discussed how to complete an advance health care directive (advance directive) and provided other health care decision-making resources. Held at GHD and the Elks Lodge in Chula Vista, the events reached more than 40 community members.

In collaboration with Sharp HospiceCare, the SGH Community Resource Center hosted Sharp's Aging Conference: Experience the Spectrum of Care. Held at the Elks Lodge in Chula Vista in October, Sharp shared valuable aging resources with approximately 60 community members. The conference focused on the obstacles the organization overcame as a health system during the pandemic and how the organization is adapting to the progressive needs of seniors in the community. The event included resource tables, a SGH registered nurse (RN) keynote speaker, the opportunity to stretch with an exercise specialist and an expert panel discussion with a question-and-answer session.

In FY 2023, the SGH Community Resource Center offered free caregiver basics training classes in collaboration with Sharp speech, occupational therapy, nurse education, physical therapy, social work and case management team members. The classes were held twice monthly from October through February and offered monthly from March through September. An average of approximately 10 community members attended each class. In addition, the SGH Community Resource Center continued to collaborate with Sharp Community Medical Group to provide an educational speaker series to Mount Miguel Covenant Village, an assisted living center. Topics included heart health, skin health, sleep, brain health and diabetes.

The SGH Community Resource Center sponsored and participated in the San Diego Regional East County Chamber of Commerce and GHD's two Health Fair Saturday events held at Grossmont Center in April and Westfield Parkway Plaza in September. The free events featured health-related community organizations, including providers from health care, wellness, insurance, lifestyle and other industries. Attendees learned about preventive health care measures and ways to improve one's lifestyle for the future. The events offered free health screenings, interactive demonstrations, resources and more. The SGH Community Resource Center provided aging care and support resources to more than 150 community members at the events.

In collaboration with GHD and SMH, SGH hosted a free fall prevention and balance screening event to help raise awareness during National Fall Prevention Week in September. Held at GHD, the event offered several lectures on fall prevention, safety, balance screenings, the risk factors and health concerns affecting balance and how to prevent falls both at and away from home. Free individual wellness and balance screenings were also provided to nearly 60 attendees. In addition, the SGH Community Resource Center and SMH shared fall prevention resources as well as a variety of other health and community resources.

From February through September, the SGH Community Resource Center participated in a free health and resource fair every first Wednesday of the month at the Jackie Robinson Family YMCA. The free events included blood pressure checks, cholesterol screenings, COVID-19 (coronavirus disease 2019) testing, food distribution and information about community resources. During each monthly event, the SGH Community Resource Center provided health-related resources and information about its services to more than 100 community members.

The SGH Community Resource Center continued to sponsor the Grossmont Mall Walkers, a free fitness program to increase physical activity, improve balance and strength and encourage a healthy lifestyle among adults and seniors. Participants gathered weekly at Grossmont Center to walk around the mall and perform gentle exercises led by an instructor from the SGH Community Resource Center. Approximately 40 community members participated in the Grossmont Mall Walkers program each week in FY 2023. To help keep these individuals informed and connected, the SGH Community Resource Center continued to share a monthly newsletter featuring a Sharp Health News (Sharp's online news center) article, a letter from the program leader and mind-stimulating games, including word search puzzles. The SGH Community Resource Center also hosted a summer picnic for the Grossmont Mall Walkers in June, where they connected over food and games. Additionally, the SGH Community Resource Center hosted a group birthday party, a holiday party and an ice-cream social in FY 2023.

The SGH Community Resource Center collaborated with the City of Santee Parks & Recreation to offer Sharp Grossmont Moves in Santee, a free monthly exercise program open to participants age 55 and older as well as their families. Held at a park in Santee, these outdoor classes are designed for active seniors and accommodate a wide range of activity levels. Approximately 20 community members attended the program through December 2022 when the program concluded.

In May, the SGH Community Resource Center collaborated with Connecting Seniors San Diego, a YouTube channel providing local senior living communities and senior-related services with information on supportive community offerings. The SGH Community Resource Center shared information and resources it provides to assist seniors and families with their health needs and connect them to other community programs. Approximately 30 community members viewed the Connecting Seniors San Diego video featuring the SGH Community Resource Center. In March, the SGH

Community Resource Center participated in SGH's online community forum with the chief executive officer, where the team spoke about its service offerings, including one-on-one consultations for community members.

Throughout the year, the SGH Community Resource Center offered community members helpful resources through its activity calendars. This included information about community meal services, County of San Diego AIS and other SDC programs, hotlines, transportation, grocery shopping and more. Further, seniors, caregivers, individuals experiencing or at risk of homelessness, individuals with chronic illnesses, and vulnerable adults with limited access to care, including those without transportation, were provided information about flu and COVID-19 vaccination events.

Throughout the year, the SGH Community Resource Center maintained active relationships with organizations that enhance professional networking and provide quality programming for seniors in SDC's east region. Organizations included the ECSSP, ECAN, County of San Diego AIS Health Promotion Committee, County of San Diego AIS Advisory Board and St. Paul's PACE (Program of All-Inclusive Care for the Elderly).

Since September 2020, the SGH Community Resource Center has partnered with the SGH geriatric ED program, which is accredited by the American College of Emergency Physicians and has earned the Age-Friendly Health System – Committed to Care Excellence designation for the highest standard of care for, and catering to the needs of, older adults. Through this partnership in FY 2023, the SGH Community Resource Center reached out to approximately 350 seniors with community resources post-discharge — including transportation, placement services and caregiving — to reduce the chance of a hospital readmission or ED visit. The SGH Community Resource Center also provided a follow-up telephone call 30 days post-discharge to connect with seniors who were hospitalized and provide them with helpful resources. In FY 2023, the SGH Community Resource Center provided follow-up calls to more than 820 seniors.

### **FY 2024 Plan**

SGH Community Resource Center will do the following:

- Provide resources and support to address relevant concerns of community seniors and caregivers through in-person and phone consultations
- Provide community health information and resources through educational programs and health screening events for seniors and their family members and caregivers
- Collaborate with Sharp experts and community partners to provide virtual and in-person seminars focused on topics of interest to seniors
- Partner with assisted living and memory care facilities to provide an educational speaker series to seniors
- Offer a monthly fundamentals of caregiving series in partnership with other hospital programs and departments
- Offer a bimonthly caregiver support group

- Offer exercise programs for seniors in East County
- Through the Sharp Grossmont Checks In program, provide telephone reassurance calls to isolated or homebound seniors and adults with disabilities in SDC's east region
- Participate in community health fairs and events
- Collaborate with an east region YMCA, County of San Diego AIS and ECAN to provide a healthy living conference for seniors
- Provide Vials of Life to community members
- Produce and distribute quarterly calendars highlighting health resources for community members
- Maintain and grow active relationships with organizations that serve seniors in SDC's east region
- Provide post-discharge resources and assistance to seniors in partnership with the SGH geriatric ED program and SCHHC ED
- Provide updated resources for seniors, including Physician Orders for Life-Sustaining Treatment and other information
- Partner with SMH and AIS to host a fall prevention event
- In honor of National Healthcare Decisions Day in April, host community presentations on advance directives
- Participate in Jackie Robinson YMCA's monthly health and resource fair

### ***Cancer Education and Support, and Participation in Clinical Trials***

For community data and statistics related to these efforts, please see **Chronic Health Conditions** in **Section 4: Description of Community Needs** of this report.

### **Objectives**

- Provide cancer education and support to patients and community members
- Provide cancer resources and education at community events
- Provide cancer patient navigation and support services to the community
- Provide genetic testing and counseling
- Participate in cancer clinical trials, including screening and enrolling patients

### **FY 2023 Report of Activities**

The Cancer Centers of Sharp HealthCare (Cancer Centers of Sharp) include the David and Donna Long Center for Cancer Treatment at SGH (David and Donna Long Cancer Center), the Laurel Amtower Cancer Institute and Neuro-Oncology Center at SMH and the Douglas & Nancy Barnhart Cancer Center at SCVMC. The Cancer Centers of Sharp are accredited by the American College of Surgeons Commission on Cancer (CoC) as an Integrated Network Cancer Program, demonstrating Sharp's commitment to meeting rigorous standards and improving the quality of care for patients with cancer. In addition, the David and Donna Long Cancer Center received full accreditation by the National Accreditation Program for Breast Cancer in FY 2021 for providing the best possible care to patients with diseases of the breast. Also in FY 2021, the Cancer Centers of Sharp received APEx (Accreditation Program for Excellence) accreditation

by the American Society for Radiation Oncology, in recognition of Sharp's dedication to promoting effective communication and coordinated radiation oncology treatment, as well as engaging patients and their families as partners in care.

The Cancer Centers of Sharp, including the David and Donna Long Cancer Center, continued to participate in classes and events, both virtually and in person. This included the Sharp Women's Health Conference, which was designed to inspire community members to live a healthier, more balanced life. During the event in June, the Cancer Centers of Sharp offered education on the proper breast-self exam technique and the importance of performing this exam monthly; information on cancer support services, including nurse navigation, social work, nutrition, education and available classes; and several cancer resources. Also at the conference, two Sharp-affiliated physicians, one specializing in hematology/oncology and one in breast surgical oncology, discussed the importance of cancer screenings, options for treatment and the role stress can play in cancer development. One of the physician's shared her personal journey with breast cancer from diagnosis to treatment. In addition, the David and Donna Long Cancer Center participated in the City of Santee's Wellness Wednesday: Skin Cancer Detection & Prevention event in July. Held at Santee City Hall, the David and Donna Long Cancer Center answered questions about skin cancer as well as offered cancer-related resources to approximately 100 City of Santee employees.

In June, the Cancer Centers of Sharp offered free events to celebrate community members who have experienced cancer, inspire those recently diagnosed and provide support for family members. The events were held simultaneously for three hours at each cancer center, where community members enjoyed music and entertainment, raffles and light refreshments. Also during the events, participants engaged in a variety of relaxing therapies, from massage to pet and art therapy. Additionally, Sharp shared "Look Good, Feel Better" fashion and makeup tips, as well as information on lung cancer prevention, screening, nutrition, holistic therapies and available support services. Hundreds of community members attended the events.

In FY 2023, the Cancer Centers of Sharp, including the David and Donna Long Cancer Center and Sharp outpatient oncology social workers, continued to provide a variety of free virtual classes and support groups for more than 1,800 community members impacted by cancer. The support groups are intended to create safe places to explore patient experiences living with cancer, receiving treatment and beyond. This included a twice-monthly evening breast cancer support group, which allowed women in all stages of breast cancer — from recent diagnosis to survivorship — to share experiences and coping strategies. A general cancer support group was offered twice monthly to address the educational and emotional needs of people living with any kind of cancer. This group provided encouragement and hope in a safe environment, as well as the opportunity to discuss experiences and coping tactics during any phase of treatment. The twice-monthly Bring Your Own Project support group offered patients with cancer, survivors and their loved ones a combination of conversation and relaxing drawing methods to increase focus, creativity, self-confidence and personal well-being. The twice-monthly Man Cave support group for men with cancer provided a welcoming

environment to explore important issues that can arise when coping with cancer, including work, relationships, family and overall control. In addition, the virtual format enabled SGH to expand this group's reach to individuals living outside of SDC. Furthering its support for those with cancer, the David and Donna Long Cancer Center continued to provide the Wall of Hope and Inspiration — a special art installation created in 2015 for patients and visitors to write words of wisdom, advice and encouragement.

The Cancer Centers of Sharp also offered monthly support groups for the following community members: individuals living with a brain tumor or brain cancer; care partners of individuals living with a brain tumor or brain cancer; adults who have a loved one with any type of cancer; young survivors living with cancer at any stage; and patients and survivors of head and neck cancer. The Cancer Centers of Sharp continued to offer support groups in Spanish for patients with any type of cancer, and a group specifically for cancer survivors, which explored the experiences of people who have finished treatment but are still facing the daily challenges of cancer survivorship, including fear of recurrence and long-term, life-altering side-effects. In addition, the Cancer Centers of Sharp offered a biweekly support group for individuals living with any type of advanced cancer. New in FY 2023, the Cancer Centers of Sharp offered a support group for women living with any kind of cancer, stages 0-3. Although this group was initially intended for specific types of cancer, Sharp expanded the group to include a wider audience based on participant feedback. Over 700 attendees participated in one or more of these support groups throughout FY 2023.

In partnership with the Cancer Centers of Sharp, the David and Donna Long Cancer Center continued to host free educational classes for patients and community members living with cancer. Through the monthly, virtual Lunch and Learn Cancer Education series, community members, patients and families were invited to hear local experts speak about a unique cancer-related topic each month, such as cancer and sexuality; communicating with one's health care team; communicating with loved ones; how to prepare for the worst while hoping for the best; humor and cancer; care for the caregivers; self-care; stress management; the science of making healthy lifestyle changes; self-talk; talking to children about cancer; and cancer and aging. Over 20 classes were offered, reaching more than 500 individuals. Additionally, the programs were recorded and shared with another 100 individuals who were unable to attend the live webinar. Other educational classes offered by the Cancer Centers of Sharp included nutrition management and healthy eating before, during and after treatment; nutrition and healthy eating during and after breast cancer treatment; cancer and lymphedema — a condition where swelling occurs because of damage or blockage in the lymphatic system; and structured healing art activities to improve overall well-being. The virtual class format allowed community members to participate in the comfort of their own homes, resulting in increased attendance compared to pre-pandemic levels.

Throughout the year, the Cancer Centers of Sharp and the David and Donna Long Cancer Center offered free virtual workshops for patients and community members. This included five rotating monthly workshops for cancer patients and their loved ones.

The Relaxation and Quieting the Mind workshop helped patients with cancer and their loved ones manage the stress, anxiety and difficult emotions that may accompany a cancer diagnosis. The Chemo Brain Workshop: Improving Memory and Concentration addressed memory problems related to chemotherapy and other cancer treatments. An additional workshop was offered related to chemo brain, titled How to Help Someone with Chemo Brain – A Class for Loved Ones. Attended by 75 Individuals, this program was added as a regular offering as a result of patients' requests for their loved ones to learn more information on how to support them during their experience with cancer-related cognitive impairment. The Scanxiety: Managing the Fear of Cancer Recurrence workshop helped patients understand and manage anxiety related to tests and scans. The Managing Sleep and Fatigue workshop assisted patients with cancer and their loved ones with fatigue and sleep issues both during and after treatment. In addition to these monthly workshops, the Cancer Centers of Sharp offered a weekly virtual Relaxation Skills workshop, where a clinician offered breathing and other relaxation exercises and well as guided meditations to reduce tension and stress in the body and mind. Further, in FY 2023, two new monthly workshops were offered specifically for brain tumor patients and their loved ones. The Newly Diagnosed Brain Tumor – What Should I Know webinar offered direction, information and support, while the virtual Living with a Brain Tumor Continuing Education Series webinar included topics related to living with a brain tumor, coping and other areas of interest. In total, more than 500 community members attended these classes and workshops in FY 2023.

In honor of Breast Cancer Awareness Month in October, the David and Donna Long Cancer Center promoted awareness through community outreach, providing coffee cup sleeves and information on the importance of breast cancer screening for anyone stopping by the SGH coffee cart.

Also in October, the Cancer Centers of Sharp offered a webinar titled Surviving Cancer: Thriving After a Diagnosis to more than 70 individuals. During the webinar, Sharp oncology social workers and a dietitian presented on thriving after a cancer diagnosis, nutrition and exercise for survivors, self-care and the importance of hope, while a Sharp-affiliated physician discussed sexual health after cancer.

The David and Donna Long Cancer Center provided a wig donation program in FY 2023. Through the program, the cancer center receives new, unused wigs from manufacturers, which are cleaned, styled and donated to individuals experiencing hair loss as a result of treatment for cancer or other illnesses. During private appointments, team members help community members select their wig and provide personalized fitting, styling and maintenance instructions. The David and Donna Long Cancer Center donated 45 wigs to community members in FY 2023.

Throughout FY 2023, SGH helped raise community awareness of cancer through television interviews on CBS News 8 – San Diego, KUSI News, FOX 5 San Diego and 10News – San Diego. Hospital physicians from a variety of specialties, including oncology and pulmonology, as well as an oncology social worker and breast cancer survivor, shared cancer information through these outlets. Topics included symptoms,

screening, prevention and risk factors for various types of cancer, and Lung Cancer Awareness Month through advocacy via Crystal's Angels and the American Lung Association (ALA). In addition, printed and online articles appeared in the *East County Californian*, *Times of San Diego* and *The San Diego Union Tribune*. Topics included: the David and Donna Long Cancer Center celebrating its 30th anniversary, why pancreatic cancer is dangerous and the importance of lung cancer screening. Numerous health-related articles were also shared through sharp.com, Sharp Health News and SGH's monthly e-newsletters.

SGH's Burr Heart & Lung Clinic provides early detection and treatment of pulmonary nodules, lung cancer and chronic obstructive pulmonary disease (COPD). Sharp, including the clinic, continued to partner with the ALA to raise awareness of preemptive cancer screenings and overall lung health. Held at Liberty Station NTC Park in January, SGH supported, sponsored and participated in ALA's 2023 LUNG FORCE Walk, sharing cancer- and lung health-related resources to community members at the walk.

To help guide and support patients and their families before, during and after cancer treatment, the David and Donna Long Cancer Center team offers a licensed clinical social worker (LCSW), a dietitian, genetics counselors, a clinical trials nurse and cancer patient navigators, including a certified breast health navigator. The LCSW, a certified oncology social worker, offers psychosocial services (assessments, crisis intervention, counseling, bereavement, cognitive behavioral therapy and stress management), support group leadership and advocacy and resources for transportation, palliative care and hospice, food and financial assistance. In FY 2023, the David and Donna Long Cancer Center also connected patients and family members to community services, such as the American Cancer Society (ACS), San Diego Brain Tumor Foundation, Leukemia and Lymphoma Society, Lung Cancer Alliance, Mama's Kitchen, 211, Jewish Family Service of San Diego's senior adult programs, Safe Parking Program and food pantry, as well as other food and financial assistance programs. The LCSW served more than 600 patients and family members in FY 2023, as well as provided an additional 275 community member consultations regarding support groups and other David and Donna Long Cancer Center services and community resources. Many patients with cancer and their family members continue to experience increased isolation compounded by a shortage of available community support services. Consequently, the LCSW continues to note higher-than-normal distress levels in patients and an increase in requests for assistance, both emotional and practical. In addition, the Cancer Centers of Sharp, including the David and Donna Long Cancer Center, partnered with ACS to coordinate transportation at no cost for patients receiving cancer treatment, as well as providing patients with essential lodging services, as needed.

The breast health navigator is a RN, who assists patients with breast cancer and their families with navigating the health care system. The breast health navigator offers support, guidance and education, as well as financial assistance referrals and recommendations for community resources. Through collaboration with community clinics — including FHCS, Neighborhood Healthcare and Borrego Health — the breast

health navigator identifies patients who may financially benefit from referrals to Medi-Cal or the Breast and Cervical Cancer Treatment Program. Offered through the California Department of Health Care Services, the Breast and Cervical Cancer Treatment Program provides urgently needed cancer treatment coverage for unfunded or underfunded patients who do not qualify for Medi-Cal, but whose income may meet eligibility guidelines. Patients with psychosocial support needs are referred to the David and Donna Long Cancer Center's LCSW or various local and national resources. In FY 2023, the breast health navigator provided navigation assistance to approximately 345 patients with breast cancer, including many with late-stage diagnoses.

Since 2014, a cancer patient navigator has been designated for patients with cancers other than breast, including patients with head and neck cancers, lung cancer, anal and esophageal cancers. The cancer patient navigator supports patients and their family members through care coordination and connection to needed resources, including what to expect during treatment, transportation, translation needs, financial assistance, speech therapy, nutritional support, feeding tube support and social work services. In addition, the cancer patient navigator offers psychosocial support and education about the side effects of radiation therapy. In FY 2023, the cancer patient navigator assisted approximately 150 patients and their families.

The David and Donna Long Cancer Center's dietitian assists patients receiving radiation therapy or combined radiation and chemotherapy who are at high risk for malnutrition. This most often includes patients with head and neck, esophageal, lung, pancreatic and pelvic cancers — including some cervical and rectal. The dietitian provided individualized nutrition assessments, education and follow-up to approximately 150 patients in FY 2023.

The Sharp Cancer Genetics Program provides patients with information on their risk of hereditary cancer and the potential impact on cancer treatment options, as well as other preventive strategies. This may include more frequent cancer screenings or other types of surveillance in partnership with their PCP. In FY 2023, Sharp Cancer Genetics Program provided physicians and patients with the most up-to-date research and recommendations on genetic testing, which provides patients with information for their own care as well as insight that might benefit their family members. Sharp genetic counselors participated in system cancer conferences and meetings to provide education and ensure Sharp patients receive the best care. From 2022 to 2023, the program's referral base increased by 343% and the number of patients receiving genetic counseling increased by 86%.

In FY 2023, the Cancer Centers of Sharp continued to share information through its private Facebook group, titled Sharp HealthCare Cancer Patient Community. This group was created for cancer patients and their loved ones to foster a sense of community and connection as well as provide reliable information, thoughtful content, live discussions and a quick and easy way to view current program and service offerings. This Facebook page has more than 200 participants who are able to access up-to-date, vetted information and share issues of concern related to themselves and others.

The Cancer Centers of Sharp continued to explore the development of a continuum of care and build programming and services for cancer patients experiencing cognitive impairment, more commonly known as chemo brain. In addition to the workshops on chemo brain for patients and chemo brain for loved ones, four cohorts of the Out of the Fog MAAT (Memory and Attention Adaptation Training) program were held with 21 participants. This eight-session class is taught by a speech language pathologist and an oncology social worker and offers quarterly reunion classes for graduates. All participants shared glowing feedback on the experience and degree of support they received. This continuum of care is the first of its type in the country. In June, two oncology social workers presented on the program at the 2023 Association of Oncology Social Work 39th Annual Conference held in New Orleans, Louisiana. The conference offers participants the opportunity to network, collect information, provide support, and share knowledge, which included reflecting on important topics oncology social workers face and sharing the valuable lessons learned.

In FY 2023, as part of its CoC Quality Improvement project, Sharp partnered with the American Cancer Society for a lung cancer screening improvement initiative project aimed to increase lung cancer screening. The project offered physicians education on lung cancer screening eligibility, the relatively low nationwide use of it and several initiatives to improve Sharp's lung cancer screening rates by collaborating with physician partners (pulmonologists) at each Sharp entity. Before the project, Sharp data indicated that roughly 4% of patients who met lung cancer screening eligibility were completing lung cancer screening, consistent with the rate in the state of California. In FY 2023, Sharp reached its goal to increase the lung cancer screening rate by 10%.

Beginning in FY 2022, Sharp participated in a Plan-Do-Study-Act clinical study with the CoC addressing smoking cessation as a means to improve patient cancer risk and treatment outcomes. This study reviewed whether all newly diagnosed cancer patients are being asked about their smoking status and offered cessation resources as appropriate. The initial data collection suggested that Sharp providers are consistently asking this question during consultation appointments (99% of the time), but smoking cessation resources offered to patients varied and were inconsistent across the system. Sharp improved its process by creating a new, Sharp-branded patient resource to be shared with all cancer treatment providers. The resource provides patients with information on the impact that smoking cessation has in improving their treatment outcomes, even after a cancer diagnosis, to emphasize that it is never too late to quit. As a result, Sharp increased the percentage of patients being asked about their smoking status to 100% of newly diagnosed patients, decreased the number of patients currently smoking to 11% and provided 98% of patients currently smoking with cessation resources.

For more than 20 years, the Clinical Oncology Research (COR) Department at Sharp has conducted clinical trials to facilitate the discovery of new and improved treatments for cancer patients and to enhance scientific knowledge for the larger health and research communities. Sharp's COR program includes a balanced portfolio of industry-

sponsored, investigator-initiated and National Cancer Institute (NCI) studies. These studies explore the efficacy and safety of novel cancer therapeutic agents or technologies to benefit the most common cancer types. NCI studies focus on optimizing the standard of care. Sharp's COR collaborates with 21 physician-investigators throughout SDC's south, east and central regions. This brings innovative treatments close to research participants' homes and minimizes the travel time for their care and study participation.

In FY 2023, the COR pre-screened 2,220 patients for participation in oncology clinical trials. As a result, 34 patients consented to participate in cancer research studies. Clinical trials focused on multiple types of cancer, including, but not limited to, blood, brain, breast, colon, head and neck, lung, lymphoma, pancreatic and prostate. Additionally, Sharp continues to work with Tempus — an organization that applies artificial intelligence in health care — for next generation sequencing and matching patients to a clinical trial. In FY 2023, nearly 360 patients submitted blood specimens or tissue for testing. Sharp is the only health care organization in SDC to be accredited by the Association for the Accreditation of Human Research Protection Programs, demonstrating Sharp's commitment to rigorous standards for ethics, quality and protection for research participants.

### **FY 2024 Plan**

The David and Donna Long Cancer Center will do the following:

- Provide cancer education, resources and breast self-exam demonstrations at community health fairs and events, as well as through social media
- Provide free cancer support groups to community members
- Collaborate with the Cancer Centers of Sharp to provide virtual workshops on various cancer wellness topics, including Spanish-language options
- Provide monthly workshops on managing scanxiety, relaxation, chemo brain and more
- Host a free monthly Lunch and Learn educational series for patients with cancer, survivors and their loved ones
- Provide ongoing personalized education, information, support and guidance to patients with cancer and their loved ones
- Connect individuals to community resources to help them manage their illness
- In collaboration with the Sharp ACP department, provide an ACP workshop for patients and community members with cancer and their loved ones
- Screen and enroll patients with cancer in clinical trials
- Provide education on cancer and available treatments for health professionals
- Offer classes to address cognitive impairments related to cancer and cancer treatments
- Virtually educate community members about lifestyle choices for reducing breast cancer risk
- Offer a wig program for any patient with hair loss, which includes a fitting appointment from a volunteer professional stylist

- Partner with community clinics to share best practices in the care of patients with cancer and to help patients establish medical services
- Offer additional webinars for patients with cancer and community members
- Collaborate with the ACS and ALA to raise cancer awareness and educate the community
- Collaborate with ACS to provide transportation services for cancer patients
- Through philanthropic support, collaborate with a local organization to focus on men's health in cancer care
- Provide access to the private Sharp HealthCare Cancer Patient Community Facebook group
- Offer a new support group for lung cancer patients
- Offer a variety of pre-recorded classes based on the popular rotational workshops
- Participate in and provide fundraising for events to support cancer research in SDC

### ***Maternal and Prenatal Care, and Women's and Postpartum Health Services and Education***

For community data and statistics related to these efforts, please see **Maternal and Prenatal Care, Including High-Risk Pregnancy, Access to Health Care, Behavioral Health and Economic Stability** in **Section 4: Description of Community Needs** of this report.

### **Objectives**

- Conduct outreach and education activities for women on a variety of topics, including prenatal care and parenting skills
- Demonstrate best practices in breastfeeding and maternity care, and provide education and support to help new mothers meet their personal breastfeeding goals
- Collaborate with community organizations to help raise awareness of women's health issues and services
- Provide critical prenatal services to low-income and underserved women in SDC's east region
- Participate in professional associations and disseminate research related to women's services and prenatal health

### **FY 2023 Report of Activities**

In FY 2023, Sharp Grossmont Hospital for Women & Newborns (SGHWN) provided education, outreach and support to help meet the unique needs of women, mothers and newborns throughout SDC's east region. SGHWN includes the SGH Prenatal Clinic, which provides services and resources specifically to the hospital's underinsured patients. The SGH Prenatal Clinic offers comprehensive obstetric services, postpartum assessments and individualized care plans to determine and address patients' strengths, risks, needs and goals.

In FY 2023, SGHWN's free support groups helped women and families adapt to caring for their newborn. Offered four times per week, including twice virtually and twice in person, the breastfeeding support group provided a comfortable environment to assist

mothers experiencing breastfeeding challenges, as well as an opportunity to ask questions and obtain support on their new journey. Facilitated by RN lactation consultants, the in-person group served more than 500 attendees. Facilitated by certified lactation educators, the virtual support served more than 50 attendees. SGHWN also provided breastfeeding support via telephone calls throughout the year. In September, SGHWN launched a weekly, in-person new parent support group, Baby and Me Time. Led by a certified perinatal educator, parents of children up to 12 months of age learn a variety of parenting topics, which were driven by the group to address their specific parenting needs. Topics included safe sleep, tummy time, baby wearing, calming techniques such as infant massage and parent self-care. The group served over 25 attendees in FY 2023. Led by an LCSW, a weekly virtual postpartum, perinatal mood and anxiety disorder support group supported approximately 60 mothers and offered psychoeducation. Through the support group, mothers with babies up to 12 months of age who experienced symptoms of depression or anxiety shared their experiences, learned coping strategies and received professional referrals.

A variety of educational classes were provided by SGHWN throughout the year to prepare mothers and families for their baby's arrival. Through the breastfeeding class, expectant parents learned about the advantages of breastfeeding and basic breastfeeding tips, such as positioning, signs that baby is getting enough and the use of breast pumps. In-person breastfeeding classes resumed in August, reaching over 75 attendees, while virtual breastfeeding classes were offered throughout the year with over 90 attendees. Designed for first-time parents, the Baby Care Basics class provided education on infant care, including car seat safety, signs and symptoms of illness and infant feeding and bathing, including hands-on practice with diapering, dressing and swaddling. In-person Baby Care Basics classes resumed in August and served over 200 attendees, while the Virtual Baby Care Basics classes were offered throughout the year with over 230 attendees. Additional offerings by SGHWN in FY 2023 included in-person and virtual classes on labor comfort measures and relaxation skills and virtual childbirth preparation. To assist in preparing patients for going home with a baby, SGHWN offers Hospital to Home education in the patients room customized to their specific needs on postpartum recovery, breastfeeding and baby care prior to discharge. Beginning in July, SGHWN began distributing First 5 California's Kit for New Parents, a bag filled with useful resources and information in both English and Spanish for parents and their babies.

SGHWN participated in events throughout the year, including the Poway Chamber of Commerce 2023 Health & Wellness Expo in January. Held at Neighborhood HealthCare in Poway, SGH, including SGHWN team members, offered blood pressure screenings as well as community and health-related resources on topics such as women, infant and senior health. In June, SGHWN offered women's health resources from pre-conception to post-menopause to approximately 750 attendees during the 2023 Sharp Women's Health Conference. Further, Sharp, including SGH, hosted four virtual Planning for Pregnancy events throughout the year that educated more than 210 attendees on preparing the body for pregnancy, having a baby later in life, reproductive planning, fertility schedules and challenges and more.

SGHWN has undertaken several process-improvement efforts to increase breastfeeding rates among new mothers and continues to explore and participate in opportunities to share these best practices with the broader health care community. Examples of these efforts that have helped increase exclusive breastfeeding rates include delaying infant baths past eight hours of age and encouraging ongoing skin-to-skin contact. Following the implementation of the 10 Steps to Successful Breastfeeding initiative in 2012, SGHWN has pursued various quality strategies to promote exclusive breastfeeding and breastmilk in the neonatal intensive care unit (NICU). In addition, educational resources provided at community clinics and in the hospital's childbirth education classes have been updated to reflect best practices in breastfeeding for mothers and their families. NICU nurses also continued to encourage mothers to use a pump log to document and increase accountability of their 24-hour breastmilk volumes. In addition, staff worked with mothers of NICU babies to incorporate early intervention strategies that promote the establishment of a sufficient breastmilk supply in the weeks following a premature birth. SGHWN also continued to assist mothers of premature infants (28 to 34 weeks gestation) with tracking their breastmilk production to establish adequate breastmilk supply at two weeks postpartum. As a result of these comprehensive efforts, SGHWN increased the exclusive newborn breastfeeding rate at discharge (for all newborns) from 49% in 2011 to 56.1% in 2023.

In addition, in 2015, the SGH Prenatal Clinic joined the Breastfeeding-Friendly Community Health Centers project (BFCHC) — an initiative of Live Well San Diego, funded through a grant from the First 5 Commission of San Diego. Out of six clinics participating in the BFCHC collaboration, the SGH Prenatal Clinic was selected as the pilot location to help establish Baby-Friendly USA guidelines around breastfeeding education and support during the prenatal period and after discharge, and to support other prenatal clinics in achieving Baby-Friendly USA standards. The pilot program ended in 2016, however SGH maintains its engagement in the BFCHC to ensure sustainability of the model.

The SGH Prenatal Clinic offers a variety of prenatal support services for vulnerable pregnant women in the east region. Throughout FY 2023, SGH Prenatal Clinic midwives provided in-kind help at Neighborhood Healthcare in El Cajon to support the underserved population in SDC's east region. This included more than 1,070 hours of care for pregnant women, with midwife coverage five days per week. The SGH Prenatal Clinic also continued to participate in the California Department of Public Health Comprehensive Perinatal Services Program to offer comprehensive prenatal clinical and social services to low-income, low-literacy women with Medi-Cal benefits. To assist women in achieving the best outcome for their unique prenatal care journey, midwives and nurse practitioners provide prenatal care, with perinatologist and OBGYN consultations immediately available as needed. Services included health education, nutritional guidance, psychosocial support, language translation services, Medi-Cal enrollment services and childbirth classes, which are provided by registered dietitians (RD), counselors, certified lactation consultants, health educators and comprehensive perinatal health care workers. Women with a current diabetes diagnosis were referred

to the SGH Diabetes Education Program, while women with nutrition concerns were referred to an SGH RD or the SGH Diabetes Education Program. Women with elevated body mass indexes received education and glucometers to measure their blood sugar levels and prevent the development of gestational diabetes. The SGH Prenatal Clinic continued to provide in-person services throughout the year.

SGHWN continued its partnership with Vista Hill ParentCare to assist women with substance use or psychosocial issues during pregnancy. The SGH Prenatal Clinic screened women for mood disorders, domestic violence, homelessness, trauma, legal problems, substance use, sexual abuse and challenges with acculturation for refugees and immigrants. If concerns were identified, a treatment plan was developed including follow-up from an SGH Prenatal Clinic social worker for the remainder of the pregnancy and up to 10 weeks postpartum. These approaches have been shown to reduce both low birth weight rates and health care costs for women and infants. SGHWN also provided women with referrals to a variety of community resources, including, but not limited to, 211, San Diego Women, Infants, and Children (WIC) and the County of San Diego Public Health Nursing.

In FY 2023, SGHWN participated in and partnered with several community organizations and advisory boards for maternal and child health, including East County Pregnancy Clinic, San Diego Adolescent Pregnancy and Parenting Program, California School-Age Families Education, WIC, 211, Partnership for Smoke-Free Families, San Diego County Breastfeeding Coalition Advisory Board, Beacon Council's Patient Safety Collaborative, ACNL, Perinatal Care Network, the local chapter of Association of Women's Health, Obstetric and Neonatal Nurses, California Maternal Quality Care Collaborative, California Perinatal Quality Care Collaborative, American Association of Critical-Care Nurses – Clinical Scene Investigator Academy, and the County of San Diego Public Health Nursing Advisory Board. Several organizations met virtually throughout the year.

### **FY 2024 Plan**

SGHWN will do the following:

- Provide free breastfeeding, postpartum and new parent support groups, including virtual sessions
- Provide parenting education classes, with virtual and in-person options
- Provide a new class titled Express Yourself; Pumping Breastmilk for Your Baby, an in-depth class on pumping to assist moms going back to work or exclusively pumping
- Participate in wellness events for women with a focus on lifestyle tips to enhance overall health
- Share evidence-based maternity care practices through presentations at professional conferences
- Provide prenatal clinical and social services as well as education to low-income, low-literacy women through the SGH Prenatal Clinic

- Provide a NICU graduate reunion for former NICU patients and their family members
- Explore opportunities to provide diapers to low-income parents in SDC

### ***Health Education, Support and Wellness***

For community data and statistics related to these efforts, please see **Chronic Health Conditions, Aging Care and Support** and **Behavioral Health** in **Section 4: Description of Community Needs** of this report.

### **Objectives**

- Provide a variety of health and wellness education and services at events and sites throughout the community
- Offer community health and wellness education through various media outlets

### **FY 2023 Report of Activities**

Throughout FY 2023, SGH partnered with local organizations to educate community members about a variety of health and wellness topics. SGH hosted four orthopedic community webinars throughout the year, which educated more than 100 community members about the prevention and treatment of shoulder, hip and knee conditions, as well as fall prevention and maintaining healthy bones. In July, Sharp collaborated with AHA's Go Red for Women to provide a free webinar on women's heart health, presented by an SGH-affiliated cardiologist and an SMH-affiliated cardiologist. Titled Heart Attack & Heart Failure in Women, the cardiologist's presentation shared signs of heart disease, ways to prevent heart disease and important facts about heart disease, as well as answered community member questions. And, in collaboration with AHA's Go Red for Women, an SGH-affiliated cardiologist was a panelist at the AHA – San Diego's Heart to Heart Panel event in June. The panelists discussed important life-saving measures, including CPR and what is required for the successful resuscitation of cardiac arrest victims. In addition, panelists shared their personal stories about how CPR saved their or a loved one's life. In February, SGH offered free blood pressure screening on-site on Valentine's Day as part of the annual Love Your Heart event. The event raised awareness about heart disease and stroke and encouraged community members to know their blood pressure figures to improve their health. Further, SGH served as a blood donation site in support of Sharp's FY 2023 systemwide effort to collect life-saving blood. SGH conducted seven blood drives, where more than 170 team members donated over 130 units of blood.

SGH supported several community walks throughout the year, including the 21st Annual Fighting Parkinson's Step-By-Step walk in April. Held at Liberty Station during Parkinson's Awareness Month, SGH participated in and sponsored the event, as well as provided attendees with information on hospital services, health-related resources and giveaways. Also in April, SGH participated in NAMIWalks San Diego, an event that shines a light on the importance of mental health access, resources and support, as well as provided information on health-related services to community members at the

walk. In addition, SGH participated in and provided year-round funding and support for AHA's 2023 San Diego Heart & Stroke Walk in September.

SGH participated in Sharp's Aging Conference: Experience the Spectrum of Care in October. Held at the Elks Lodge in Chula Vista, Sharp shared valuable aging resources at the free event with approximately 60 community members. The conference focused on the obstacles Sharp overcame as a health system during the pandemic and how Sharp is adapting to the progressive needs of seniors in the community. The event included resource tables, community partners, an SGH RN keynote speaker, the opportunity to stretch with an SGH exercise specialist and an expert panel discussion featuring SGH team members.

In June, SGH staff participated in the Sharp Women's Health Conference at the Sheraton San Diego Hotel and Marina. SGH exhibitors offered a variety of health resources and education, including about cancer, behavioral health, stroke, women's health, cardiac health, pelvic health, diabetes, orthopedics, neuroscience, senior health and more, as well as a pet therapy area and comprehensive health screenings. SGH RDs were also available to answer nutrition questions and provide information and resources, recipes and healthy product samples.

In collaboration with GHD and SMH, SGH hosted a free fall prevention and balance screening event to help raise awareness during National Fall Prevention Week in September. Held at GHD, the event offered several lectures on fall prevention, safety, balance screenings, the risk factors and health concerns affecting balance and how to prevent falls, both at home and on the move. In addition, free individual wellness and balance screenings as well as fall prevention and balance resources were offered to more than 60 attendees.

Held at Neighborhood HealthCare in Poway, SGH team members participated in the Poway Chamber of Commerce 2023 Health & Wellness Expo. The event was held in January to help attendees kick off the new year with improved health by visiting with health, wellness and fitness providers. At the event, SGH offered blood pressure screenings and various community and health resources.

In June, SGH participated in La Mesa's inaugural Juneteenth and Friends Celebration at MacArthur Park, hosted by the La Mesa Juneteenth Foundation and San Diego Black Chamber of Commerce. The event was a grassroots community effort designed to bring the rich heritage, culture and fun of Juneteenth to East County residents. At the event, SGH offered various health resources and giveaways to hundreds of community members. Also in June, several SGH team members attended the grand opening of the El Cajon Urgent and Cardiac Care Center, operated by FHCS. At the event, an SGH team member spoke about the importance of partnership and expanding access to health care. In addition, SGH donated to the center, which addresses a critical gap in access to urgent medical and cardiac care services for East County residents.

From June to August, SGH sponsored the Santee Summer Concerts series at Town

Center Community Park East, where community members enjoyed seven free concerts with a variety of bands. SGH hosted booths at six of the events, sharing a variety of health information and resources as well as providing hand sanitizer to those who stopped by. There were approximately 3,000 community members in attendance at each concert.

SGH's Burr Clinic provides early detection and treatment of pulmonary nodules, lung cancer and COPD. In FY 2023, SGH's Burr Clinic continued to be the exclusive health care partner of the ALA – San Diego, helping to raise awareness about lung health in general, as well as the importance of lung cancer screening.

During Lung Cancer Awareness Month in November, SGH partnered with ALA – San Diego to raise awareness about the leading cause of cancer deaths in the U.S., lung cancer, and save lives through lung cancer screening and early detection. As part of the partnership, SGH offered a variety of resources to help people lead a healthier life, as well as support programs to improve lung health and prevent lung disease. For a week in May, SGH supported the AHA's LUNG FORCE Turquoise Takeover initiative to raise awareness about lung cancer, inspire action and positive change, and support community members impacted by lung cancer. SGH's Burr Clinic also sponsored and supported ALA's LUNG FORCE Walk, which helped raise awareness about pulmonary health and early detection initiatives to reduce lung cancer rates as well as critical funds for lifesaving research. At the end of January, SGH participated in the walk at Liberty Station and offered essential information about lung health to more than 1,200 participants.

SGH further supported the ALA – San Diego as Southern California's top professional athletes demonstrated their off-field and off-court talents during Champions Unite. The one-of-a-kind talent competition featured favorite athletes from various sports clubs to raise awareness about lung health; prevent lung disease; and support lung health for all, including ensuring racial health equity, helping youth quit smoking and vaping and advocating for cleaner, healthier air. The show was aired on Spectrum SportsNet as well as on the Champions Unite website in September. During the event, an expert from SGH's Burr Clinic shared information about the importance of lung cancer screening.

SGH helped increase awareness about current news and trends impacting the health and safety of community members through television, printed news, digital news and radio outlets. Television interviews were given to FOX 5 San Diego, KUSI News, 10News – San Diego KGTV, NBC 7 San Diego, CBS News 8 – San Diego and KPBS. Printed and online articles appeared in the *San Diego Business Journal*, *The San Diego Union-Tribune*, *The Coronado Times*, *The Alpine Sun*, *The Star News*, *San Diego Pulse* and *The East County Californian*. Team members across SGH shared information through these outlets, including, but not limited to, the hospital's affiliated physicians in various specialties and staff from Sharp HospiceCare, Spiritual Care and administration. Topics included: the Mall Walkers of SGH's Community Resource Center, Living with Long COVID-19, Breast Cancer Awareness Month, guidelines for aspirin use to prevent CVD, Go Red for Women on National Wear Red Day, partnership with the ALA, Sharp

HospiceCare Regatta, the ribbon cutting for the Postpartum Heart Health Clinic, the rise of RSV (respiratory syncytial virus), flu and COVID-19, Sharp HospiceCare and the importance of ACP, SGHWN receiving a National Institute of Health grant and Sharp HospiceCare's Memory Bear Program, among others. Numerous health-related articles were also shared through Sharp Health News and SGH's monthly e-newsletters.

Throughout FY 2023, staff at SGH regularly led or attended various health boards, committees, and advisory or work groups. Community and professional groups included San Diego Chapter of the American Association of Critical-Care Nurses, ACS, AHA, AIS Advisory Board, ALA, Angels Foster Family Network, Association of Community Cancer Centers Head & Neck Cancer Advisory Committee, Association of Fundraising Professionals – San Diego Chapter, Association of Oncology Social Work, CAHHS, CAHHS Committee on Volunteer Services and Directors' Coordinating Council, California Academy of Nutrition and Dietetics – San Diego District, CHA Workforce Committee, CHA SDADVS, California Society for Clinical Social Work Professionals, Concorde Career College – San Diego Program Advisory Committee, County of San Diego EMCC, County Service Area – 69 Advisory Board, East County YMCA, Emergency Nurses Association – San Diego Chapter, Grossmont College Occupational Therapy Assistant Advisory Board, GHD, Health Sciences High and Middle College (HSHMC) Board, HASD&IC, Integrated Network Cancer Program, La Mesa Park & Recreation Foundation, La Mesa Rotary Club, Lantern Crest Senior Living Advisory Board, National Association of Orthopedic Nurses, North-West College, Point Loma Nazarene University (PLNU), Poway Chamber of Commerce Government Affairs Committee, Private Essential Access Community Hospitals, San Diego East County Chamber of Commerce, San Diego East County Chamber of Commerce East County Homeless Task Force, San Diego East County Chamber of Commerce Government Affairs Committee as well as the Leadership East County Program, San Diego Freedom Ranch, San Diego-Imperial County Council of Hospital Volunteers, San Diego & Imperial Counties Community Colleges Regional Consortium, Santee Chamber of Commerce Government Affairs Committee and Southwestern College (SWC). Several organizations held meetings virtually due to the COVID-19 pandemic.

### **FY 2024 Plan**

SGH will do the following:

- Provide health and wellness education and services to community members at a variety of community events and sites
- Provide health and wellness education through local news sources

## ***Prevention of Unintentional Injuries***

For community data and statistics related to these efforts, please see **Community Safety** and **Child & Youth Well-being** in **Section 4: Description of Community Needs** of this report.

### **Objectives**

- Provide the ThinkFirst injury prevention program to children, adolescents, and young adults in SDC's east region
- Provide presentations and opportunities to San Diego County Office of Education (SDCOE) high school students around injury and violence prevention and health care career readiness

### **FY 2023 Report of Activities**

ThinkFirst San Diego (ThinkFirst) — a program led by Sharp Rehabilitation Services — is a chapter of the ThinkFirst National Injury Prevention Foundation, a nonprofit organization dedicated to preventing brain, spinal cord, and other traumatic injuries through education, research, and advocacy. ThinkFirst includes specialized health care professionals as well as individuals known as Voices for Injury Prevention (VIPs) who have personally experienced traumatic injuries. At Sharp, VIPs use their personal stories to educate local youth about injury prevention by explaining how they could have prevented the lifelong effects of their traumatic injury by making safer choices. In FY 2023, Sharp's ThinkFirst program offered numerous educational opportunities that reached 615 community students in SDC's east region.

This included more than 400 students in grades nine through 12 who are part of SDCOE, which provides educational, administrative and other support services for schools throughout SDC. Through its College and Career Readiness (CCR) program, SDCOE connects school learning to the world of work. This is accomplished through project- and work-based learning as well as career technical education programs designed to prepare students for careers in high-wage, high-growth industries.

Through this partnership, in FY 2023, Sharp's ThinkFirst program offered both virtual and in-person education to east region schools. Between one and six presentations were conducted for each school, which were delivered through either one- to two-hour individual classes or during small assemblies. Presentations explored topics including the modes of injury (e.g., automobile collisions, violence and injuries tied to sports/recreation); disability awareness; the anatomy and physiology of the brain and spinal cord; and career opportunities in physical rehabilitation. Classes were enhanced by powerful testimonies from Sharp's VIPs. Virtual presentations included a longer VIP portion and a lengthier question-and-answer segment to build rapport between the students and the VIP speakers. Even in a virtual format, students showed great engagement and participation in the presentations.

In June, ThinkFirst delivered an in-person assembly to 200 students at Avocado Elementary School focused on traumatic brain injury, spinal cord injury, disability awareness and the permanence of particular injuries. In addition, students received

education about staying safe in the school parking lot and on the playground. Following the presentation, students engaged in hands-on learning and disability education through the exploration of a wheelchair accessible van. This activity showed the children that people are more alike than different, regardless of physical ability.

### **FY 2024 Plan**

ThinkFirst will do the following:

- Provide presentations to high school students on injury prevention, including career paths in physical rehabilitation
- Provide and expand educational program offerings to schools and organizations, including but not limited to SDC's east region
- Increase community awareness of ThinkFirst through attendance and participation in community health fairs and events
- Expand beyond the scope of SDCOE's CCR program to provide education within east region communities
- Partner with SDCOE's CCR program to provide a summer learning camp focused on disability awareness
- Provide booster seat education to elementary school children and parents
- Explore opportunities to incorporate concussion education into school and community presentations
- Provide education to health care professionals and college students interested in health care careers

### ***Health Professions Education and Training, and Collaboration with Local Schools to Promote Interest and Career Pathways in Health Care***

For community data and statistics related to these efforts, please see **Workforce Development in Section 4: Description of Community Needs** of this report.

### **Objectives**

- Collaborate with local middle and high schools to provide opportunities for students to explore health care professions
- Collaborate with colleges and universities to provide internships and other professional development or career pathway opportunities to students
- Offer professional development opportunities for community health professionals
- Participate in local and national conferences to share best practices in diabetes treatment and control with the broader health care community

### **FY 2023 Report of Activities**

In FY 2023, SGH collaborated with local, state and national schools, colleges and universities to provide hospital-based opportunities for students to explore and train for a variety of careers in health care. Throughout the academic year, SGH provided more than 850 students from colleges and universities throughout SDC with various

placement and professional development opportunities. More than 670 nursing students spent over 90,200 hours at SGH, including time spent both in clinical rotations and individual preceptor training, while more than 170 ancillary (non-nursing) students spent more than 39,000 hours on the SGH campus. In addition, nearly 10 advanced practice providers spent over 1,000 hours on the SGH campus. Academic partners included Azusa Pacific University; California State University (CSU), Fresno; CSU Northridge; California State University, San Marcos; Colorado Technical University; Concorde Career College; EMSTA; Glendale Career College; Grand Canyon University; Grossmont College; Grossmont Health Occupations Center; Mount St. Mary's University; National University; Palomar College; Pima Community College; PLNU; San Diego Mesa College; San Diego Fire Rescue Department Paramedic Program; San Diego State University (SDSU); SWC; University of Massachusetts Global; University of San Diego; University of St. Augustine for Health Sciences; and West Coast University, Los Angeles.

Throughout the year, SGH's cardiac team spent more than 1,000 hours mentoring over 50 students from Azusa Pacific University, SDSU, UC San Diego, Grossmont College and PLNU, including students interested in a career as a nurse, emergency medical technician or cardiovascular technologist. In addition, the David and Donna Long Cancer Center provided an internship to a SDSU medical physics. In the spring, SGH collaborated with PLNU and provided 40 hours of internship and education to a PLNU Master of Science in Exercise Physiology student in the Cardiac Rehabilitation Department. Further, SGH continued to partner with Midwestern University in Glendale, Arizona, to provide physician-led mentorship opportunities for medical students, serving 22 students in FY 2023.

SGH's Pharmacy Department provided more than 5,000 hours of supervision, training, lectures and support to 22 advanced practice pharmacy students in FY 2023. The Pharmacy Department provided over 4,000 hours of training to two post-graduate first-year Doctor of Pharmacy residents and graduated their first post-graduate second-year Critical Care Doctor of Pharmacy resident. Clinical Pharmacy Specialists participated in the hospital's Healthcare Towne program, providing middle school students with a glimpse into the pharmacy's role in patient care. The Pharmacy Department also invited six high school students from Health Sciences High to participate in a weekly rotation through the department to learn about hospital operations.

Additionally, the Sharp Diabetes Education Program provided education to several students throughout FY 2023. In September, the program provided virtual education on the different types of diabetes, diagnoses, current technology and medication, community resources for patients, patient education modalities and careers in diabetes care to approximately 20 dietetic students at SDSU. The Sharp Diabetes Education Program also mentored two dietetic interns from the San Diego WIC Dietetic Internship program. The director of the Sharp Diabetes Education Program served as a board member of the San Diego WIC Dietetic Internship program in FY 2023 and provided education on diabetes care, the role of the dietitian, the different types of diabetes,

nutrition and meal planning, diabetes and technology and more to all six program interns.

In FY 2023, the Sharp Diabetes Education Program continued to serve as an insulin pump training center to support endocrinologists and PCP groups throughout SDC. Through this effort, the program trains community providers to use diabetes technology, including insulin pumps, continuous glucose monitors and blood glucose monitors, to improve patient care and outcomes. Further, the Sharp Diabetes Education Program recently implemented an enhanced electronic medical record system to improve care coordination with more than 300 community endocrinologists and PCP groups.

SGH continued its participation in the HSHMC program in FY 2023, providing early professional development for 70 10th to 12th grade HSHMC students on SGH's campus for approximately 440 hours. Students rotated through instructional pods in specialty areas, including but not limited to nursing; emergency services; maternal infant services; occupational therapy; physical therapy; medical/surgical; rehabilitation; laboratory services; pharmacy; cardiac care; radiology; engineering; nutrition; administration; Arts for Healing; sterile processing; and operations.

In FY 2023, SGH resumed Healthcare Towne, an early outreach program for middle and junior high school students designed to build the health care workforce of tomorrow through a field trip to the SGH campus. This unique event encouraged students to connect what they learn in the classroom to real-life career opportunities in health care. Healthcare Towne has four major components: World of Work, the Puzzle Room, Scenario Tour and In-the-Round Activity. The first component, World of Work, empowered students to develop self-awareness by exploring their strengths, interests and values. Students were divided into three groups to solve three different scenarios. In the Puzzle Room, students collaborated to diagnose a hypothetical patient before the patient arrived at the hospital by interpreting clues to find the answer and reveal the next piece. In the Scenario Room, students learned about and walked through clinical areas where the patient would receive care, including the ambulance bay, ED, operating room, catheterization laboratory, imaging and intensive care unit. During the final component, In-the-Round Activity, students applied clues, lab results and what they learned throughout the day to determine the patient's final diagnoses. In September, more than 30 middle school students from Cajon Valley Middle School participated in HealthCare Towne.

SGH continued to collaborate with the Grossmont Union High School District to provide HESI (Healthcare Exploration Summer Institute), an in-person learning experience for high school students to explore and gain exposure to health care careers in the hospital. SGH provided students with opportunities for classroom instruction, job shadowing, observations and select hands-on experiences. In FY 2023, nearly 20 students shadowed staff for two weeks in a variety of hospital specialties, including women's health, laboratory, pulmonary, interventional radiology, pre- and post-operative surgery, the progressive care unit, radiology and diagnostic imaging, pharmacy, supply chain/distribution, nutrition, infection control, the surgical waiting area/concierge,

occupational and physical therapy and the catheterization and hyperbaric laboratories. SGH health care professionals met with the students to discuss their educational and career paths, as well as their roles and experiences at SGH. Topics included an introduction to SGH and hospital careers, ambulatory care, the elements and operations of the ED, infectious disease and prevention, laboratory, pharmacy, SGH's Comprehensive Stroke Center, SGHWN and speech therapy. At the conclusion of the program, students presented their experiences as case studies to family members, educators and hospital staff. Upon completion of the program, students received high school credits for an elective course.

Held in Sacramento, the California Association of Hospitals and Health Systems' 2023 California Hospital Volunteer Leadership Conference reflected on connectivity and the importance of adapting programs for the current health care landscape. At the two-day conference in February, two SGH team members discussed opportunities for youth volunteers as well as viewing youth volunteers as the beginning of workforce development. One of the team members also welcomed attendees and provided introductions and closing statements at the conference. More than 100 volunteers, staff who manage volunteer programs, community partners and interprofessional peers looking to expand their services with volunteer programs attended the conference.

In July, two SGH team members led a webinar for The Beryl Institute — an organization committed to transforming the human experience in health care — titled Volunteer Services + Patient Experience = A Winning Team. The webinar shared the development, launch and ongoing combined efforts of the volunteer services and patient experience teams on providing the best patient experience possible. The webinar also explored how metrics can support the patient experience and how volunteer metrics support initiatives. Further, in FY 2023, Sharp's orthopedic service line collaborated with industry researchers to publish Position Statement: Delirium Among Orthopedic or Rehabilitative Patients in the journals of *Rehabilitation Nursing* and *Orthopaedic Nursing*.

### **FY 2024 Plan**

SGH will do the following:

- In collaboration with Grossmont Union High School District, participate in HESI
- Participate in the HSHMC program
- Provide internship and professional development opportunities to college and university students throughout SDC
- Collaborate with local universities to provide professional development lectures for students
- Provide education to the community health professionals through webinars and community outreach on topics including advanced treatments for sleep disorders, advanced treatments for movement disorders (Parkinson's Disease, essential tremor), stroke and more
- Provide internships to SDSU medical physics residents

- Provide an internship module for exercise physiology and kinesiology students
- Offer HealthCare Towne, an outreach program and field trip to the SGH campus for middle and junior high school students
- Explore the reinstatement of the I Inspire program, a week-long program that encourages high school students from underrepresented backgrounds to consider careers in health care
- Conduct educational symposiums for health care professionals focused on improving outpatient and inpatient diabetes care
- Host a virtual diabetes conference for health care professionals
- Participate in local and national conferences to share best practices in diabetes treatment and control with the broader health care community
- Partner with community physicians to help them improve patient outcomes using technology, including insulin pumps and blood glucose monitors

### ***Access to Health Care, Community and Social Support***

For community data and statistics related to these efforts, please see **Access to Health Care** in **Section 4: Description of Community Needs** of this report.

### **Objectives**

- Connect vulnerable un- and under-insured patients to community resources and organizations that provide sliding scale<sup>224</sup> post-acute medical appointments and reduced cost medications
- Connect individuals experiencing substance use disorders to community treatment
- Provide transportation and medication assistance for individuals with financial barriers
- Provide vaccinations on-site and at various sites throughout SDC
- Collaborate with community organizations to provide services to people experiencing chronic homelessness
- Provide clothing and shoes to patients in need upon discharge from the hospital
- Through the CTI program, provide vulnerable, un- and under-funded patients with health coaching, support and resources to address health equity barriers and ensure a safe transition from hospital to home and continued health and safety

### **FY 2023 Report of Activities**

SGH provides supportive programs that address a variety of social determinants of health — the conditions under which people live, learn, work and play — impacting seniors and community members with health equity barriers, including access to health care, healthy food, transportation and other basic needs.

In FY 2023, SGH provided more than \$167,000 in home health services, medical transportation, temporary stays in independent living facilities and DME such as blood pressure cuffs, portable oxygen, oximeters and scales to facilitate post-acute care

<sup>224</sup> An income-based fee structure where individuals with fewer financial resources pay a lower fee.

services for vulnerable patients, including individuals who experience homelessness or lack financial resources or insurance coverage. SGH also referred individuals to community organizations to assist with food and shelter. Patients experiencing homelessness were referred to a shelter when appropriate.

Through the Discharge with Dignity program, SGH Volunteer Services provides weather-appropriate clothing and shoes to patients in need, including those experiencing homelessness, patients transferring to skilled nursing facilities (SNF) or patients who lack nearby friends or family upon discharge from the hospital. The majority of these supplies come from the hospital auxiliary's Thrift Korral, a resale boutique located in downtown La Mesa. In partnership with GHD, SGH hosted a community drive-thru clothing drive in October, which collected more than 3,400 articles of clothing and shoes for the hospital's patients in need. In FY 2023, more than 7,800 articles of clothing and shoes were provided to units throughout the hospital, including the ED and Behavioral Health Services department.

Beginning in FY 2022, SGH, along with all Sharp acute care hospitals, joined the California Bridge program, which serves patients with opioid use disorder. The California Bridge Grant was awarded to SGH and SMH, and in April 2022, the program was extended throughout the system. The goal is to better identify patients in need of medications for addiction treatment (MAT) in Sharp EDs and bridge their connection to treatment in the community. This program involves collaboration among a variety of professionals, including social workers, clinical informatics, nurses and Sharp-affiliated emergency medicine physicians. Sharp established assessment and referral pathways for those with opioid use disorders and screened patients for need and desire of MAT, with the ability to receive the first dose of Suboxone in the ED, a prescription to bridge until outpatient treatment secured, NARCAN® Nasal Spray (naloxone, a life-saving medication that can reverse an overdose from opioids), and an appointment with a community clinic for ongoing MAT. Sharp partnered with community organizations, including Comprehensive Treatment Centers and Revive Pathway for prioritized access to treatment upon discharge from the ED. In addition, SGH's ED began distributing NARCAN® and fentanyl testing strips, free of charge, to any requesting community member.

New in FY 2023, GHD, County of San Diego Public Health Services and San Diego County Fire collaborated to assist SGH patients who live in the far eastern part of San Diego County through the Rural Health Program. These patients use SGH for care, but when they are discharged home, few health care services are accessible, especially for those trying to manage their chronic health care issues or needing simple follow up. The program includes a full-time public health nurse and a San Diego County Fire paramedic traveling on a CalFire vehicle to provide short visits to ensure the medical recovery of patients and support fire safety. The public health nurse reviews the discharge paperwork and the medication from the hospital physician and provides education on the diagnosis. The paramedic provides home and property safety checks as well as free smoke alarms. The paramedic assesses the property for fire prevention, the need for clearing brush and other fire hazards. The nurse and paramedic provide

equipment as needed (walkers, crutches, canes, oximeters, etc.) and resources for the local food bank and other needs in the community. Patient visits are unlimited, and the goal of the program is to reduce readmissions to the hospital.

To assist individuals who lack financial resources, SGH provided more than \$185,500 in free medication, transportation, lodging and financial assistance through its Project HELP funds. These funds assisted more than 10,900 individuals in FY 2023. For additional information on Sharp programs and services that help increase access to health care and community and social support, please see **Patient Access to Care Programs** and **Community Information Exchange** in **Section 1: An Overview of Sharp HealthCare** of this report.

The Regional Task Force on Homelessness provides data and insight on homelessness and conducts an annual WeAllCount Point-in-Time count, a federally mandated requirement designated by the Department of Housing and Urban Development. The count includes people living on the street or staying in homeless shelters in SDC. In January, an SGH team member along with 12 Sharp team members participated in the count in Downtown San Diego alongside other agencies and community members. The team was assigned specific streets to perform the count, where they surveyed individuals and/or families experiencing homelessness using a specialized app (application). The team provided a gift card to each individual experiencing homelessness who participated in the count. The count not only collects data on the needs of San Diegans experiencing homelessness, but also provides an opportunity to increase the awareness of homelessness.

Beginning in 2014, SGH piloted the CTI program for its most vulnerable patient populations, including, but not limited to, un- and under-insured patients. As community needs and vulnerabilities change (e.g., COVID-19), CTI adjusts its medical criteria and collaborates with other hospital departments and the community to meet those changing needs. The CTI program is modeled after the countywide Community-based Care Transitions Program established by CMS to serve the Medicare fee-for-service patient population at risk for readmission. While the Community-based Care Transitions Program concluded several years ago, its success inspired the development of SGH's CTI program.

The CTI program uses a mining process to identify vulnerable patients, who are offered 30 days of coaching by an RN or medical social worker at no cost. CTI coaches have criteria based upon multiple factors including isolation, co-occurring health issues, food insecurity, insurance, behavioral health issues and other conditions that impact their health and safety.

The CTI program includes a collaborative team of SGH and other Sharp professionals, including nurses, transition of care pharmacists, case managers, social workers and disease specialists, as well as team members from community benefit, Patient Access Services and others. CTI health coaches include an RN and a medical social worker who devote hundreds of hours directly to enrolled patients. The CTI health coaches also

collaborate with disease specialists to ensure consistent communication with, and instructions for, patients regarding their care plans, and disease-specific (e.g., CHF, COPD and diabetes) tools to help them maintain their health. In addition, the CTI health coaches ensure that upon discharge, vulnerable patients connect with a PCP, as well as the community resources and support they need to safely transition home and remain safe and healthy in the community. Partnerships with community organizations connect these patients to critical social services post-discharge and have included FSD, Food Bank, 211, FHCS, various churches and refugee and other social support organizations. This outreach is critical to sustain the health and well-being of patients who may face significant hardships and empower them to manage their care outside the hospital.

Food insecurity is a key factor in the health status of CTI patients. With funding from the Grossmont Hospital Foundation and FSD, the CTI program provides medically tailored emergency food bags for CTI patients who lack sufficient food at home. The food bags include nutritious items selected with guidance from an SGH dietitian to address the unique nutritional needs of CTI patients, ensuring their health until they are connected to food assistance. The food bags provide CTI patients with nonperishable, nutrient-dense foods during the first few days of discharge, when proper nutrition is critical. CTI health coaches provide food bags during their home visits and combine this delivery with a review of the patient's hospitalization and plan for self-management. Since inception, the CTI program has provided hundreds of food bags to CTI patients in SDC's east region.

A significant number of CTI patients live with diabetes and face challenges adhering to their care plan due to the cost of diabetes medication and equipment. To address this barrier, SGH's Transition of Care pharmacist orders and fills diabetes medication prescriptions and ensures they are provided to CTI patients upon discharge. In addition, CTI health coaches provide CTI patients experiencing food insecurity with diabetic-friendly, heart-healthy groceries and educational materials and logs to document their blood-sugar levels. Further, the health coaches reinforce the education given by SGH Diabetes Educators, who provide these patients with diabetes kits — including a limited supply of testing strips, lancets, glucose monitors and other needed supplies. These kits help CTI patients manage their health and remain safe until their insurance is activated. In addition, the CTI health coaches provide patients with other supplies, including blood pressure cuffs, pill boxes, pill splitters and can openers — the latter being a key resource for patients experiencing homelessness.

Year after year, the CTI program has demonstrated powerful metrics of improved patient health and well-being, as well as reduced unnecessary health care utilization. To date, the CTI team has successfully enrolled nearly 13,800 individuals in the program. Among its most impressive metrics, the CTI program has dramatically reduced readmission rates for participants. Since the inception of the program, the overall readmission rate for CTI patients is 8.2%. In FY 2023, the average readmission rate for CTI patients was 5.7%. These figures are a substantial decrease from the average readmission rate of 25-30% for those patients who qualify for CTI but who do not enroll

in the program. The focus on both coordinated care management and health equity barriers contributes to the success of the CTI program.

### **FY 2024 Plan**

SGH will do the following:

- Assist vulnerable patients in obtaining post-acute care
- Provide and expand DME donations to improve access to necessary medical equipment for vulnerable patients experiencing financial hardship
- Administer Project HELP funds to those in need
- Collaborate with community organizations to refer medical care, financial assistance, and psychiatric and social services for patients experiencing chronic homelessness
- As a member of the SoCal Safe Shelter Collaborative, facilitate safe discharges of survivors of human trafficking or domestic violence to local shelters
- Schedule post-acute care visits at FHCS and Neighborhood Healthcare
- Explore opportunities to improve pre-admission and post-discharge information exchange with community clinics such as La Maestra Community Health Centers, FHCS and Neighborhood Healthcare
- Expand the California Bridge program by establishing referral pathways to community MAT clinics such as Comprehensive Treatment Center, Revive Pathway and FHCS
- Provide community members and patients with naloxone and fentanyl testing strips
- Work with SGH Volunteer Services to provide weather-appropriate clothing and shoes upon discharge to patients in need
- Provide the CTI program to vulnerable, uninsured and underinsured patients
- Explore additional funding to further expand and enhance the CTI program
- Participate in the Regional Task Force on Homelessness' Point in Time count

## **SGH Program and Service Highlights**

- 24-hour emergency room and critical care center, with heliport and paramedic base station — designated STEMI Center
- Acute care
- Breast Imaging Center, including mammography
- Burr Clinic, including advanced pulmonary services, robotic bronchoscopy and lung cancer screening
- Cardiac Training Center
- Care Clinic for minor medical needs
- Classes, events and physician referral through 1-800-82-SHARP
- Community Resource Center
- Comprehensive Stroke Center — nationally recognized by the AHA/ASA
- CTI program
- David and Donna Long Cancer Center, including clinical trials, genetic counseling, radiation therapy and medical oncology
- Electrocardiogram
- Electroencephalography
- FollowMyHealth®, a secure patient website that gives patients convenient, 24-hour access to their personal health information
- Gastroenterology and Advanced Endoscopy
- Grossmont Medical Plaza Outpatient Surgery Center
- Group and art therapies
- Heart and vascular care — recognized by the AHA
- Home health<sup>225</sup>
- Home infusion services
- Hospice services,<sup>226</sup> including BonitaView, LakeView and ParkView hospice homes
- Intensive Care Unit
- Interventional neuroradiology services
- Level III NICU
- Limb preservation program
- Mental health inpatient and outpatient services
- Movement disorders program
- Neurosurgical services
- Orthopedics, including total joint replacement surgery and minimally invasive procedures with Mako robotic-arm assisted surgery
- Outpatient infusion center
- Outpatient nutrition and diabetes services, recognized by the ADA
- Palliative care services
- Pathology services
- Pediatric services<sup>227</sup>
- Pharmacy services
- Postpartum Heart Health Clinic

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<sup>225</sup> Provided through Sharp Memorial Hospital Home Health Agency.

<sup>226</sup> Provided through Sharp HospiceCare and other community hospice providers.

<sup>227</sup> Inpatient services are provided through an affiliation with Rady Children's Hospital.

- Pre-anesthesia evaluation services
- Radiology and diagnostic imaging, including computed tomography (CT) scan, positron emission tomography (PET) scan, digital mammography and dual-energy x-ray absorptiometry (DEXA) bone density scan
- Rehabilitation services (inpatient and outpatient)
- Sleep Disorders Center
- SNF/Transitional Care Unit
- Spiritual care services
- Surgical Intensive Care Unit
- Surgical services, including robotic-assisted surgery
- Therapy Pet program
- Thoracic (lung) surgery
- Van transportation services
- Women and Newborn's Hospital offering a full range of pregnancy, delivery, gynecologic and women's reproductive services, including midwife deliveries
- Wound Healing Center, including hyperbaric medicine

# Sharp HospiceCare



## Section

# 8 Sharp HospiceCare

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*Our Advance Care Planning team in collaboration with Sharp HospiceCare used creative, theme-based strategies to motivate people to have conversations about health care decision making on a personal basis. Themes such as "Charting your Course," "Prepare for Landing," "Spirituality and Health Care Decision Making" and "Advance Care Planning and Baseball — Play Ball" helped ease conversations, make them fun and relatable, and increased engagement and even some excitement about taking ownership of one's health care decisions.*

— Suzi Johnson, Vice President of Advanced Illness, Palliative and Hospice Care

## **Fiscal Year (FY) 2023 Community Benefit Program Highlights**

Sharp HospiceCare provides programs and services to all of Sharp HealthCare's (Sharp) hospital entities. However, Sharp HospiceCare is licensed under Sharp Grossmont Hospital (SGH) and, as such, the financial value of its community benefit programs and services are included in **Section 7: Sharp Grossmont Hospital** of this report. The following description highlights various programs and services provided by Sharp HospiceCare to San Diego County (SDC) in FY 2023 in the following Senate Bill 697 community benefit categories:

- **Other Benefits for Vulnerable Populations** included education and support for seniors on advance care planning (ACP), advanced illness management (AIM) and other end-of-life topics.
- **Other Benefits for the Broader Community** included a variety of end-of-life and AIM support for families, caregivers and veterans throughout SDC, such as education, support groups and outreach at community health fairs and events. In addition, Sharp HospiceCare staff actively participated in community boards, committees and civic organizations, including the San Diego County Coalition for Improving End-of-Life Care (SDCCEOLC), Caregiver Coalition of San Diego, Coalition for Compassionate Care of California (CCCC), San Diego Coalition for Compassionate Care (SDCCC), San Diego County Hospice Veteran Partnership (HVP), California Hospice and Palliative Care Association, East County Senior Service Providers (ECSSP), California Health Care Foundation's (CHCF) Physician Orders for Life-Sustaining Treatment (POLST) eRegistry Implementation Committee, and San Diego County Medical Society Bioethics Commission. See **Appendix A** for a list of Sharp's involvement in community organizations in FY 2023. The category also includes costs associated with community benefit planning and administration, including community health needs assessment (CHNA) development and participation.
- **Health Research, Education and Training Programs** included time devoted to education and training for community health care professionals and students.

## Definition of Community

*Sharp HospiceCare is located at 4000 Ruffin Road, Suite D in San Diego, ZIP code 92123.*

Sharp HospiceCare provides comprehensive end-of-life hospice care, specialized palliative care and compassionate support to patients and families throughout SDC. See **Appendix B** for a map of community and region boundaries in SDC.

For Sharp's 2022 CHNA process, the Dignity Health/IBM Watson Health Community Need Index (CNI)<sup>228</sup> was used to identify communities within its service area that experience greater health inequities.<sup>229</sup> The CNI uses demographic and economic statistics to provide a CNI score for every populated ZIP code in the U.S. CNI scores measure inequity on a scale ranging from very low health inequity to very high health inequity. This measurement is an average determined through an analysis of specific socioeconomic barriers to health care access, including education, income, culture/language, insurance and housing. As such, the CNI demonstrates the link between community need, access to care and preventable hospitalizations.

According to the CNI, communities served by Sharp HospiceCare with especially high need include a number of communities in SDC's south, central and east regions.<sup>229</sup> **Figure 19** presents a map of the CNI findings across SDC.

## Community Health Profile

In 2023, there were 3,348,475 residents in SDC, making it the second most populous county in California. In addition, there were 540,188 residents age 65 and older in SDC, representing 16.1% of the population in 2023. Between 2023 and 2028, it is anticipated that SDC's senior population will grow by 13.3%.<sup>230</sup>

In 2021, 10.7% of the SDC population reported living below 100% of the federal poverty level (FPL). The county's unemployment rate was 6.2% and 5.0% of households received Supplemental Security Income.<sup>231</sup>

According to the San Diego Hunger Coalition, nutrition insecurity<sup>232</sup> has not changed for almost a year due to historic increases in the cost of living. As of March 2023, 23% of San Diegans experienced nutrition insecurity and 28% of children lived in nutrition-insecure households.<sup>233</sup>

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<sup>228</sup> Dignity Health and IBM Watson Health CNI. (2022). The Dignity Health and IBM Watson CNI was discontinued on January 31, 2023.

<sup>229</sup> Health inequities are differences in health status or in the distribution of health resources between different population groups arising from the social conditions in which people are born, grow, live, work and age. These inequities have significant social and economic costs both to individuals and societies. (WHO, 2018).

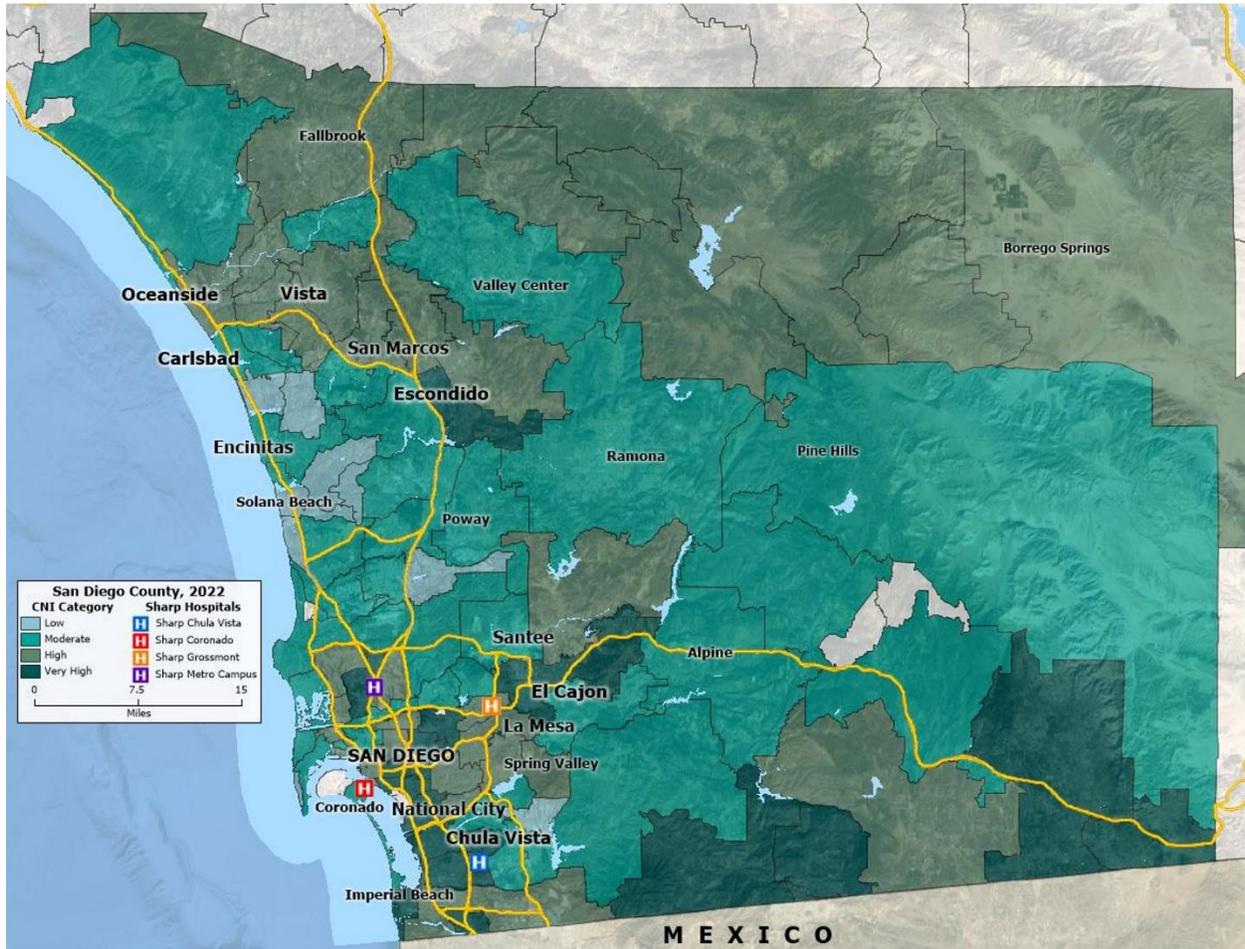
<sup>230</sup> SpeedTrack®, Inc.; U.S. Census Bureau.

<sup>231</sup> County of San Diego, HHS, PHS, CHSU. (2023). [2017-2021 Demographic Profiles](#).

<sup>232</sup> Nutrition security means all Americans have consistent and equitable access to healthy, safe, affordable foods essential to optimal health and well-being. (U.S. Department of Agriculture).

<sup>233</sup> San Diego Hunger Coalition. (2023). [State of Nutrition Security in San Diego County 2023 Annual Issue Brief](#).

**Figure 19: CNI Map — SDC<sup>234</sup>**



In 2021, 7.6% of households in SDC received Supplemental Nutrition Assistance Program (SNAP) benefits, while 16.2% of the population lived at or below 138% FPL and were eligible for the program.<sup>231</sup> Please refer to **Table 33** for SNAP participation and eligibility in SDC.

**Table 33: Food Stamps/SNAP Benefit Participation and Eligibility Estimates for SDC, 2021<sup>231</sup>**

Food Stamps/SNAP Benefits	Percent of Population
Households	7.6%
Families with Children	12.4%
<b>Eligibility by FPL</b>	
Population ≤130% FPL	15.0%
Population ≤138% FPL	16.2%
Population 139% - 350% FPL	29.8%

<sup>234</sup> Truven Health Analytics, 2022; Insurance Coverage Estimates, 2022; The Nielson Company, 2022; and CNI, 2022.

In SDC in 2021, 96.1% of children age 18 and under, 88.1% of young adults ages 19 to 25, 88.5% of adults ages 26 to 44, 91.7% of adults ages 45 to 64 and 98.9% of seniors age 65 and older had health insurance.<sup>235</sup> Health insurance coverage for each age group was lower than the Healthy People 2030 (HP2030) national target of 92.4% health insurance coverage for all individuals under age 65, with the exception of children ages 0 to 18 years.<sup>235</sup> See **Table 34** for health insurance coverage in SDC in 2021.

**Table 34: Health Insurance Coverage in SDC, 2021<sup>231</sup>**

Description	Rate	HP2030 Target
<b>Current Health Insurance Coverage</b>		
Children 0 to 18 years	96.1%	92.4%
Young adults 19 to 25 years	88.1%	92.4%
Adults 26 to 44 years	88.5%	92.4%
Adults 45 to 64 years	91.7%	92.4%
Seniors 65+ years	98.9%	N/A <sup>236</sup>

According to the California Health Interview Survey (CHIS), in 2022, 17.5% of SDC’s population was covered by Medi-Cal.<sup>237</sup> See **Table 35** for details.

**Table 35: Medi-Cal (Medicaid) Coverage in SDC, 2022<sup>237</sup>**

Description	Rate
Covered by Medi-Cal	17.5%
Not covered by Medi-Cal	82.5%

CHIS data also revealed that 12.4% of individuals in SDC did not have a usual place to go when sick or in need of health advice (see **Table 36**).<sup>237</sup>

**Table 36: Regular Source of Medical Care in SDC, 2022<sup>237</sup>**

Regular Source of Medical Care	Rate	HP2030 Target
Has a usual source of care	85.2%	84.0%
Has no usual source of care	14.8%	16.0%

<sup>235</sup> The U.S. Department of Health and Human Services’ [Healthy People 2030 \(HP2030\)](#) initiative represents the nation’s prevention agenda for the third decade of the 21st century. HP2030 has four overarching goals: to attain healthy, thriving lives and well-being free of preventable disease, disability, injury, and premature death; to achieve health equity, eliminate disparities, and attain health literacy to improve the health and well-being of all; to create social, physical, and economic environments that promote attaining the full potential for health and well-being for all; to promote healthy development, healthy behaviors, and well-being across all life stages; and to engage leadership, key constituents, and the public across multiple sectors to take action and design policies that improve health and well-being of all.

<sup>236</sup> HP2030 does not include targets for individuals ages 65 and older.

<sup>237</sup> University of California Los Angeles Center for Health Policy Research. (2023). [AskCHIS](#). AskCHIS is an online health query system that allows you to quickly search for health statistics on your county, region, and state. AskCHIS draws upon the responses of more than 20,000 Californians interviewed each year by [The California Health Interview Survey \(CHIS\)](#) – the largest state health survey in the U.S.

Cancer and diseases of the heart were the top two leading causes of death in SDC in 2021.<sup>238</sup> See **Table 37** for a summary of leading causes of death in SDC.

**Table 37: Leading Causes of Death in SDC, 2021<sup>238</sup>**

Cause of Death	Number of Deaths	Percent of Total Deaths
Malignant Neoplasms (Overall Cancer)	5,050	19.3%
Diseases of the Heart	4,961	19.0%
COVID-19	2,825	10.8%
Accidents/Unintentional Injuries	1,795	6.9%
Cerebrovascular Diseases	1,710	6.5%
Alzheimer’s Disease	1,391	5.3%
Diabetes Mellitus	895	3.4%
Chronic Lower Respiratory Diseases	887	3.4%
Essential Hypertension and Hypertensive Renal Disease	501	1.9%
Chronic Liver Disease and Cirrhosis	472	1.8%
All Other Causes	5,681	21.7%
<b>Total Deaths</b>	<b>26,168</b>	<b>100.0%</b>

For additional demographic and health data for communities served by Sharp HospiceCare, please refer to the Sharp Memorial Hospital (SMH) 2022 CHNA at <https://www.sharp.com/about/health-needs-assessments>, which includes data for the primary communities served by Sharp HospiceCare.

### **Community Benefit Planning Process**

In addition to the steps outlined in **Section 4: Community Benefit Planning Process** regarding community benefit planning, Sharp HospiceCare:

- Consults with representatives from a variety of internal departments and other community organizations to discuss, plan and implement community activities
- Participates in programs and workgroups to review and implement services that improve palliative and end-of-life care for the San Diego community
- Incorporates end-of-life community needs into its goal development

<sup>238</sup> County of San Diego, HHS, PHS, CHSU. (2023). [Leading Causes of Death Among San Diego County Residents Dashboard | Tableau Public](#). Retrieved 11/28/23 from

## **Priority Community Needs Addressed by Sharp HospiceCare**

Sharp HospiceCare provides hospice and palliative care services across the Sharp care continuum. Each Sharp acute care hospital, including Sharp Chula Vista Medical Center, Sharp Coronado Hospital and Healthcare Center, SGH and SMH, completed its most recent CHNA in September 2022. Sharp's 2022 CHNA was significantly influenced by the collaborative Hospital Association of San Diego and Imperial Counties 2022 CHNA process and findings. Please refer to **Section 4: Community Benefit Planning Process** for a detailed description of Sharp's process and findings.

In addition, this year, each hospital completed its most current implementation strategy — a description of programs designed to address the priority health needs identified in the 2022 CHNAs. The most recent CHNA and implementation strategies are available at <https://www.sharp.com/about/health-needs-assessments>.

Through the Sharp 2022 CHNA process, the following priority health and social needs were identified for the communities served by Sharp HospiceCare (listed in alphabetical order):

- Access to Health Care
- Aging Care and Support
- Behavioral Health
- Children and Youth Well-being
- Chronic Health Conditions
- Community Safety
- Economic Stability

## **Sharp HospiceCare Community Benefit Programs and Services, FY 2023**

Sharp HospiceCare addresses the needs of its community through the programs and services listed below. For each of these areas, the following pages describe Sharp HospiceCare's community benefit objective(s), activities conducted in FY 2023 and plans for FY 2024. Please refer to **Section 4: Description of Community Needs** for supporting data on each of these program and service areas:

- **End-of-Life and AIM Education for Community Members**
- **ACP Education and Outreach to Community Members**
- **Hospice and Palliative Care Education and Training for Students and Health Care Professionals**
- **Bereavement Counseling and Support**

### ***End-of-Life and AIM Education for Community Members***

For community data related to these efforts, please see **Aging Care and Support** in **Section 4: Description of Community Needs** of this report.

## **Objectives**

- Provide education and outreach to the San Diego community regarding AIM and end-of-life care
- Collaborate with community organizations to provide AIM and end-of-life education as well as outreach to community members, caregivers and loved ones
- Support the unique AIM and end-of-life care needs of military veterans and their families

## **FY 2023 Report of Activities**

Sharp HospiceCare supports the San Diego community in the areas of end-of-life care and AIM through the provision of education and resources on topics including, but not limited to, hospice, palliative care and caregiving. In FY 2023, the Sharp HospiceCare team provided outreach to hundreds of community members through participation in various community partnerships and events.

Team members shared information about hospice and palliative care with approximately 370 individuals at community-sponsored health fairs and events. This included the Spring Into Healthy Living senior health fair at the McGrath Family YMCA in Rancho San Diego in May; a health fair at St. Paul's PACE (Program of All-Inclusive Care for the Elderly) in Downtown San Diego in June; Westmont of La Mesa senior living community's July County Fair and August Health & Wellness Fair; the Waterford Terrace Retirement Community Mixer event in July; and the annual ECSSP senior health fair in October, for which Sharp HospiceCare also provided event planning and organizational support.

Sharp HospiceCare also participated in Sharp-sponsored community events in FY 2023. During the annual Sharp Women's Health Conference in June, team members provided approximately 200 attendees with information about hospice, palliative care and ACP. In October, Sharp HospiceCare shared information and resources about hospice and palliative care at the Sharp HealthCare Aging Conferences: Experience the Spectrum of Care, held at the Chula Vista Elks Lodge and the Point Loma Community Presbyterian Church. The free events provided approximately 200 community seniors and caregivers with education and resources to support healthy aging, including exhibitor tables, a panel discussion and an exercise session.

Sharp HospiceCare supports the needs of military veterans and their families through collaboration with local and national organizations that advocate for quality end-of-life care for veterans, the provision of veteran-oriented community education and events and participation in activities that honor veterans for their service.

Sharp HospiceCare is a member of the San Diego County HVP. Through the partnership, the U.S. Department of Veterans Affairs (VA) San Diego Healthcare System and San Diego's community hospice organizations collaborate to promote

quality care for veterans with a life-limiting illness and serve as a voice and resource for veterans and their families.

Sharp HospiceCare is also a partner of We Honor Veterans (WHV), a national program developed by the National Hospice and Palliative Care Organization in collaboration with the VA to empower hospice professionals and volunteers to meet the unique end-of-life needs of veterans and their families. As a WHV partner, hospice organizations can achieve up to five levels of commitment. Sharp HospiceCare has pursued and achieved WHV Partner Levels I-IV. Through Level I, Sharp HospiceCare is equipped to provide veteran-centric education to staff, volunteers and community professionals, including training them to identify patients with military experience. Level II indicates that Sharp HospiceCare has built the organizational capacity needed to provide quality care for veterans and their families. At Level III, Sharp HospiceCare has developed and strengthened relationships with VA medical centers and other veteran organizations and at Level IV, the organization has achieved improved access and quality of care for community veterans.

In FY 2023, Sharp HospiceCare honored veterans through special pinning ceremonies, during which veterans received a WHV pin and a certificate of appreciation for their service. This included pinning ceremonies for more than 70 Sharp HospiceCare veteran patients, as well as approximately 75 community veterans at St. Paul's retirement community in Chula Vista and Covenant Living at Mount Miguel. In addition, Sharp HospiceCare celebrated 90 community veterans during events at Westmont of La Mesa senior living in November and Pacifica Senior Living Bonita in July.

### **FY 2024 Plan**

Sharp HospiceCare will do the following:

- Collaborate with community organizations to provide end-of-life and AIM education and resources to community members
- Support the needs of military veterans and their families through the provision of education and resources as well as collaboration with local and national organizations advocating for quality end-of-life care for veterans
- Maintain WHV Partner Level IV to improve access and quality of care for community veterans

### ***ACP Education and Outreach to Community Members***

For community data related to these efforts, please see **Aging Care and Support** in **Section 4: Description of Community Needs** of this report.

### **Objectives**

- Provide education, engagement and consultation for community members on ACP, advance health care directives (advance directive) and POLST
- Empower community members to make informed health care decisions

## **FY 2023 Report of Activities**

Sharp offers a free and confidential ACP program to support community members as they consider their future health care options. Through the program, the Sharp ACP department — consisting of Sharp HospiceCare team members with specialized training in ACP — empowers adults of any age and health status to explore and document their beliefs, values and goals as they relate to health care. The program consists of three stages. Stage one, community engagement, focuses on bringing awareness to healthy community members about the importance of ACP. This stage includes basic education and resources, identification of an appropriate health care agent and completion of an advance directive. Stage two, disease-specific outreach, focuses on education for community members with a progressive chronic illness, including decline in functional status, co-morbidities, potential for hospitalization and caregiver issues. With a goal of anticipating future needs as health declines, this stage focuses on developing a written plan that identifies goals of care and involves the health care agent and loved ones. The third stage, late-life illness outreach, targets those with a life expectancy of one year or less. Under these circumstances, individuals must make specific or urgent decisions, and these decisions require conversion to medical orders that will guide the health care provider's actions and remain consistent with goals of care. The focus of this stage is to assist the individual or appointed health care agent with navigating complex medical decisions related to immediate life-sustaining or prolonging measures. Such measures include completion of the POLST form, a medical order designed for individuals with advanced progressive or terminal illness that identifies the appropriate informed substitute decision-maker as well as describes preferences for care and treatment when important health care decisions must be made.

Since 2014, Sharp has offered the Advance Health Care Directive: A Guide for Outlining Your Health Care Choices. This form uses easy-to-read language to describe what an advance directive is, as well as how and why to complete one. The form allows individuals to put their health care wishes into writing and appropriately sign the advance directive. With this witnessed signature, the advance directive becomes a legal document that identifies the appropriate informed substitute decision-maker and serves as a tool for health care decision-making. Additional contact information is provided for community members who are interested in speaking with a Sharp HospiceCare ACP team member. The form is publicly available in both English and Spanish on Sharp's dedicated ACP webpage. The ACP webpage also provides contact information to consult with a Sharp HospiceCare ACP team member. Further, the site provides access to a free, online ACP platform from the Regents of the University of California called PREPARE for Your Care, which provides community members with ACP resources in an easy-to-understand manner in both English and Spanish, including educational videos and a guided, step-by-step advance-directive template.

In FY 2023, Sharp's ACP department provided free consultations to more than 190 community members seeking guidance with identifying their personal goals of care and health care preferences, appointing an appropriate health care agent and completing an

advance directive. Consultations were provided in a variety of formats including in-person, virtually and by phone to accommodate community member preferences.

Sharp's ACP department hosted several free classes and workshops throughout the year, reaching approximately 325 community members. Classes engaged participants in a variety of topics related to health care planning, including the impact of spirituality and faith on health care decision-making, how to document one's medical care choices and tips for selecting the right substitute decision-maker.

This included Legacy Letter Workshops to help community members write a legacy letter — a written gift to leave family and friends after you pass away that chronicles the most important aspects of your life and honors those who have made it most meaningful. Workshops were held at the Grossmont Healthcare District (GHD) in December, at the Point Loma Community Presbyterian Church in January and at the Scripps Miramar Ranch Library in June. In addition, a four-part series was held at the GHD between March and April. In total, the Legacy Letter Workshops provided nearly 60 community members with ideas on how to review their life and create a legacy letter.

In April, Sharp's ACP department hosted two special events titled Advance Care Planning 2023 Workshop: Prepare for Landing in honor of National Health Care Decisions Day — a nationwide initiative to educate adults of all ages about the importance of ACP. The day included a panel discussion with leading experts on health care planning to give community members tips on completing an advance directive to better prepare for a serious illness or accident. Offered at the GHD in La Mesa and the Elks Lodge in Chula Vista, the events served approximately 40 people.

In addition, classes centered around spirituality and health care planning were offered during the year, serving almost 20 community members. This included a class in January at the Sharp HospiceCare office in La Mesa as well as an online class in August. The classes explored how faith, spirituality and religion can all impact one's health care decisions. Participants reflected on how their personal values and beliefs can be included in their advance directive and received guidance on selecting a substitute decision-maker who will honor those values and beliefs. In addition, Sharp's ACP department provided a virtual presentation on spirituality, faith, religion and cancer specifically for oncology patients in collaboration with the SMH Laurel Amtower Cancer Institute and Neuro-Oncology Center.

In June, the Sharp ACP department provided an interactive, virtual class titled Baseball and Advance Health Care Planning: Play Ball! The class covered all the bases related to health care planning and the benefits of developing a game plan. In addition, a three-week book study explored *Tuesdays with Morrie*, a memoir by Mitch Albom about the conversations he had about life and death with his friend before he passed away. Held at the GHD in July, the discussion series helped participants discover practical ways they could apply the lessons learned by the author to their own lives.

The team also led numerous Advance Care Planning 101 presentations throughout the year, reaching approximately 45 community members. This included two webinars as well as in-person presentations at the Salvation Army in El Cajon, New Palace Senior Residence and several Serving Seniors locations, including the Gary and Mary West Senior Wellness Center, Potiker Family Senior Residence, Potiker City Heights Residence and Harris Family Senior Residence. Presentation topics included what ACP is and how it benefits you and your loved ones, how to start the conversation with your family and medical team and how to work with challenging emotions that can arise during the ACP process.

In October, team members shared ACP information at the Sharp HealthCare Aging Conferences: Experience the Spectrum of Care, which were held at the Chula Vista Elks Lodge and the Point Loma Community Presbyterian Church, and reached approximately 200 community members. In addition, a Sharp HospiceCare ACP team member participated in an interview for a Kaiser Health News article titled “More Californians Are Dying at Home. Another Covid New ‘New Normal’?” in December. Further, the team reached more than 35 community members during the year through education on POLST and ACP for the SDCCEOLC, a presentation on ACP and the End of Life Option Act (EOLOA) for the ECSSP and ACP education to community members at the Coronado Public Library.

In FY 2023, Sharp’s ACP department continued to participate in the state-wide initiative to create an electronic POLST registry (POLST eRegistry). When a paper POLST form is not readily available during an emergency, a patient’s care may be hindered or conflict with their wishes. Funded by the CHCF and supported by the CCCC and California Emergency Medical Services Authority, the POLST eRegistry improves provider access to critical information through a cloud-based registry for completed POLST forms to be securely submitted and retrieved. In 2017, Sharp became the first health care system in SDC to begin electronic uploads of patient POLST forms to the POLST eRegistry. In addition, Sharp’s ACP department participates in a CCCC ACP advisory workgroup to establish a state-wide advance directive.

### **FY 2024 Plan**

Sharp HospiceCare will do the following:

- Provide free ACP consultations to community members
- Collaborate with community organizations to provide educational classes and events that raise community awareness of ACP
- Participate in community events to promote the importance of ACP in honor of National Healthcare Decisions Day
- Provide information to community members regarding the EOLOA as requested
- Participate in the state-wide POLST eRegistry initiative
- Update Sharp’s advance directive document to improve readability, enhance documentation of health care preferences and increase online form use

## ***Hospice and Palliative Care Education and Training for Students and Health Care Professionals***

For community data related to these efforts, please see **Workforce Development** in **Section 4: Description of Community Needs** of this report.

### **Objectives**

- Provide education and training opportunities around end-of-life care and ACP for students and interns
- Educate community health care professionals on ACP, advance health care directives and POLST
- Provide education and training to health care organizations to guide the development and implementation of AIM and other services for the aging community
- Maintain active relationships and leadership roles with local, state and national organizations

### **FY 2023 Report of Activities**

In FY 2023, Sharp HospiceCare collaborated with local and state universities to provide student learning opportunities in the hospice setting. During the year, one nursing student and one advanced practice provider student received approximately 300 hours of mentorship from Sharp HospiceCare staff. Academic institution partners included Azusa Pacific University, University of San Diego and West Coast University, Los Angeles. In addition, in November, a Sharp HospiceCare chaplain presented on bioethics, spirituality and medicine to 30 physician assistant graduate students from Point Loma Nazarene University.

In FY 2023, a Sharp HospiceCare ACP team member continued to partner with SDCCC to provide education and training on POLST to more than 50 community health professionals and students. This included clinicians from local skilled nursing facilities, including Sharp facilities, as well as students from California State University, San Marcos. These web-based seminars helped develop and enhance participants' skills for facilitating meaningful conversations with patients and families about their care goals. The team member provided additional education to community health professionals in FY 2023 including: a presentation for a CCCC webinar titled, The Turbulent Landscape of End-of-Life Ethics in California; a presentation on current topics in spiritual care to chaplains across California during the CCCC Annual Palliative Care Summit; and a virtual presentation for a National Academies of Sciences, Engineering and Medicine roundtable on quality care for people with serious illness.

In FY 2023, Sharp HospiceCare continued to participate on several local, state and national community boards and committees dedicated to hospice, palliative and end-of-life care, ACP and the needs of seniors. This included, but was not limited to, the Caregiver Coalition of San Diego, CCCC, SDCCC, ECSSP, San Diego County HVP, San Diego County Medical Society Bioethics Commission and SDCCEOLC. In addition, Sharp HospiceCare leadership continued to serve on the board of directors for California Hospice and Palliative Care Association, a California-based, not-for-profit

organization providing education and advocacy to improve access to quality end-of-life care.

### **FY 2024 Plan**

Sharp HospiceCare will do the following:

- Provide lectures on ACP and end-of-life care to nursing, ancillary and medical students
- Provide students with an end-of-life learning environment
- Provide education, training and outreach to local, state and national organizations to support the development and implementation of specialized services to meet the needs of the aging population
- Provide education and outreach on ACP, POLST and EOLOA to local, state and national health care professionals
- Maintain active relationships and leadership roles with local and national organizations

### ***Bereavement Counseling and Support***

For community data related to these efforts, please see **Aging Care and Support** in **Section 4: Description of Community Needs** of this report.

### **Objective**

- Provide bereavement education, resources, counseling, support and referrals for community members who have lost loved ones

### **FY 2023 Report of Activities**

Sharp HospiceCare offers a variety of bereavement services to help grieving community members cope with the loss of a loved one. Services include professional bereavement counseling for individuals and families as well as free community education, support groups and monthly newsletter mailings.

In FY 2023, Sharp HospiceCare's licensed clinical therapists with specific training in grief and loss provided bereavement counseling to individuals and families who lost loved ones. Sessions took place in the Sharp HospiceCare office, client homes and by phone to accommodate community member preferences. Referrals to community counselors, behavioral health services, bereavement support services and other community resources were also provided as needed. Sharp HospiceCare also continued to mail its monthly bereavement support newsletter, *Healing Through Grief*, to community members for 13 months following the loss of their loved one. On average, 1,660 newsletters were mailed each month during FY 2023.

Sharp HospiceCare continued to provide a variety of free bereavement education and support groups throughout the year. Groups were held at the Sharp HospiceCare office in La Mesa and served more than 100 members of the community in FY 2023.

From January to March, Sharp HospiceCare provided the Healing After Loss grief education group. The eight-week series included the following sessions: Introduction to the Grief Process; Communicating with Family and Friends; Strategies for Coping with Grief; Mind-body Tools for Grief; Dealing with Challenging Emotions in Grief; Guilt, Regret and Forgiveness; Use of Ceremony and Ritual to Promote Healing; and Who Am I Now/What Does Healing Look Like?

In addition, four times during the year, Sharp HospiceCare offered the eight- to 10-week Widows and Widowers counseling group for individuals who were grieving the loss of a spouse. Participants shared their emotional challenges, received support from others in similar life situations and learned coping skills.

From May to July, Sharp HospiceCare held a 10-week Parent Loss counseling group to address concerns of adults who were grieving the loss of a parent. Participants shared emotional challenges, learned coping skills, received support from others in similar life circumstances and had the opportunity to share their loved one's story with the group.

In February and March, Sharp HospiceCare provided a four-session spiritual care bereavement group called A Movement Toward Healing. The group discussed different paths of healing through spiritual practices, focusing on improving coping skills through the use of spiritual beliefs. Participants shared personal stories about their spiritual beliefs and experiences and how this influenced their healing of grief and loss.

In addition, an eight-week Grief Recovery Method support group was offered between May and June. Led by Sharp HospiceCare's certified Grief Recovery Specialist, the group provided a safe environment for participants to take effective and lasting actions to recover from a loss and regain a sense of hope and purpose in life.

In December, a Sharp HospiceCare music therapist led an interactive Musical Poem and Songwriting for Bereavement workshop to provide creative opportunities for gently exploring the loss of a loved one through poetry and music. An expanded five-session version of the workshop was provided in April and May.

Further, Sharp HospiceCare supported individuals grieving the loss of a loved one during the 2022 holiday season at its Support During the Holiday Season educational groups in November and December. The groups provided education on coping strategies for the holidays as well as opportunities for discussion, questions and personal interaction.

Additional bereavement education was provided throughout the year including a presentation titled Navigating Loss, Change and Life Transitions during the Sharp

Women's Health Conference, as well as presentations on grief to older adults at San Diego Oasis in La Mesa, Noah Homes staff and members of the CCCC.

**FY 2024 Plan**

Sharp HospiceCare will do the following:

- Provide individual and family bereavement counseling for community members who have lost a loved one
- Provide referrals to community services for those who lost loved ones
- Provide bereavement support groups and educational workshops
- Host an educational group to support individuals grieving the loss of a loved one during the holiday season

## **Sharp HospiceCare Program and Service Highlights**

- ACP
- Bereavement care services
- Caregiver and family support
- Classes, events and physician referral through 1-800-82-SHARP
- Homes for Hospice program, including BonitaView, LakeView and ParkView hospice homes
- Hospice aides
- Hospice nursing services
- Integrative therapies
- Management for various hospice patient conditions, including:
  - Alzheimer's disease
  - Cancer
  - Debility
  - Dementia
  - Heart disease
  - Human Immunodeficiency Virus
  - Kidney disease
  - Liver disease
  - Pulmonary disease
  - Stroke
- Memory Bear program
- Music therapy
- Palliative care
- Social services support
- Spiritual care services
- Transitions AIM Program
- Volunteer program
- WHV program

# Sharp Metropolitan Medical Campus



## Section

# 9 Sharp Metropolitan Medical Campus

The Sharp Metropolitan Medical Campus (SMMC) includes Sharp Mary Birch Hospital for Women & Newborns, Sharp Memorial Hospital, James S. Brown Pavilion (formerly the Sharp Memorial Outpatient Pavilion), Sharp Mesa Vista Hospital and Sharp McDonald Center.

### Fiscal Year (FY) 2023 Community Benefit Program Highlights

SMMC provided a total of **\$242,479,483** in community benefit in FY 2023. See **Table 38** for a summary of unreimbursed costs based on the categories specifically identified in Senate Bill 697 (SB 697) and **Figure 20** for the distribution of SMMC's community benefit among those categories.

**Table 38: Economic Value of Community Benefit Provided  
Sharp Metropolitan Medical Campus — FY 2023<sup>239</sup>**

SB 697 Category	Programs and Services Included in SB 697 Category	Estimated FY 2023 Unreimbursed Costs
Medical Care Services	Shortfall in Medi-Cal <sup>240</sup>	\$47,326,205
	Shortfall in Medicare <sup>240</sup>	158,928,236
	Shortfall in County Medical Services (CMS) <sup>240</sup>	9,667,524
	Shortfall in CHAMPVA/TRICARE <sup>240</sup>	12,413,741
	Charity Care <sup>241</sup>	6,755,621
	Bad Debt <sup>241</sup>	3,141,681
Other Benefits for Vulnerable <sup>242</sup> Populations	Patient transportation and other assistance for the vulnerable <sup>243</sup>	2,190,811
Other Benefits for the Broader Community	Health education and information, support groups, health fairs, meeting room space, donations of time to community organizations and cost of fundraising for community events <sup>243</sup>	878,583
Health Research, Education and Training Programs	Education and training programs for students, interns and health care professionals <sup>243</sup>	1,177,081
<b>TOTAL</b>		<b>\$242,479,483</b>

<sup>239</sup> Economic value is based on unreimbursed costs.

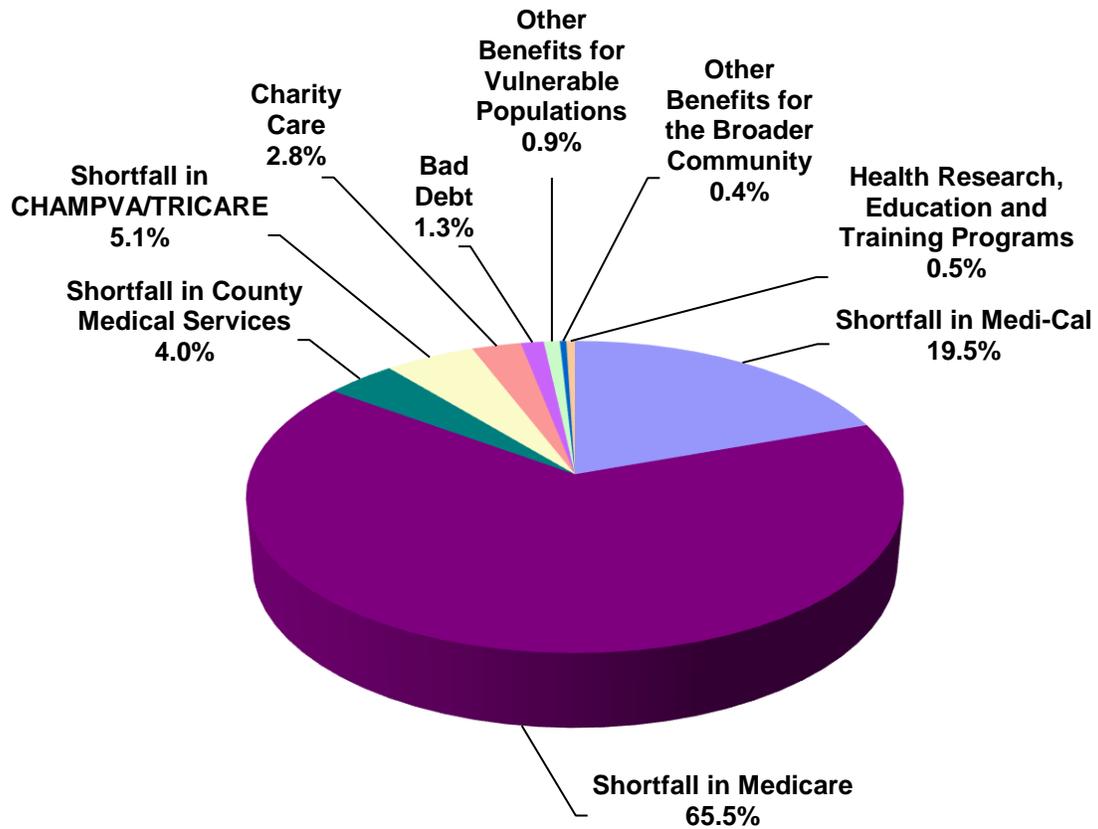
<sup>240</sup> Methodology for calculating shortfalls in public programs is based on Sharp HealthCare's payor-specific cost-to-charge ratios, which are derived from the cost accounting system, offset by the actual payments received. Costs for patients paid through the Medicare program on a prospective basis also include payments to third parties related to the specific population.

<sup>241</sup> Charity care and bad debt reflect the unreimbursed costs of providing services to patients without the ability to pay for services at the time the services were rendered.

<sup>242</sup> ["Vulnerable populations" means any population that is exposed to medical or financial risk by virtue of being uninsured, underinsured, or eligible for Medi-Cal, Medicare, California Children's Services Program, or county indigent programs.](#)

<sup>243</sup> Unreimbursed costs may include an hourly rate for labor and benefits plus costs for supplies, materials and other purchased services. Any offsetting revenue (such as fees, grants or external donations) is deducted from the costs of providing services. Unreimbursed costs were estimated by each department responsible for providing the program or service.

**Figure 20: Percentage of Community Benefit by SB 697 Category  
Sharp Metropolitan Medical Campus — FY 2023**



## Section

# 10 Sharp Mary Birch Hospital for Women & Newborns

*As San Diego's only stand-alone hospital specializing solely in the needs of women, Sharp Mary Birch Hospital for Women & Newborns' commitment to the community is wide-reaching. We are proud to offer free perinatal classes and complementary resources that serve the San Diego community and beyond.*

— Nicole Giangregorio, Manager of Women's Support Programs,  
Sharp Mary Birch Hospital for Women & Newborns

### Fiscal Year (FY) 2023 Community Benefit Program Highlights

Sharp Mary Birch Hospital for Women & Newborns (SMBHWN) provided a total of **\$7,753,723** in community benefit in FY 2023. See **Table 39** for a summary of unreimbursed costs based on the categories specifically identified in Senate Bill 697 (SB 697), and **Figure 21** for the distribution of SMBHWN's community benefit among those categories.

**Table 39: Economic Value of Community Benefit Provided  
Sharp Mary Birch Hospital for Women & Newborns — FY 2023<sup>244</sup>**

SB 697 Category	Programs and Services Included in SB 697 Category	Estimated FY 2023 Unreimbursed Costs
Medical Care Services	Shortfall in Medi-Cal <sup>245</sup>	\$145,487
	Shortfall in Medicare <sup>245</sup>	2,859,138
	Shortfall in County Medical Services (CMS) <sup>245</sup>	12,992
	Shortfall in CHAMPVA/TRICARE <sup>245</sup>	3,015,813
	Charity Care <sup>246</sup>	513,878
	Bad Debt <sup>246</sup>	701,523
Other Benefits for Vulnerable <sup>247</sup> Populations	Patient transportation and other assistance for the vulnerable <sup>248</sup>	99,755
Other Benefits for the Broader Community	Health education and information, support groups, health fairs, meeting room space, donations of time to community organizations and cost of fundraising for community events <sup>248</sup>	298,300
Health Research, Education and Training Programs	Education and training programs for students, interns and health care professionals <sup>248</sup>	106,837
<b>TOTAL</b>		<b>\$7,753,723</b>

<sup>244</sup> Economic value is based on unreimbursed costs.

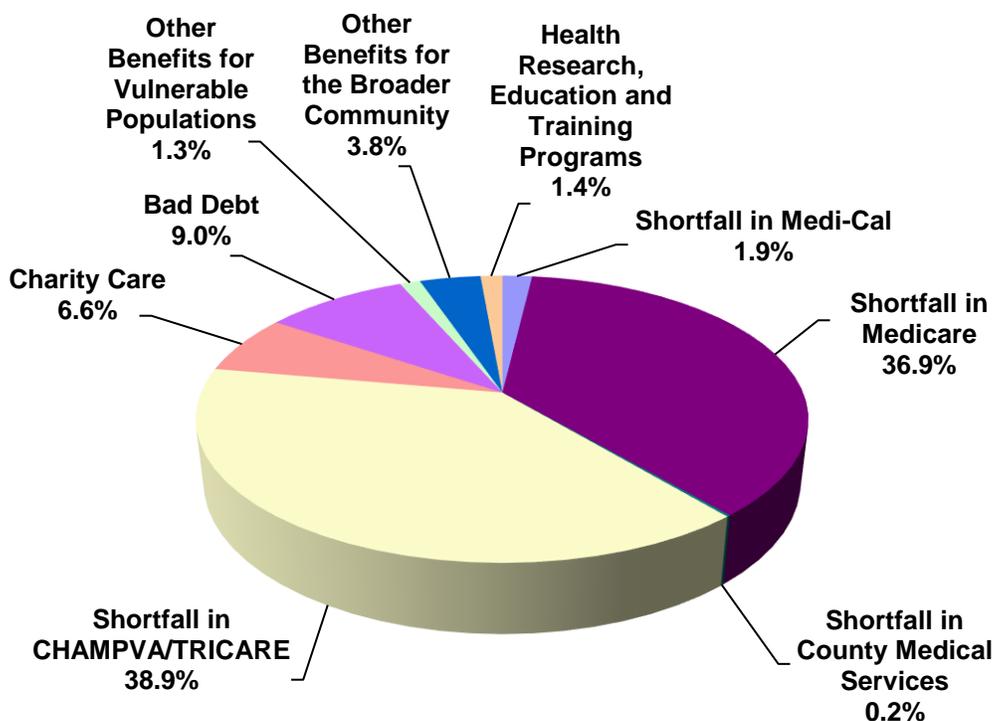
<sup>245</sup> Methodology for calculating shortfalls in public programs is based on Sharp's payor-specific cost-to-charge ratios, which are derived from the cost accounting system, offset by the actual payments received. Costs for patients paid through the Medicare program on a prospective basis also include payments to third parties related to the specific population.

<sup>246</sup> Charity care and bad debt reflect the unreimbursed costs of providing services to patients without the ability to pay for services at the time the services were rendered.

<sup>247</sup> ["Vulnerable populations" means any population that is exposed to medical or financial risk by virtue of being uninsured, underinsured, or eligible for Medi-Cal, Medicare, California Children's Services Program, or county indigent programs.](#)

<sup>248</sup> Unreimbursed costs may include an hourly rate for labor and benefits plus costs for supplies, materials and other purchased services. Any offsetting revenue (such as fees, grants or external donations) is deducted from the costs of providing services. Unreimbursed costs were estimated by each department responsible for providing the program or service.

**Figure 21: Percentage of Community Benefit by SB 697 Category  
Sharp Mary Birch Hospital for Women & Newborns — FY 2023**



Key highlights:

- Medical Care Services** included uncompensated care for patients who were unable to pay for services and unreimbursed costs of public programs, such as Medi-Cal, Medicare and CHAMPVA/TRICARE.<sup>249</sup> In FY 2022, the State of California and the Centers for Medicare and Medicaid Services approved a Medi-Cal Hospital Fee Program for the time period of January 1, 2022 through December 31, 2022, and in FY 2024 the same agencies approved another Medi-Cal Hospital Fee Program for the time period of January 1, 2023 through December 31, 2024. This resulted in recognition of net supplemental revenues for SMBHWN totaling \$18.3 million in FY 2023. These supplemental revenues were funded through SMBHWN’s traditional and managed care Medi-Cal programs, but SMBHWN’s managed care Medi-Cal program was only in a shortfall position of \$6.7 million prior to the fee. As such, the net impact of the program was to reduce SMBHWN’s shortfall in managed care Medi-Cal to \$0.00 (zero). This reimbursement helped offset prior years’ unreimbursed medical care services; however, the additional funds recorded in FY

<sup>249</sup> The Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) is a health benefits program in which the Department of Veterans Affairs shares the cost of certain health care services and supplies with eligible beneficiaries. TRICARE is a health care program of the U.S. Department of Defense Military Health System, which provides civilian health benefits for U.S. Armed Forces military personnel, military retirees, and their dependents, including some members of the Reserve Component.

2023 understate the true unreimbursed medical care services performed for the past FY.

- **Other Benefits for Vulnerable Populations** included financial assistance for van transportation for patients to and from medical appointments; contribution of time to Feeding San Diego and Mama’s Kitchen; the Sharp Humanitarian Service Program; and other assistance for vulnerable community members.
- **Other Benefits for the Broader Community** included health education and information on a variety of maternal and prenatal care topics, support groups, and collaboration with local schools to promote interest in health care careers. In addition, SMBHWN donated meeting room space to community groups. SMBHWN staff actively participated in community boards, committees and other civic organizations, such as the American Heart Association (AHA), The Doris A. Howell Foundation for Women’s Health Research, Council of Women’s and Infants’ Specialty Hospitals, National Association of Behavioral Healthcare, Perinatal Social Work Cluster, Pima Community College, Southern California Association of Neonatal Nurses, and YWCA of San Diego County. See **Appendix A** for a list of Sharp’s involvement in community organizations in FY 2023. This category also includes costs associated with planning and operating community benefit programs, such as community health needs assessment (CHNA) development and participation.
- **Health Research, Education and Training Programs** included time devoted to education and training for health care professionals, student and intern supervision, and generalizable health-related research projects that were made available to the broader health care community.

## **Definition of Community**

*SMBHWN is located at 3003 Health Center Drive in San Diego, ZIP code 92123.*

As a specialty hospital, SMBHWN serves all of San Diego County (SDC); however, the primary communities served by the hospital include the City of San Diego, Chula Vista, the east region and the north inland communities surrounding Rancho Bernardo. See **Appendix B** for a map of community and region boundaries.

For Sharp Memorial Hospital’s (SMH) 2022 CHNA process (which included the processes and findings addressing needs identified for communities served by SMBHWN), the Dignity Health/IBM Watson Health Community Need Index (CNI)<sup>250</sup> was used to identify communities within its service area that experience greater health

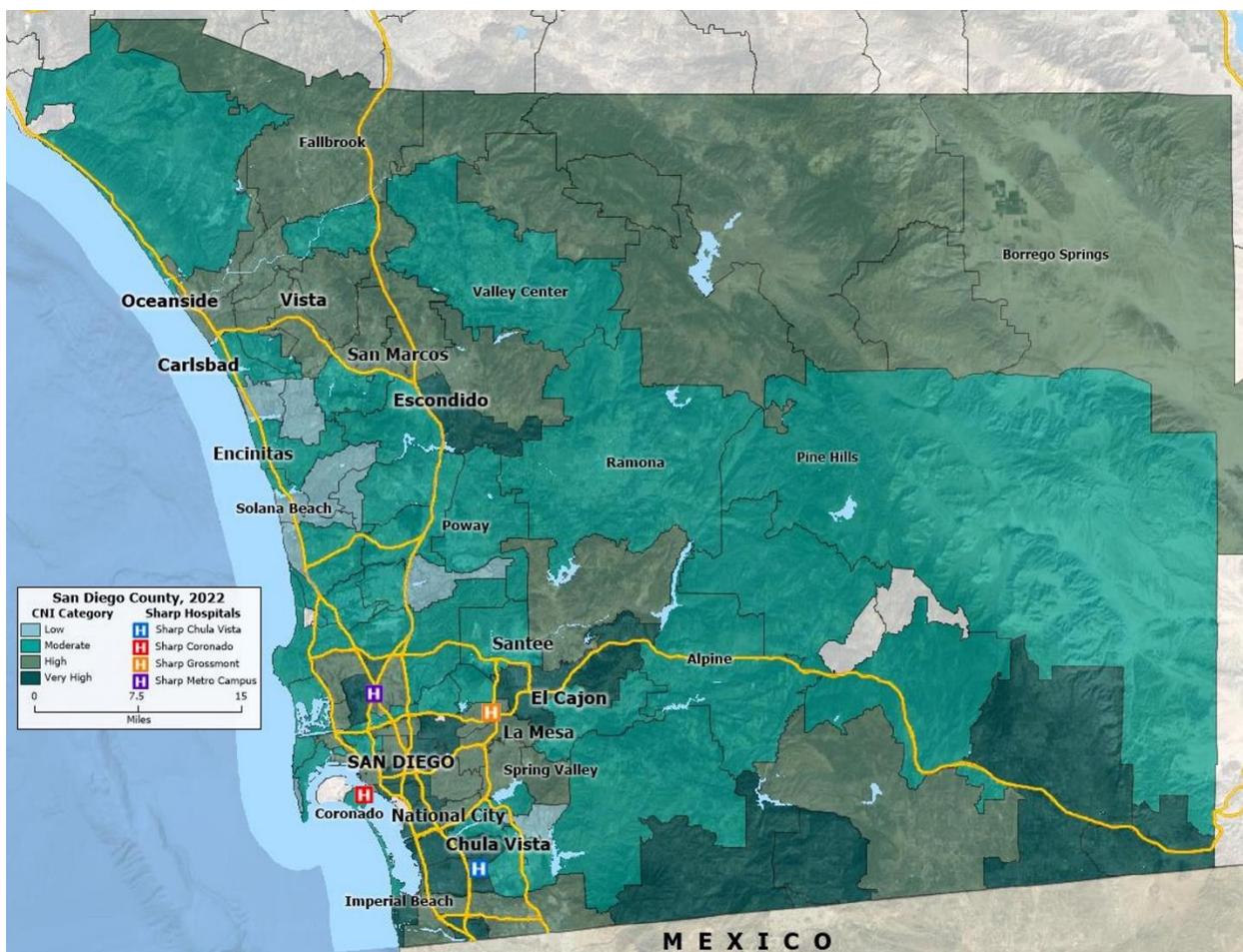
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<sup>250</sup> Dignity Health and IBM Watson Health CNI. (2022). The Dignity Health and IBM Watson CNI was discontinued on January 31, 2023.

inequities.<sup>251</sup> The CNI uses demographic and economic statistics to provide a CNI score for every populated ZIP code in the U.S. CNI scores measure inequity on a scale ranging from very low health inequity to very high health inequity. This measurement is an average determined through an analysis of specific socio-economic barriers to health care access, including education, income, culture/language, insurance, and housing. As such, the CNI demonstrates the link between community need, access to care and preventable hospitalizations.

According to the CNI, communities served by SMBHWN with especially high need include a number of communities in SDC’s south, central and east regions.<sup>251</sup> **Figure 22** presents a map of the CNI findings across SDC.

**Figure 22: CNI Map — SDC<sup>252</sup>**



<sup>251</sup> According to the World Health Organization (WHO), health inequities are differences in health status or in the distribution of health resources between different population groups arising from the social conditions in which people are born, grow, live, work and age. These inequities have significant social and economic costs both to individuals and societies. (WHO, 2018).

<sup>252</sup> Truven Health Analytics, 2022; Insurance Coverage Estimates, 2022; The Nielson Company, 2022; and CNI, 2022.

## Community Health Profile

In 2023, there were 3,348,475 residents in SDC, making it the second most populous county in California. In addition, there were 594,610 women age 18 to 44 residing in SDC, representing 17.8% of the population. Between 2023 and 2028, it is anticipated that the number of women of childbearing age in SDC will increase by 0.4%.<sup>253</sup>

In 2021, 10.7% of the SDC population reported living below 100% of the federal poverty level (FPL). The county’s unemployment rate was 6.2% and 5.0% of households received Supplemental Security Income.<sup>254</sup>

According to the San Diego Hunger Coalition, nutrition insecurity<sup>255</sup> has not changed for almost a year due to historic increases in the cost of living. As of March 2023, 23% of San Diegans experienced nutrition insecurity and 28% of children lived in nutrition-insecure households.<sup>256</sup>

In 2021, 7.6% of households in SDC received Supplemental Nutrition Assistance Program (SNAP) benefits, while 16.2% of the population lived at or below 138% FPL and were eligible for the program.<sup>254</sup> Please refer to **Table 40** for SNAP participation and eligibility in SDC.

**Table 40: Food Stamps/SNAP Benefit Participation and Eligibility Estimates for SDC, 2021<sup>254</sup>**

Food Stamps/SNAP Benefits	Percent of Population
Households	7.6%
Families with Children	12.4%
<b>Eligibility by FPL</b>	
Population ≤130% FPL	15.0%
Population ≤138% FPL	16.2%
Population 139% – 350% FPL	29.8%

In SDC in 2021, 96.1% of children age 18 and under, 88.1% of young adults ages 19 to 25, 88.5% of adults ages 26 to 44, 91.7% of adults ages 45 to 64, and 98.9% of seniors age 65 and older had health insurance.<sup>254</sup> Health insurance coverage for each age group was lower than the Healthy People 2030 (HP2030) national target of 92.4% health insurance coverage for all individuals under age 65, with the exception of children ages 0 to 18 years.<sup>257</sup> See **Table 41** for health insurance coverage in SDC in 2021.

<sup>253</sup> SpeedTrack®, Inc.; U.S. Census Bureau.

<sup>254</sup> County of San Diego, HHSA, PHS, CHSU. (2023). [2017-2021 Demographic Profiles](#).

<sup>255</sup> Nutrition security means all Americans have consistent and equitable access to healthy, safe, affordable foods essential to optimal health and well-being. (U.S. Department of Agriculture).

<sup>256</sup> San Diego Hunger Coalition. (2023). [State of Nutrition Security in San Diego County 2023 Annual Issue Brief](#).

<sup>257</sup> The U.S. Department of Health and Human Services’ [Healthy People 2030](#) (HP 2030) initiative represents the nation’s prevention agenda for the third decade of the 21st century. HP2030 has four overarching goals: to attain healthy, thriving lives and well-being

**Table 41: Health Insurance Coverage in SDC, 2021<sup>254</sup>**

Description	Rate	HP2030 Target
<b>Current Health Insurance Coverage</b>		
Children 0 to 18 years	96.1%	92.4%
Young adults 19 to 25 years	88.1%	92.4%
Adults 26 to 44 years	88.5%	92.4%
Adults 45 to 64 years	91.7%	92.4%
Seniors 65+ years	98.9%	N/A <sup>258</sup>

According to the California Health Interview Survey (CHIS), in 2022, 17.5% of SDC’s population was covered by Medi-Cal.<sup>259</sup> See **Table 42** for details.

**Table 42: Medi-Cal (Medicaid) Coverage in SDC, 2022<sup>259</sup>**

Description	Rate
Covered by Medi-Cal	17.5%
Not covered by Medi-Cal	82.5%

CHIS data also revealed that 12.4% of individuals in SDC did not have a usual place to go when sick or in need of health advice (see **Table 43**).<sup>259</sup>

**Table 43: Regular Source of Medical Care in SDC, 2022<sup>259</sup>**

Regular Source of Medical Care	Rate	HP2030 Target
Has a usual source of care	85.2%	84.0%
Has no usual source of care	14.8%	16.0%

In 2021, there were 37,436 live births in SDC overall. The 2021 infant mortality rate was 2.3 infant deaths per 1,000 live births in the north coastal region, 3.1 in the east region, 3.7 in the central region, 2.7 in SDC overall, 2.3 in the north central region, 2.1 in the north inland region, and 3.0 in the south region.<sup>260</sup>

free of preventable disease, disability, injury, and premature death; to achieve health equity, eliminate disparities, and attain health literacy to improve the health and well-being of all; to create social, physical, and economic environments that promote attaining the full potential for health and well-being for all; to promote healthy development, healthy behaviors, and well-being across all life stages; and to engage leadership, key constituents, and the public across multiple sectors to take action and design policies that improve health and well-being of all..

<sup>258</sup> HP2030 does not include targets for individuals ages 65 and older.

<sup>259</sup> University of California Los Angeles Center for Health Policy Research. (2023). [AskCHIS](#). AskCHIS is an online health query system that allows you to quickly search for health statistics on your county, region, and state. AskCHIS draws upon the responses of more than 20,000 Californians interviewed each year by [The California Health Interview Survey \(CHIS\)](#) – the largest state health survey in the U.S.

<sup>260</sup> County of San Diego, HHSA, PHS, CHSU, Maternal, Child, and Family Health Services. (2023). [Maternal, Child, and Family Health Services statistical tables and graphs]. Retrieved 11/7/23 from [https://www.sandiegocounty.gov/content/sdc/hhsa/programs/phs/maternal\\_child\\_family\\_health\\_services/MCFHSstatistics.html](https://www.sandiegocounty.gov/content/sdc/hhsa/programs/phs/maternal_child_family_health_services/MCFHSstatistics.html)

In 2021, 102 infants in SDC died before their first birthday, including 45 male and 57 female infants. Black infants had the highest mortality rate (11.9 infant deaths per 1,000 live births) when compared to infants of all other races and ethnicities. Hispanic infants had the second highest mortality rate of 3.5 deaths per 1,000 live births. In addition, 3,279 preterm births occurred in SDC during 2021.<sup>261</sup> Compared to all other races and ethnicities, Hispanic mothers had the highest total number of births (14,809), of which 8.4% were preterm. Although Black mothers and Asian mothers had fewer total births (1,539 and 3,532 total births, respectively), they experienced the highest rates of preterm births among all other racial or ethnic groups (10.5% and 9.4% of preterm births, respectively). Similarly, although women ages 30 to 34 had the highest total number of births among all age groups, mothers ages 40 and older were more likely to give birth preterm (12.9% preterm births among mothers age 40 to 44 and 16.7% among mothers ages 45 and up compared to 8.5% among mothers ages 30 to 34).<sup>260</sup>

In 2021, all SDC regions met the HP2030 national targets for early prenatal care, preterm births and infant mortality.<sup>260</sup> See **Table 44** for a summary of maternal and infant health indicators in SDC in 2021 and **Table 45** for a summary of maternal and infant health indicators by region.

**Table 44: Maternal and Infant Health Indicators in SDC, 2021**<sup>260</sup>

Maternal and Infant Health Indicator	Rate	HP2030 Target
Early Prenatal Care <sup>262</sup>	89.2%	80.5%
Preterm Births <sup>263</sup>	8.8%	9.4%
VLBW Infants <sup>264</sup>	1.1%	N/A <sup>265</sup>
LBW Infants <sup>266</sup>	6.9%	N/A <sup>265</sup>
Infant Mortality <sup>267</sup>	2.7	5.0

**Table 45: Maternal and Infant Health Indicators by Region in SDC, 2021**<sup>260</sup>

Indicator	Central	East	North Central	North Coastal	North Inland	South
Prenatal Care	84.9%	88.0%	92.0%	88.8%	92.5%	88.3%
Preterm Births	9.1%	9.0%	8.4%	8.3%	8.0%	9.6%
VLBW Infants	1.1%	1.4%	0.9%	1.0%	0.8%	1.3%
LBW Infants	7.5%	7.0%	7.0%	6.3%	5.9%	7.5%
Infant Mortality	3.7	3.1	2.3	2.3	2.1	3.0

<sup>261</sup> Preterm birth refers to births prior to 37 completed weeks of gestation.

<sup>262</sup> Early prenatal care is defined as care initiated during the first trimester of pregnancy, not accounting for frequency of care.

<sup>263</sup> Preterm birth refers to births prior to 37 completed weeks of gestation.

<sup>264</sup> VLBW refers to birth weight less than 1,500 grams (approximately 3 pounds [lbs], 5 ounces).

<sup>265</sup> HP2030 health indicators are not available for VLBW or LBW infants.

<sup>266</sup> LBW refers to birth weight less than 2,500 grams (approximately 5 lbs, 8 ounces).

<sup>267</sup> Infant mortality refers to the number of deaths of infants under one year of age per 1,000 live births.

For additional demographic and health data for communities served by SMBHWN, please refer to the SMH 2022 CHNA, available at <https://www.sharp.com/about/health-needs-assessments>

## **Community Benefit Planning Process**

In addition to the steps outlined in **Section 3: Community Benefit Planning Process** regarding community benefit planning, SMBHWN:

- Incorporates community priorities and community relations into its strategic plan and develops service line-specific goals
- Estimates an annual budget for community programs and services based on community needs, the previous years' experience and current funding levels
- Participates in programs and workgroups to review and implement services that improve the health status and emotional well-being of women and infants

## **Priority Community Needs Addressed in Community Benefit Report — SMH 2022 CHNA**

SMH completed its most recent CHNA in September 2022. SMH's 2022 CHNA was significantly influenced by the collaborative Hospital Association of San Diego and Imperial Counties 2022 CHNA process and findings. Please refer to **Section 3: Community Benefit Planning Process** for a detailed description of Sharp's CHNA process and findings.

In accordance with federal regulations, the SMH 2022 CHNA also includes needs identified for communities served by SMBHWN, as the two hospitals share a license and report all utilization and financial data as a single entity to the California Department of Health Care Access and Information.

In addition, this year, SMH updated its implementation strategy — a description of programs designed to address the priority health and social needs identified in the 2022 CHNA. Again, in alignment with federal regulations, the SMH implementation strategy includes programs and services provided by SMBHWN.

Through the SMH 2022 CHNA, the following priority health and social needs were identified for the communities served by SMH and SMBHWN (listed in alphabetical order):

- Access to Health Care
- Aging Care and Support
- Behavioral Health
- Children and Youth Well-being
- Chronic Health Conditions

- Community Safety
- Economic Stability
- Maternal and Prenatal Health, including High-Risk Pregnancy

SMBHWN is a specialty hospital providing care for expectant mothers and newborns as well as women’s services. Therefore, in alignment with these identified needs, the following pages detail programs that specifically address maternal and prenatal care, including high-risk pregnancy, along with associated priority health and social needs. Please refer to **Patient Access to Care Programs** in **Section 1: An Overview of Sharp HealthCare** for additional entity and systemwide programs designed to address access to health care.

As a specialty hospital, SMBHWN lacks the resources to comprehensively address the elements of community education and support for all identified needs. Consequently, the programs and services that address the other needs are provided through SMH. Please refer to **Section 11: Sharp Memorial Hospital** of this report for details on those programs.

The community education and support elements of behavioral health (including substance use) are addressed through the programs and services provided through Sharp Mesa Vista Hospital and Sharp McDonald Center, which are the major providers of behavioral health and substance use treatment services in SDC. Please refer to **Section 12: Sharp Mesa Vista Hospital and Sharp McDonald Center** of this report for details on those programs. For additional details on SMBHWN programs that specifically address the needs identified in the 2022 CHNA, please refer to SMH’s implementation strategy. The most recent SMH CHNA and implementation strategy are available at <https://www.sharp.com/about/health-needs-assessments>.

## **SMBHWN Community Benefit Programs and Services, FY 2023**

SMBHWN addresses the needs of its community through the programs and services listed below. For each of these areas, the following pages describe the hospital’s community benefit objective(s), activities conducted in FY 2023, and plans for FY 2024. Please refer to **Section 4: Description of Community Needs** for supporting data on each of these program and service areas:

- **Maternal and Prenatal Care, Including High-Risk Pregnancy**
- **Maternal Care — Meeting the Needs of New Mothers and their Families**
- **Health Professions Education and Training, and Collaboration with Local Schools to Promote Interest and Career Pathways in Health Care**

## ***Maternal and Prenatal Care, Including High-Risk Pregnancy***

For community data and statistics related to these efforts, please see **Access to Health Care, Behavioral Health, Children and Youth Well-being, Economic Stability** and **Maternal and Prenatal Care, Including High-Risk Pregnancy** in **Section 4: Description of Community Needs** of this report.

### **Objectives**

- Develop, coordinate and provide educational programs for the community on maternal and prenatal care topics, including preterm labor and births
- Provide education to community members who are susceptible to high-risk pregnancy
- Educate community members about prenatal health topics and available hospital resources through news interviews, articles and participation in community events
- Provide financial support to community-based organizations that address maternal and prenatal care, including high-risk pregnancy
- Improve outcomes for at-risk newborns through the Sharp Mary Birch Neonatal Research Institute (NRI)

### **FY 2023 Report of Activities**

SMBHWN conducts a variety of community education, support, fundraising and research activities to encourage healthy pregnancies for expectant mothers — including teenagers and other high-risk populations — and improve outcomes for at-risk newborns. In FY 2023, SMBHWN offered maternal and prenatal care classes both in-person and online to ensure safe, ongoing education for expectant mothers and families following the COVID-19 pandemic. All classes are evaluated via survey to ensure the educators and topics meet participants' needs.

SMBHWN taught nearly 110 expectant parents about the warning signs of preterm labor and how to help prevent a premature birth through free, monthly, virtual Preterm Birth Prevention classes. In February, April, June and August, Sharp, including SMBHWN, hosted free Planning for Pregnancy events, which provided pre-pregnancy education to nearly 100 community members. Topics included preparing the body for pregnancy, having a baby later in life, reproductive planning, optimizing conception, implications of COVID-19 for pregnancy, fertility challenges and treatments, and available support groups and classes at SMBHWN.

SMBHWN also hosted several new free webinars addressing high-risk pregnancy in FY 2023. In March, an Exercise and Nutrition During Pregnancy webinar provided more than 20 expecting parents with information on the importance of balanced nutrition during pregnancy; risks of excessive weight gain in pregnancy; which supplements to take while pregnant; how staying active during pregnancy is beneficial to both mom and baby; and which exercises are the best during pregnancy and which to avoid. Additionally, in January and July, Sharp and the AHA partnered to deliver two webinars to nearly 50 attendees on women's heart health titled Community Conversation: Pregnancy, Maternal Health & Your Heart and Community Conversation: Heart Attack and Heart Failure in Women. The webinars included a question-and-answer session

and provided information on topics including heart health during pregnancy as well as signs of a heart attack and heart failure in women and how to prevent these events.

SMBHWN also offered several low-cost prenatal classes in FY 2023. Classes focused on preparing for childbirth as well as basic information about caring for a baby. Topics included how the body prepares for birth and delivery; hospital procedures; relaxation and breathing techniques; medication choices; caesarean delivery; newborn characteristics and procedures; and basic infant care. Fees for these classes were waived for pregnant teens to help improve their access to important prenatal education. Other low-cost prenatal classes covered the following topics: preparing families with dogs for life with a baby; basic infant sleep patterns and strategies to support the early months of parenting; labor comfort measures and relaxation skills to support the birthing experience; and the joys and challenges of parents expecting twins, triplets or more.

In June, SMBHWN participated in the annual Sharp Women's Health Conference. Team members answered attendees' questions on topics including pre- and postnatal health and hospital services. At the event, a SMBHWN licensed clinical social worker (LCSW) led a breakout session titled The Fourth Trimester and Beyond: Empowering Women Postpartum, where participants learned when and how to ask for help, being a valuable support person, and resources available to support new moms during a difficult time to approximately 70 participants. In addition, SMBHWN provided year-round fundraising support for the 2023 San Diego Heart & Stroke Walk. In FY 2023, SMBHWN exceeded its fundraising goal, with over \$9,300 raised for the AHA. During the walk in September, team members hosted an informational booth with resources on cardiac disease for women.

Throughout the year, SMBHWN health experts provided interviews, articles and webinars to educate the community about important topics related to pregnancy and maternity. Information was shared through the hospital's Facebook page and Sharp Health News. Topics included receiving the COVID-19 vaccine and booster during pregnancy; high-risk pregnancies; maternal heart health; reproductive planning; fertility challenges; implications of COVID-19 on pregnancy; nutrition and exercise during pregnancy; keeping the heart healthy during pregnancy; improving egg quality for pregnancy; the role of social workers during a patient's pregnancy; gestational diabetes; preeclampsia methods to track fertility; perineal massage during pregnancy; and support groups during pregnancy.

The Sharp Mary Birch NRI was launched in 2013 to discover new, leading-edge treatments and practices in newborn care and disseminate research findings to improve outcomes for at-risk newborns throughout the world. Led by a multidisciplinary team of physicians, nurses, respiratory therapists, researchers and data analysts, the NRI has participated in more than 70 clinical trials with over 3,700 newborns enrolled.

In April, the NRI was invited to join the national Neonatal Research Network (NRN) of the Eunice Kennedy Shriver National Institute of Child Health and Human Development, part of the National Institutes of Health (NIH). The NRN's mission is to investigate the

safety and efficacy of treatment and management strategies for newborns, primarily very low birthweight infants. NRN clinical trials encompass preterm birth complications and neurodevelopmental outcomes, chronic lung disease, sepsis, congenital anomalies and reducing neonatal deaths. Through this seven-year honor, the NRI will actively participate in the NRN alongside the exclusive consortium of academic centers. Sharp, including SMBHWN and Sharp Grossmont Hospital for Women & Newborns, serves as one of two centers in California and is the sole community hospital within the NRN without a university affiliation.

The NRI values the community's perspective in shaping the future of care provided in the neonatal intensive care unit (NICU). Through the NRI Parent Advisory Board, parents and grandparents of infants who have been in the NICU offer the NRI their unique points of view, including feedback on proposed and current clinical trials to help ensure that other parents understand and feel comfortable participating in them. In addition, NRI Parent Advisory Board members may participate on Sharp's Institutional Review Board when a new trial involving babies is presented and may be involved in the decision to either approve, change or disapprove of a trial.

The NRI has received funding support from personal donations as well as from various foundations and organizations, including but not limited to Schwab Charitable Fund, Nemours Children's Hospital, Delaware, American Academy of Pediatrics, Chiesi USA, Inc., Duke University, University of Pittsburgh, Thrasher Research Fund, Little Giraffe Foundation, the Kenneth T. and Eileen L. Norris Foundation, the Samuel H. French III and Katherine Weaver French Fund, and the Chuck and Ernestina Kreutzkamp Foundation, and more. In addition, the NRI has received eight grants from the NIH, including most recently in the NRN.

The NRI's medical discoveries have been featured by multiple news networks and publications, including 10News – San Diego, CNN, FOX 5 San Diego, NBC 7 San Diego, KPBS, *The San Diego Union-Tribune*, *Del Mar Times*, *New Scientist*, *News Medical*, *Physicians Weekly*, *Respiratory Care*, *U.S. News* and NIH. In March, the NRI shared best practices on an international level through a virtual presentation titled Umbilical Cord Management at the State of the Art International Neonatology Webinar Series, which is endorsed by the Union of European Perinatal and Neonatal Societies. Additionally, the NRI's findings on the topics of Best Practices for Caring for Premies and Umbilical Cord Management were shared through neonatology podcasts.

In addition, the NRI works closely with SMBHWN's Nemeth NICU Follow-Up Clinic, which provides neurodevelopmental assessments, testing and referrals for early interventions to promote optimal growth and success for babies born preterm or with other conditions that place them at risk for developmental delay. The services and interventions provided by the Nemeth NICU Follow-Up Clinic help validate the results of the NRI's innovative research studies. In 2022, the NRI received a five-year grant from the U.S. Department of Health and Human Services' Health Resources and Services Administration for the Safety Net Access Program at SMBHWN to increase access to neurodevelopmental follow-up visits at the 6, 12-18, and 22-24 month stages for infants

and children at the greatest risk for medical, developmental and behavioral problems. The program targets low-income, medically uninsured and underserved families served by SMBHWN to promote kindergarten readiness at 5 years of age. Further, specific attention is given to families with limited mobility and transportation challenges through grant-funded transportation assistance.

## **FY 2024 Plan**

SMBHWN will do the following:<sup>268</sup>

- Provide free monthly virtual Preterm Birth Prevention classes
- Provide free monthly virtual pelvic floor wellness classes
- Develop and provide free and low-cost prenatal classes for expectant mothers and families
- Provide education to high-risk populations
- Provide fundraising support for March of Dimes
- Provide education and outreach at community health fairs and events
- Identify evidence-based best practices for newborn care through the NRI

### ***Maternal Care — Meeting the Needs of New Mothers and their Families***

For community data and statistics related to these efforts, please see **Access to Health Care, Children and Youth Well-being, Community Safety, Economic Stability** and **Maternal and Prenatal Care, Including High-Risk Pregnancy** in **Section 4: Description of Community Needs** of this report.

## **Objectives**

- Provide breastfeeding education and support to new mothers
- Provide postpartum education and support to new mothers and their families
- Educate community members about maternal and child health topics and available hospital resources through news interviews and articles
- Provide resources and support to new mothers and families facing economic or other postpartum challenges

## **FY 2023 Report of Activities**

In FY 2023, SMBHWN continued to provide educational classes and support groups to address the needs of new mothers and families. Opportunities were provided virtually and in-person to ensure participant health and safety following the COVID-19 pandemic.

SMBHWN served more than 600 new mothers through its free breastfeeding support group. Facilitated by an experienced lactation educator, the group was offered three times per week to assist new parents with breastfeeding challenges. The breastfeeding support group was initially offered virtually and in-person in FY 2023; however, in February, only two in-person groups continued to be offered on a weekly basis. Topics

<sup>268</sup> Where applicable, Sharp Mary Birch Hospital for Women & Newborns (SMBHWN) will perform these activities as COVID-19 public health and safety guidelines allow.

included latching, pumping breastmilk, baby behavior and sleep issues. Parents were also referred to the hospital's New Beginnings Boutique (NBB) for additional breastfeeding resources.

The hospital's weekly Baby and Me Time virtual support group helped new parents transition from giving birth to returning home with their newborn. The free group provided an opportunity to share the unique experiences and responsibilities of parenthood, enhance knowledge and confidence as a new parent and develop new friendships. All parents from the community were invited to participate in Baby and Me Time, which included first-time parents, including those preparing to go back to work, military families, single parents and stay-at-home parents. The group also offered expecting parents insight into what parenthood might look like for them. Serving over 260 new parents in FY 2023, the group has evolved into a community-centered place of support during an often-challenging time.

SMBHWN provided specialized education and support during the year through a free, virtual postpartum support group led by a LCSW. A weekly group provided emotional support to mothers in the community with babies ages newborn to 12 months (and in some cases, up to 2 years of age) who were dealing with feelings of anxiety or depression related to the challenges of new motherhood. A range of topics were addressed during the groups, including feelings of isolation, parenting struggles, postpartum mood disorders, how to seek support, professional referrals and coping strategies. To promote additional healthy coping methods, the support group leader connected participants to online community play groups and other virtual parent groups. Together, the hospital's postpartum support groups engaged nearly 350 parents in FY 2023.

Additionally, SMBHWN staff devoted nearly 640 hours to daily Family Home Care classes that provided critical information and support to more than 2,400 new mothers and family members. Topics included car seat safety, sudden infant death syndrome, shaken baby syndrome, breastfeeding, jaundice and signs and symptoms of illness among mothers and babies. Free NICU CPR (cardiopulmonary resuscitation) education was also provided three times per week in English and Spanish to approximately 380 family and friends of the hospital's NICU babies.

SMBHWN provided free webinars throughout the year to support new parents. This included the Pelvic Floor Wellness in Pregnancy, Birth and After Delivery webinar to help promote successful postpartum recovery. Facilitated by a physical therapist, the monthly webinar served over 550 community members. In May, a Feeding Your Baby, Your Way webinar led by a Sharp lactation educator provided more than 35 new and expecting parents with education about different feeding methods, what to expect in the first month postpartum and planning for transitioning back to work. In July, a Partner Bootcamp: How to Support Your Partner During Postpartum webinar, led by a Sharp social worker and licensed marriage and family therapist, provided nearly 60 attendees with tools to support their significant other as they managed the early recovery process and navigated their new relationship as parents. In September, a webinar titled The

Fourth Trimester: Navigating Your Postpartum Recovery provided education to approximately 35 attendees about navigating the early recovery process that occurs during the “fourth trimester” — the first three months after birth. Topics covered included postpartum body changes, tips to recognize symptoms of common postpartum conditions and strategies to support mental health.

The Sharp Mary Birch Nursing Lounge at Petco Park’s terrace allows mothers attending events at the stadium to enjoy comfortable amenities in a private environment while breastfeeding. In August, to celebrate World Breastfeeding Week, a Sharp Mary Birch lactation educator offered support to six mothers at the venue. Additionally, in August, two SMBHWN lactation educators hosted a community booth at the Padres Community Kiosk, where they provided approximately 100 attendees with resources on perinatal mood and anxiety disorders and answered questions related to breastfeeding, pumping and other maternal health topics.

Throughout the year, SMBHWN health experts provided interviews, articles and webinars to educate the community about important maternal, newborn health and women’s health topics. Information was shared through the hospital’s Facebook page; Sharp Health News; Sharp HealthCare classes; and media outlets including NICU Babies Parent Support podcast, NICU Heroes podcast; and Science News. Women’s health topics featured pelvic pain; incontinence; heart attack and heart failure in women; robotic surgeries for gynecological conditions; and breast cancer screening and treatment. Maternal and newborn care topics featured the safest way for a baby to sleep; therapies in the NICU; navigating the fourth trimester (first 12 weeks after a baby is born); the connection between weight and breastfeeding; the difference between using formula and breastfeeding; the role of social workers after pregnancy; different feeding methods for an infant; transitioning back to work after giving birth; postpartum mental health; reducing pain and discomfort from breastfeeding; baby care basics; labor comfort measures; storing breastmilk; and emotional challenges of breastfeeding.

Scientific evidence shows that exclusive breastfeeding provides the healthiest start for a newborn’s life, especially among very premature babies. However, exclusive breastfeeding is not possible for mothers who experience challenges with breastmilk supply and feeding. Pasteurized donor human milk can make breastfeeding possible for these mothers. For more than 16 years, SMBHWN has served as a donor breastmilk depot, regularly shipping donated breastmilk to the Mothers’ Milk Bank in San Jose, California, where it is screened, pasteurized and distributed to community hospitals for infants whose mothers have an insufficient breastmilk supply. Since 2015, SMBHWN has hosted an annual Donor Breastmilk Drive to help increase the supply of breastmilk for the Mothers’ Milk Bank. Held in celebration of National Breastfeeding Month in August, the event took place in person at the Sharp Corporate Office Auditorium and collected approximately 16 gallons of breastmilk from 19 donors. Over the past eight years, SMBHWN’s milk drives have collected nearly 390 gallons of breastmilk from approximately 260 donors to help feed premature infants and those with specialized health needs.

SMBHWN expands its support for community mothers and families through the NBB. Located within the hospital, the boutique provides easy access to needed supplies, such as nursing bras and breastfeeding pumps. The boutique's lactation educators are available to answer questions and provide breastfeeding resources and support to anyone who calls or visits the shop. Among its health education efforts, the lactation educators at the NBB have provided weighted feed assistance to families needing additional support with baby feedings through pre- and post-consumption weighing. In FY 2023, NBB staff dedicated nearly 2,500 hours to free breastfeeding education and support for community members.

SMBHWN continued to serve as a distributor for the Jacobs & Cushman San Diego Food Bank's (Food Bank) Diaper Bank Program. The program helps solve a critical challenge — namely, the expense of diapers, which are often required to enroll a child in daycare — for families facing economic hardship. Through the program, diapers are donated to the Food Bank, and participating distributors — including SMBHWN — retrieve the diapers to provide them to families in need. SMBHWN distributed 11,025 diapers and 132 packs of wipes to 121 patients in FY 2023 and has provided approximately 49,360 diapers since first joining the program in summer 2019.

For additional information on Sharp programs and services that help increase access to health care and community and social support, please see **Patient Access to Care Programs** and **Community Information Exchange** in **Section 1: An Overview of Sharp HealthCare** of this report.

### **FY 2024 Plan**

SMBHWN will do the following:

- Provide free virtual postpartum classes
- Offer free virtual and in-person breastfeeding, postpartum and new parent support groups
- Host a donor milk drive to collect breast milk for the Mothers' Milk Bank
- Participate in the Food Bank's Diaper Bank Program to provide diapers to families facing economic hardship

### ***Health Professions Education and Training, and Collaboration with Local Schools to Promote Interest and Career Pathways in Health Care***

For community data and statistics related to these efforts, please see **Maternal and Prenatal Care, Including High-Risk Pregnancy** and **Workforce Development** in **Section 4: Description of Community Needs** of this report.

### **Objectives**

- Collaborate with local schools, colleges and universities to provide opportunities for students to explore and train for a variety of health care professions

- Provide obstetrical, gynecological and neonatal education and training for health care professionals
- Identify and disseminate evidence-based best practices to improve outcomes of at-risk newborns through the NRI
- Participate in local and national organizations to share specialty expertise and enhance learning for the broader health care community

### **FY 2023 Report of Activities**

In FY 2023, SMBHWN collaborated with local, state and national schools, colleges and universities to provide hospital-based opportunities for students to explore and train for a variety of careers in health care. In FY 2023, on-site student learning increased, surpassing pre-pandemic participation.

SMBHWN served as a training site for nearly 140 nursing students and 23 ancillary (non-nursing) students in FY 2023, who spent over 38,300 hours on the hospital campus. Academic institution partners included Azusa Pacific University, Pima Community College, Point Loma Nazarene University, San Diego State University, Southwestern College and University of San Diego. SMBHWN also partnered with Midwestern University in Glendale, Arizona, to provide physician-led mentorship opportunities for 10 medical students. In addition, in October and April a SMBHWN neonatal clinical nurse specialist provided a lecture on initial stabilization for NICU infants post-delivery and pre-transport at Rady Children’s Hospital San Diego to approximately 40 students, nurses and respiratory care practitioners.

SMBHWN resumed its participation in the Health Sciences High and Middle College (HSHMC) program in FY 2023, providing valuable health care experience, including job requirements and career ladder development, to ninth through 12th grade students. During the school year, four HSHMC students devoted nearly 690 hours to rotations with maternal infant services, the NICU and the transport team.

In FY 2023, the NRI shared its expertise and groundbreaking research developments with the greater health and research communities. Virtual and in-person presentations were also provided to support professional learning. Presentation topics included, but were not limited to, neurocritical care of the neonate, state-of-the-art delivery room resuscitation, technologies to optimize delivery room resuscitation, and concepts and controversies in umbilical cord management for newborn infants. Further, the NRI’s research findings have been shared in several distinguished medical journals. In FY 2023, this included *the American Journal of Obstetrics and Gynecology*, *American Academy of Pediatrics*, *Child Neurology Open*, *Clinics in Perinatology*, *Journal of Perinatology*, *American Journal of Perinatology*, *BMJ Open*, *Early Human Development*, *European Journal of Pediatrics*, *Frontiers in Pediatrics*, *Journal of Maternal-Fetal & Neonatal Medicine*, *Journal of Pediatrics*, *NeoReviews*, *Pediatric Cardiology*, *Pediatric Research*, *Seminars in Fetal and Neonatal Medicine* and *Seminars in Perinatology*.

SMBHWN team members also contributed their expertise to the broader health care community through participation in professional conferences and events. In September, SMBHWN participated in Sharp's Annual Interprofessional Research & Innovations Conference. Held both virtually and in-person at the Sharp Prebys Innovation and Education Center, the event invited community health care professionals to participate in podium and poster presentations intended to stimulate innovation in the practice setting, identify best practices, disseminate research, encourage interprofessional collaboration, and more. At the event, two SMBHWN team members provided a podium presentation titled A Study to Determine the Caregiver's Perception of Patient & Family Civility. The research study aimed to identify and evaluate health care workers' perceptions of the levels of incivility directed towards health care workers by patients and their families, with a goal to inform effective strategies and policies for mitigation. Additionally, two SMBHWN nurses provided a podium presentation titled The Implementation of Early Skin to Skin to Improve Patient Outcomes and Parent Engagement. The presentation highlighted a quality improvement project aiming to decrease the average number of days from birth to first skin-to-skin contact in infants born less than 29 weeks' gestation from a baseline of 14.2 to 7.0 days of life. In addition, in FY 2023, SMBHWN team members served on boards and committees for local and national organizations, including AHA, The Doris A. Howell Foundation for Women's Health Research, Council of Women's and Infants' Specialty Hospitals, National Association of Behavioral Healthcare, Perinatal Social Work Cluster, Pima Community College, Southern California Association of Neonatal Nurses, and YWCA of San Diego County.

### **FY 2024 Plan**

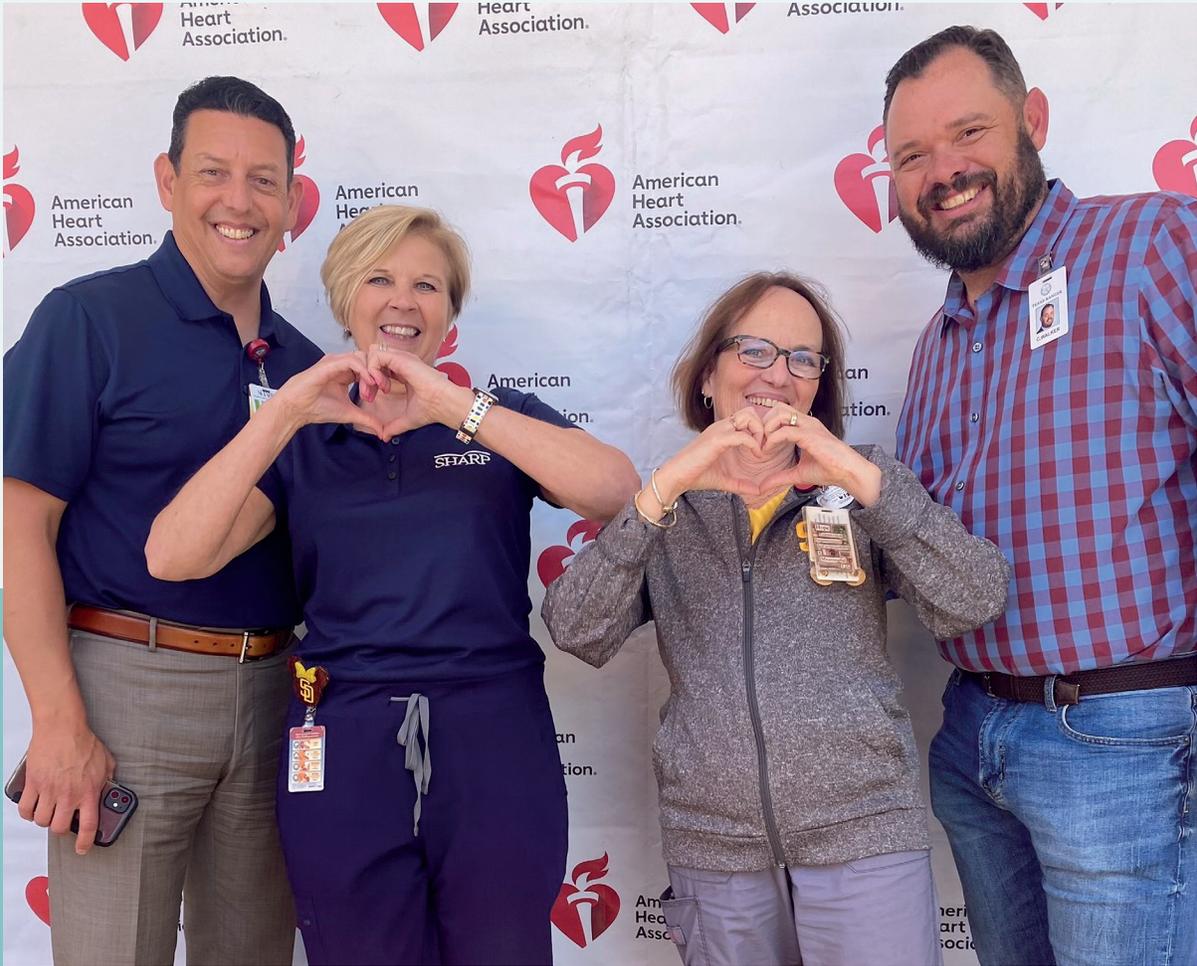
SMBHWN will do the following:

- Collaborate with colleges and universities on internships, externships and other professional training opportunities for students
- Participate in the HSHMC program
- Participate in local and national collaboratives and share specialty expertise at professional conferences

## **SMBHWN Program and Service Highlights**

- Breastfeeding support groups
- Breastmilk donor program in collaboration with the Mothers' Milk Bank
- Breastmilk pump rentals
- Classes, events and physician referral through 1-800-82-SHARP
- Clinical research trials through the NRI
- Cord blood banking (private and public)
- Early Recovery After Surgery program
- Early labor support
- FollowMyHealth®, a secure online patient website that gives patients convenient, 24-hour access to their personal health information
- Gynecologic oncology
- High-risk pregnancy care (Perinatal Special Care Unit)
- Hearing screening program (inpatient and outpatient)
- Lactation services (inpatient and outpatient)
- Labor and delivery
- Level III NICU
- Maternal Infant Services Unit
- Midwife services
- Nemeth NICU Developmental Follow-Up Clinic
- Neurologic intensive care
- Newborn critical congenital heart disease screenings
- NBB
- Sharp Mary Birch Nursing Lounge at Petco Park
- Obstetrical and women's triage services
- Postpartum support groups
- Pre-Anesthesia Evaluation Services
- Pregnancy, childbirth and parent education programs (in-person and virtual)
- Prenatal/Antenatal Diagnostic Center
- Spiritual care services, including the Arts for Healing program
- Surrogacy support services
- Women's and infants' pathology services
- Women's surgery, including minimally invasive robotic gynecology surgery and breast cancer surgery

# Sharp Memorial Hospital



## Section

# 11 Sharp Memorial Hospital

*Sharp Memorial Hospital is truly a leader in the community both in terms of the number of patients we serve and also the quality of care we provide. Sharp Memorial Hospital is dedicated to serving and celebrating the diversity of the San Diego community through a variety of programs and services.*

— Trisha Khaleghi, Senior Vice President and Market Chief Executive Officer,  
Sharp HealthCare Metropolitan Hospitals

### Fiscal Year (FY) 2023 Community Benefit Program Highlights

Sharp Memorial Hospital (SMH) provided a total of **\$203,589,764** in community benefit in FY 2023. See **Table 46** for a summary of unreimbursed costs based on the categories specifically identified in Senate Bill 697 (SB 697), and **Figure 23** for the distribution of SMH's community benefit among those categories.

**Table 46: Economic Value of Community Benefit Provided  
Sharp Memorial Hospital — FY 2023<sup>269</sup>**

SB 697 Category	Programs and Services Included in SB 697 Category	Estimated FY 2023 Unreimbursed Costs
Medical Care Services	Shortfall in Medi-Cal, financial support for on-site workers to process Medi-Cal eligibility forms <sup>270</sup>	\$45,713,311
	Shortfall in Medicare <sup>270</sup>	140,845,900
	Shortfall in CHAMPVA/TRICARE <sup>270</sup>	6,585,534
	Charity Care <sup>271</sup>	5,822,134
	Bad Debt <sup>271</sup>	2,424,767
Other Benefits for Vulnerable <sup>272</sup> Populations	Patient transportation, Project HELP and other assistance for the vulnerable <sup>273</sup>	986,556
Other Benefits for the Broader Community	Health education and information, support groups, health fairs, meeting room space, donations of time to community organizations and cost of fundraising for community events <sup>273</sup>	479,431
Health Research, Education and Training Programs	Education and training programs for students, interns and health care professionals <sup>273</sup>	732,131
<b>TOTAL</b>		<b>\$203,589,764</b>

<sup>269</sup> Economic value is based on unreimbursed costs.

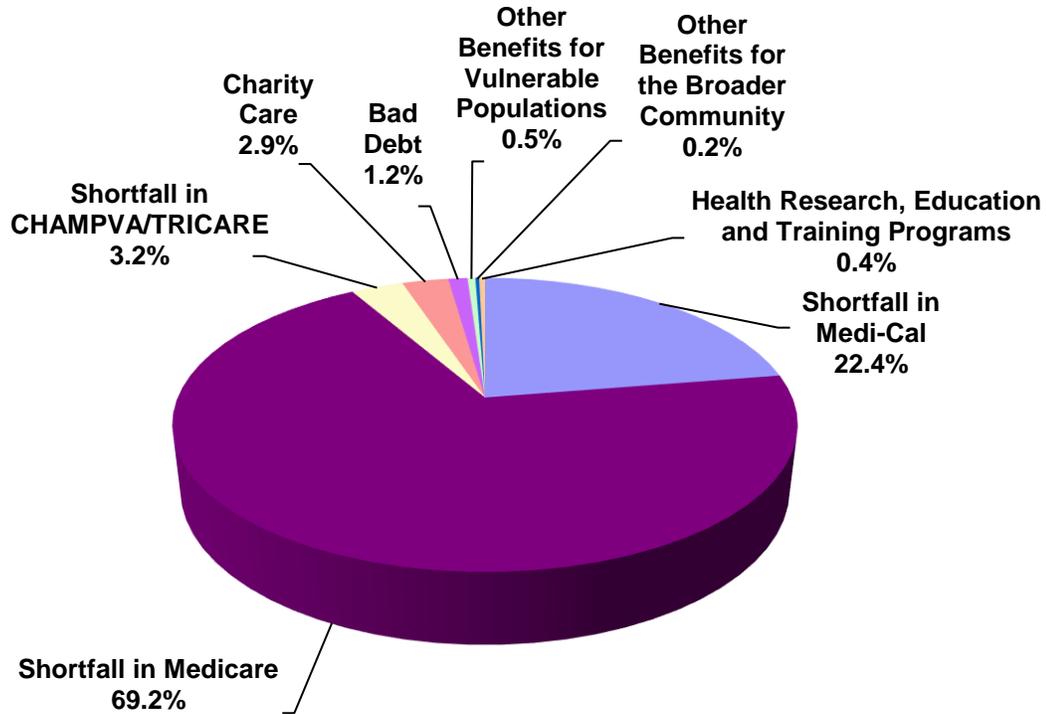
<sup>270</sup> Methodology for calculating shortfalls in public programs is based on Sharp HealthCare's (Sharp) payor-specific cost-to-charge ratios, which are derived from the cost accounting system, offset by the actual payments received. Costs for patients paid through the Medicare program on a prospective basis also include payments to third parties related to the specific population.

<sup>271</sup> Charity care and bad debt reflect the unreimbursed costs of providing services to patients who lack the ability to pay for services at the time the services were rendered.

<sup>272</sup> ["Vulnerable populations" means any population that is exposed to medical or financial risk by virtue of being uninsured, underinsured, or eligible for Medi-Cal, Medicare, California Children's Services Program, or county indigent programs.](#)

<sup>273</sup> Unreimbursed costs may include an hourly rate for labor and benefits, plus costs for supplies, materials and other purchased services. Any offsetting revenue (such as fees, grants or external donations) is deducted from the costs of providing services. Unreimbursed costs were estimated by each department responsible for providing the program or service.

**Figure 23: Percentage of Community Benefit by SB 697 Category  
Sharp Memorial Hospital — FY 2023**



Key highlights:

- **Medical Care Services** included uncompensated care for patients who are unable to pay for services and unreimbursed costs of public programs, such as Medi-Cal, Medicare, CMS and CHAMPVA/TRICARE.<sup>274</sup> In FY 2022, the State of California and the Centers for Medicare and Medicaid Services approved a Medi-Cal Hospital Fee Program for the time period of January 1, 2022 through December 31, 2022, and in FY 2024 the same agencies approved another Medi-Cal Hospital Fee Program for the time period of January 1, 2023 through December 31, 2024. This resulted in recognition of net supplemental revenues for SMH totaling \$24.5 million in FY 2023. This reimbursement helped offset prior years' unreimbursed medical care services; however, the additional funds recorded in FY 2023 understate the true unreimbursed medical care services performed for the past FY.

<sup>274</sup> The Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) is a health benefits program in which the Department of Veterans Affairs shares the cost of certain health care services and supplies with eligible beneficiaries. TRICARE is a health care program of the U.S. Department of Defense Military Health System, which provides civilian health benefits for U.S. Armed Forces military personnel, military retirees, and their dependents, including some members of the Reserve Component.

- **Other Benefits for Vulnerable Populations** included van transportation for patients to and from medical appointments; specialized education and information for seniors; Project HELP (Project Hospital Emergency Liaison Program), which provides funding for medication and transportation to assist lower-income patients; participation in the Sharp Humanitarian Service Program; contribution of time to the Jacobs & Cushman San Diego Food Bank (Food Bank), Feeding San Diego, Mama's Kitchen and Serving Seniors; and other assistance for vulnerable community members.
- **Other Benefits for the Broader Community** included education and resources on a variety of health topics; participation in community health fairs and events; support groups; health screenings for blood pressure, body composition and musculoskeletal conditions; and community education and resources provided by the SMH Laurel Amtower Cancer Institute and Neuro-Oncology Center (Laurel Amtower Cancer Institute). In addition, SMH donated meeting room space to community groups as well as collaborated with local schools to promote student interest and career pathways in health care. SMH staff actively participated in community boards, committees and other civic organizations, including the Serra Mesa Planning Group Board, San Diego National Association of Hispanic Nurses, American Holistic Nurses Association, Emergency Nurses Association – San Diego Chapter, Association of Oncology Social Work, San Diego County Stroke Consortium, Adult Protective Services, Health Subcommittee for the San Diego Regional Human Trafficking and Commercial Sexual Exploitation of Children (CSEC) Advisory Council, Serving Seniors, Community Center for the Blind and Visually Impaired, Caregiver Coalition of San Diego and San Diego County Council on Aging. See **Appendix A** for a listing of Sharp HealthCare's (Sharp) involvement in community organizations in FY 2023. The category also includes costs associated with community benefit planning and administration, including community health needs assessment (CHNA) development and participation.
- **Health Research, Education and Training Programs** included time devoted to education and training of health care professionals, student and intern supervision, and time devoted to generalizable health-related research projects that were made available to the broader health care community.

## **Definition of Community**

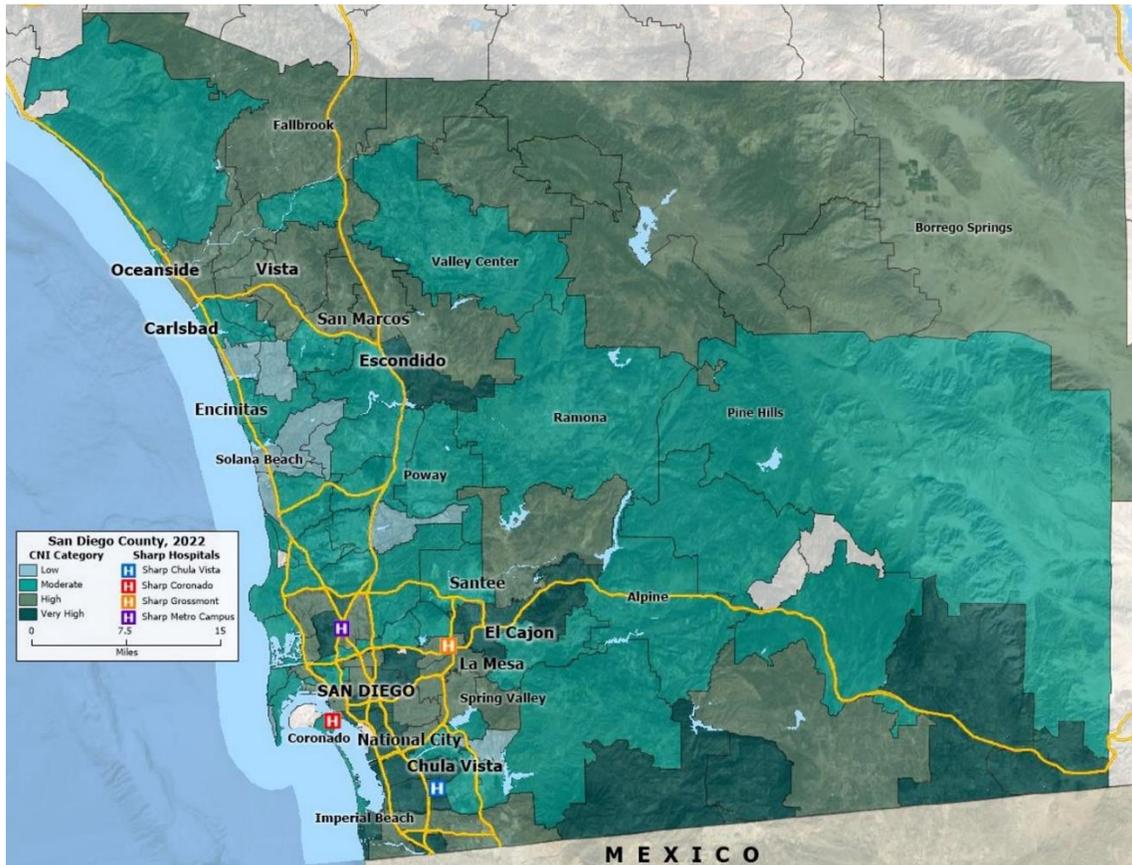
- *SMH is located at 7901 Frost St. in San Diego, ZIP code 92123.*
- *James S. Brown Pavilion (formerly the Sharp Memorial Outpatient Pavilion) is located at 3075 Health Center Drive in San Diego, ZIP code 92123.*

SMH serves all of San Diego County (SDC); however, the primary communities served by the hospital include the City of San Diego, Chula Vista, SDC's east region and the North Inland communities surrounding Rancho Bernardo. See **Appendix B** for a map of community and region boundaries in SDC.

For SMH’s 2022 CHNA process, the Dignity Health/IBM Watson Health Community Need Index (CNI)<sup>275</sup> was used to identify communities within its service area that experience greater health inequities.<sup>276</sup> The CNI uses demographic and economic statistics to provide a CNI score for every populated ZIP code in the U.S. CNI scores measure inequity on a scale ranging from very low health inequity to very high health inequity. This measurement is an average determined through an analysis of specific socioeconomic barriers to health care access, including education, income, culture/language, insurance, and housing. As such, the CNI demonstrates the link between community need, access to care and preventable hospitalizations.

According to the CNI, communities served by SMH with especially high need include several communities in SDC’s south, central and east regions.<sup>276</sup> **Figure 24** presents a map of the CNI findings across SDC.

**Figure 24: CNI Map — SDC<sup>277</sup>**



<sup>275</sup> Dignity Health and IBM Watson Health CNI. (2022). The Dignity Health and IBM Watson CNI was discontinued on January 31, 2023.

<sup>276</sup> Health inequities are differences in health status or in the distribution of health resources between different population groups arising from the social conditions in which people are born, grow, live, work and age. These inequities have significant social and economic costs both to individuals and societies. (WHO, 2018).

<sup>277</sup> Truven Health Analytics, 2022; Insurance Coverage Estimates, 2022; The Nielson Company, 2022; and CNI, 2022.

## Community Health Profile

In 2023, there were 3,348,475 residents in SDC, making it the second most populous county in California. In addition, there were 540,188 residents ages 65 and older in SDC, representing 16.1% of the population in 2023. Between 2023 and 2028, it is anticipated that SDC's senior population will grow by 13.3%.<sup>278</sup>

In 2021, 10.7% of the SDC population reported living below 100% of the federal poverty level (FPL). The county's unemployment rate was 6.2% and 5.0% of households received Supplemental Security Income.<sup>279</sup>

According to the San Diego Hunger Coalition, nutrition insecurity<sup>280</sup> has not changed for almost a year due to historic increases in the cost of living. As of March 2023, 23% of San Diegans experienced nutrition insecurity and 28% of children lived in nutrition-insecure households.<sup>281</sup>

In 2021, 7.6% of households in SDC received Supplemental Nutrition Assistance Program (SNAP) benefits, while 16.2% of the population lived at or below 138% FPL and were eligible for the program.<sup>279</sup> Please refer to **Table 47** for SNAP participation and eligibility in SDC.

**Table 47: Food Stamps/SNAP Benefit Participation and Eligibility Estimates for SDC, 2021<sup>279</sup>**

Food Stamps/SNAP Benefits	Percent of Population
Households	7.6%
Families with Children	12.4%
<b>Eligibility by FPL</b>	
Population ≤130% FPL	15.0%
Population ≤138% FPL	16.2%
Population 139% – 350% FPL	29.8%

In SDC in 2021, 96.1% of children age 18 and under, 88.1% of young adults ages 19 to 25, 88.5% of adults ages 26 to 44, 91.7% of adults ages 45 to 64 and 98.9% of seniors age 65 and older had health insurance.<sup>279</sup> Health insurance coverage for each age group was lower than the Healthy People 2030 (HP2030) national target of 92.4% health insurance coverage for all individuals under age 65, with the exception of

<sup>278</sup> SpeedTrack®, Inc.; U.S. Census Bureau.

<sup>279</sup> County of San Diego, HHSA, PHS, CHSU. (2023). [2017-2021 Demographic Profiles](#).

<sup>280</sup> Nutrition security means all Americans have consistent and equitable access to healthy, safe, affordable foods essential to optimal health and well-being. (U.S. Department of Agriculture).

<sup>281</sup> San Diego Hunger Coalition. (2023). [State of Nutrition Security in San Diego County 2023 Annual Issue Brief](#).

children ages 0 to 18 years.<sup>282</sup> See **Table 48** for health insurance coverage in SDC in 2021.

**Table 48: Health Insurance Coverage in SDC, 2021<sup>279</sup>**

Description	Rate	HP2030 Target
<b>Current Health Insurance Coverage</b>		
Children 0 to 18 years	96.1%	92.4%
Young adults 19 to 25 years	88.1%	92.4%
Adults 26 to 44 years	88.5%	92.4%
Adults 45 to 64 years	91.7%	92.4%
Seniors 65+ years	98.9%	N/A <sup>283</sup>

According to the California Health Interview Survey (CHIS), in 2022, 17.5% of SDC’s population was covered by Medi-Cal.<sup>284</sup> See **Table 49** for details.

**Table 49: Medi-Cal (Medicaid) Coverage in SDC, 2022<sup>284</sup>**

Description	Rate
Covered by Medi-Cal	17.5%
Not covered by Medi-Cal	82.5%

CHIS data also revealed that 12.4% of individuals in SDC did not have a usual place to go when sick or in need of health advice (see **Table 50**).<sup>284</sup>

**Table 50: Regular Source of Medical Care in SDC, 2022<sup>284</sup>**

Regular Source of Medical Care	Rate	HP2030 Target
Has a usual source of care	85.2%	84.0%
Has no usual source of care	14.8%	16.0%

Cancer and diseases of the heart were the top two leading causes of death in SDC in 2021.<sup>285</sup> See **Table 51** for a summary of leading causes of death in SDC.

<sup>282</sup> The U.S. Department of Health and Human Services’ [Healthy People 2030 \(HP2030\)](#) initiative represents the nation’s prevention agenda for the third decade of the 21st century. HP2030 has four overarching goals: to attain healthy, thriving lives and well-being free of preventable disease, disability, injury, and premature death; to achieve health equity, eliminate disparities, and attain health literacy to improve the health and well-being of all; to create social, physical, and economic environments that promote attaining the full potential for health and well-being for all; to promote healthy development, healthy behaviors, and well-being across all life stages; and to engage leadership, key constituents, and the public across multiple sectors to take action and design policies that improve health and well-being of all.

<sup>283</sup> HP2030 does not include targets for individuals ages 65 and older.

<sup>284</sup> University of California Los Angeles Center for Health Policy Research. (2023). [AskCHIS](#). AskCHIS is an online health query system that allows you to quickly search for health statistics on your county, region, and state. AskCHIS draws upon the responses of more than 20,000 Californians interviewed each year by [The California Health Interview Survey \(CHIS\)](#) – the largest state health survey in the U.S.

<sup>285</sup> County of San Diego, HHS, PHS, CHSU. (2023). [Leading Causes of Death Among San Diego County Residents Dashboard | Tableau Public](#). Retrieved 11/28/23 from [www.SDHealthStatistics.com](http://www.SDHealthStatistics.com)

**Table 51: Leading Causes of Death in SDC, 2021<sup>285</sup>**

Cause of Death	Number of Deaths	Percent of Total Deaths
Malignant Neoplasms (Overall Cancer)	5,050	19.3%
Diseases of the Heart	4,961	19.0%
COVID-19	2,825	10.8%
Accidents/Unintentional Injuries	1,795	6.9%
Cerebrovascular Diseases	1,710	6.5%
Alzheimer's Disease	1,391	5.3%
Diabetes Mellitus	895	3.4%
Chronic Lower Respiratory Diseases	887	3.4%
Essential Hypertension and Hypertensive Renal Disease	501	1.9%
Chronic Liver Disease and Cirrhosis	472	1.8%
All Other Causes	5,681	21.7%
<b>Total Deaths</b>	<b>26,168</b>	<b>100.0%</b>

For additional demographic and health data for communities served by SMH, please refer to the SMH 2022 CHNA at <https://www.sharp.com/about/health-needs-assessments>.

### **Community Benefit Planning Process**

In addition to the steps outlined in **Section 3: Community Benefit Planning Process** regarding community benefit planning, SMH:

- Incorporates community priorities and community relations into its strategic plan and develops service-line-specific goals
- Estimates an annual budget for community programs and services based on community needs, previous years' experience and current funding levels
- Consults with representatives from a variety of departments to discuss, plan and implement community activities

### **Priority Community Needs Addressed in Community Benefit Report — SMH 2022 CHNA**

SMH completed its most recent CHNA in September 2022. SMH's 2022 CHNA was significantly influenced by the collaborative Hospital Association of San Diego and Imperial Counties (HASD&IC) 2022 CHNA process and findings. Please refer to **Section 3: Community Benefit Planning Process** for a detailed description of Sharp's process and findings.

In accordance with federal regulations, the SMH 2022 CHNA also includes needs identified for communities served by Sharp Mary Birch Hospital for Women & Newborns (SMBHWN), as the two hospitals share a license and report all utilization and financial data as a single entity to the California Department of Health Care Access and Information.<sup>286</sup>

In addition, this year SMH updated its implementation strategy, a description of SMH programs designed to address the priority health and social needs identified in the 2022 CHNA.

Through the SMH 2022 CHNA, the following priority health and social needs were identified for the communities served by SMH (listed in alphabetical order):

- Access to Health Care
- Aging Care and Support
- Behavioral Health
- Children and Youth Well-being
- Chronic Health Conditions
- Community Safety
- Economic Stability
- Maternal and Prenatal Health, including High-Risk Pregnancy

The following pages detail SMH programs, activities and services that specifically address these needs, either directly or indirectly. Please refer to **Patient Access to Care Programs** in **Section 1: An Overview of Sharp HealthCare** for additional entity and systemwide programs designed to address access to health care.

SMH does not have the resources to comprehensively address the identified need of behavioral health (including substance use). Consequently, this identified need is addressed through the programs and services provided through Sharp Mesa Vista Hospital (SMV) and Sharp McDonald Center (SMC), which are the major providers of behavioral health and substance use treatment services in SDC. Please refer to **Section 12: Sharp Mesa Vista Hospital and Sharp McDonald Center** of this report for details on those programs. SMH and SMV are conveniently located on the Sharp Metropolitan Medical Campus (SMMC).

The identified need of maternal and prenatal care, including high-risk pregnancy, is addressed at SMBHWN, a specialty hospital providing care for women, newborns and expectant mothers in SDC, also located on the SMMC campus. Please see **Section 10: Sharp Mary Birch Hospital for Women and Newborns** of this report for details on SMBHWN's services that address this identified community need.

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<sup>286</sup> California's Department of Health Care Access and Information was formerly known as the Office of Statewide Health Planning and Development.

SMH addresses chronic health conditions by providing education and healthy lifestyle programs as part of care for cardiovascular disease (CVD), cancer, diabetes, obesity and other health issues influenced by healthy weight and exercise. Sharp Rees-Stealy Medical Centers throughout SDC provide community members with structured weight management and health education programs, such as smoking cessation and stress management, long-term support for weight management and personalized weight-loss programs. For additional details on SMH programs that specifically address the needs identified in the 2022 CHNA, please refer to SMH's implementation strategy. The most recent CHNA and implementation strategy for SMH are available at <https://www.sharp.com/about/health-needs-assessments>.

### **SMH Community Benefit Programs and Services, FY 2023**

SMH addresses the needs of its community through the programs and services listed below. For each of these areas, the following pages describe the hospital's community benefit objective(s), activities conducted in FY 2023, and plans for FY 2024. Please refer to **Section 4: Description of Community Needs** for supporting data on each of these program and service areas:

- **Diabetes Education, Prevention and Support**
- **Education, Support and Screening for Stroke**
- **Health Education, Support and Wellness**
- **Cancer Education and Support, and Participation in Clinical Trials**
- **Prevention of Unintentional Injuries**
- **Health Professions Education and Training, and Collaboration with Local Schools to Promote Interest and Career Pathways in Health Care**
- **Access to Health Care and Community and Social Support**

#### ***Diabetes Education, Prevention and Support***

For community data and statistics related to these efforts, please see **Chronic Health Conditions** in **Section 4: Description of Community Needs** of this report.

#### **Objectives**

- Provide diabetes education, prevention and support in the central and north central regions of SDC
- Collaborate with community organizations and projects to provide diabetes education to community members with barriers to health equity

#### **FY 2023 Report of Activities**

The SMH Diabetes Education Program is recognized by the American Diabetes Association (ADA) for meeting national standards for excellence and quality in diabetes education, including blood sugar monitoring, medication and nutrition counseling, as

well as insulin pump and other device training. The program is led by certified diabetes care and education specialists, who provide individuals and their support systems with the skills needed to successfully manage various conditions, including prediabetes, gestational diabetes (diabetes developed during pregnancy), as well as Type 1 and Type 2 diabetes. In FY 2023, small group and one-on-one education options were offered in-person or online, in both English and Spanish.

In FY 2023, the Sharp Diabetes Education Program resumed its participation in community events, conferences and educational presentations. The program offered diabetes education and support to approximately 750 attendees at the Sharp Women's Health Conference. This included diabetes risk assessments using the ADA's Diabetes Risk Test questionnaire as well as resources on topics including the different types of diabetes; diabetes prevention; signs, symptoms and complications of diabetes; the connection between diabetes and CVD; nutrition and reading food labels; exercise; medication; and diabetes self-management. A Sharp diabetes expert also provided education on the prevention and management of Type 2 diabetes, including helpful diets, physical activity and the power of lifestyle change. In March, a registered dietitian (RD) offered education and resources on diabetes to attendees at the San Diego Half Marathon. In addition, the Sharp Diabetes Education Program provided fundraising and team participation for the 2023 San Diego Heart & Stroke Walk in September. In addition, the SMH Diabetes Education Program assisted with food distribution at the San Diego First Church of the Nazarene in March, serving approximately 100 community members.

The SMH Diabetes Education Program is actively involved with San Diego's renal health community. In FY 2023, the program collaborated with the Balboa Institute of Transplantation and the Sharp Kidney and Pancreas Transplant Program to provide ongoing diabetes education and support to more than 300 community members who are either anticipating or have undergone a kidney transplant or have experienced kidney disease.

The Sharp Diabetes Education Program also teaches underserved pregnant women and breastfeeding mothers with Type 1, Type 2 or gestational diabetes how to manage their blood sugar levels. In FY 2023, the program collaborated with community clinics, including Family Health Centers of San Diego (FHCS), La Maestra, San Ysidro Health, Neighborhood Healthcare, Borrego Health and San Diego Family Care to provide patients with education and resources to support a healthy pregnancy. Since the onset of the pandemic, the program has accommodated individual preferences by serving patients with virtual, telephone and on-site options. Topics included gestational diabetes statistics; new diagnostic criteria; treatment and management of blood glucose levels; goals for blood sugar levels before and after a meal; insulin requirements; self-care practices; nutrition and meal planning; exercise and weight management; monitoring fetal movement; and the risks and complications of uncontrolled diabetes. Clinic patients also received logbooks to track and manage their blood sugar levels. In addition, the Sharp Diabetes Education Program evaluated patients' management of their blood sugar levels and collaborated with community clinics'

obstetrician/gynecologists to prevent complications. In FY 2023, the Sharp Diabetes Education Program provided services and education to more than 1,000 underserved pregnant and breastfeeding women with diabetes at SMH.

Throughout the year, the Sharp Diabetes Education Program continued to provide services and resources to meet the needs of culturally diverse populations within SDC. Educational resources included: How to Live Healthy With Diabetes; What You Need to Know About Diabetes; All About Blood Glucose for People With Type 2 Diabetes; All About Carbohydrate Counting; Getting the Very Best Care for Your Diabetes; All About Insulin Resistance; All About Physical Activity With Diabetes; Gestational Diabetes Mellitus Seven-Day Menu Plan; and Food Groups. Resources were provided in Arabic, Somali, Tagalog, Vietnamese and Spanish, and food diaries and logbooks were distributed to help community members track their blood sugar levels. Additionally, live interpreter services were available in more than 200 languages via the Stratus Video Interpreting iPad application. Further, Sharp's certified diabetes care and education specialists received training from the Sharp Equality Alliance to improve the delivery of inclusive and culturally competent care for diverse communities. In July, the Sharp Diabetes Education Program began providing referrals to the Rfoodx program, which provides free medically tailored meals for community members with health conditions, such as diabetes, and who are insured through Medi-Cal. Through this effort, eligible community members can obtain healthy meals that meet their individualized health needs.

### **FY 2024 Plan**

The SMH and Sharp Diabetes Education Programs will do the following:

- Explore additional opportunities to provide community-based diabetes education
- Explore collaborations to assist and educate community members experiencing food insecurity
- Explore collaborations with community organizations that focus on diabetes prevention and care
- Explore future collaborations with community clinics to provide education and resources to their patients with diabetes
- Maintain up-to-date resources about diabetes treatment and prevention to support community members with diabetes, particularly linguistically and culturally appropriate resources for diverse populations
- Offer a webinar series on the role of nutrition in preparation for pregnancy, including information about diabetes
- Participate in Tour de Cure — the ADA's signature fundraising event to fight diabetes — as well as the San Diego Heart & Stroke Walk
- Provide prediabetes and diabetes information to community members at various venues in SDC's central and north central regions, as well as through virtual platforms
- Provide gestational diabetes services and resources to underserved pregnant and breastfeeding women, both at SMH and community clinics

## **Education, Support and Screening for Stroke**

For community data and statistics related to these efforts, please see **Chronic Health Conditions** in **Section 4: Description of Community Needs** of this report.

### **Objective**

- Provide stroke education, support and screening services for the central region of SDC

### **FY 2023 Report of Activities**

SMH is certified by the Joint Commission and the American Heart Association (AHA)/ American Stroke Association (ASA) as a Primary Stroke Center (re-certified in December 2021). The program is nationally recognized for its outreach, education and thorough screening procedures, as well as documentation of its success rate. SMH is also a recipient of AHA/ASA's Get With The Guidelines® — Stroke Gold Plus Quality Achievement Award for excellence in stroke care, as well as the Target: Stroke Elite Honor Roll designation. The AHA/ASA's Get With The Guidelines® is a national effort focused on ensuring the use of evidence-based therapies to improve outcomes for stroke patients. The AHA/ASA's Target: Stroke Elite Honor Roll designation focuses on improving the timeliness of thrombolytic therapy to treat eligible stroke patients. In addition, the SMH Allison deRose Rehabilitation Center is accredited by Commission on Accreditation of Rehabilitation Facilities International for its stroke specialty program, which represents the highest level of accreditation that can be awarded to an organization.

In FY 2023, Sharp's systemwide stroke program, including SMH, provided stroke education and screenings to more than 50 community members at the Live Well San Diego's Love Your Heart South Community Fair in the San Ysidro Health Chula Vista Medical Plaza. Education topics included: BE-FAST (Balance, Eyes, Face, Arms, Speech, Time) — an easy technique to detect and enhance responsiveness to a stroke, stroke risk factors, signs and symptoms, and when to call 911. Screenings were performed using a paper tool completed by stroke program staff that evaluates an individual's risk for stroke and includes a blood pressure measurement. Further, Sharp's systemwide stroke program, including SMH, performed blood pressure screenings at the event.

The SMH Allison deRose Rehabilitation Center continued to provide meeting space for Young Enthusiastic Stroke Survivors, a free monthly support group for survivors of stroke and head injuries and their loved ones, as well as professionals and educators. The group offered support, guest speakers, adaptive exercise classes and opportunities to socialize. In FY 2023, Young Enthusiastic Stroke Survivors reached approximately 200 attendees and connected with approximately 700 survivors, family members and health professionals through its mailing list.

In June, Sharp's systemwide stroke program, including SMH, provided stroke education and resources to approximately 300 attendees at the Sharp Women's Health Conference. At the event, stroke program staff conducted blood pressure screenings, provided risk assessments and distributed resources on topics including stroke risk identification, BE-FAST, stroke risk factors, and when to call 911.

In September, the San Diego County Stroke Consortium, including Sharp, threw the first pitch at the Padres vs. Rockies baseball game at Petco Park to increase stroke awareness among attendees. The annual event is organized by the San Diego County Stroke Consortium, the San Diego Padres and other key partners to promote stroke prevention, awareness and recovery, as well as celebrate stroke survivors. During the baseball game, Sharp offered education about the warning signs of stroke and how to respond using BE-FAST. Additionally, stroke education was displayed on the Jumbotron to the entire stadium of nearly 42,000 community members. During the event, local hospitals provided community education on stroke recognition and BE-FAST, stroke risk factors, as well as provided information regarding stroke signs and symptoms and when to call 911. Sharp's booth provided stroke education to approximately 150 community members throughout the evening.

SMH continued its 18-year collaboration with the County of San Diego Emergency Medical Services (EMS) to provide data for the SDC stroke registry, where data is tracked to identify gaps and determine trends. SMH also continued to actively participate in the quarterly San Diego County Stroke Consortium, a collaborative effort with other SDC hospitals to improve stroke care and discuss issues impacting stroke care in SDC. The San Diego County Stroke Consortium consists of 17 hospitals — including SMH, Sharp Coronado Hospital and Healthcare Center (SCHHC), Sharp Chula Vista Medical Center (SCVMC), Sharp Grossmont Hospital (SGH), Alvarado Hospital Medical Center, Kaiser San Diego Medical Center, Kaiser Zion Medical Center, Palomar Medical Center, Paradise Valley Hospital, Scripps Memorial Hospital Encinitas, Scripps Memorial Hospital La Jolla, Scripps Mercy Hospital Chula Vista, Scripps Mercy Hospital San Diego, Temecula Valley Hospital, Tri-City Medical Center, University of California (UC) San Diego Medical Center – Hillcrest, and UC San Diego Medical Center – La Jolla — all of which are San Diego County Stroke Receiving Centers and certified by the Joint Commission. Further, meetings continued to be held virtually in FY 2023.

Sharp's systemwide stroke program continued to partner with the San Diego County Stroke Consortium to develop educational materials, including training videos, for multiple EMS and fire department agencies in SDC. EMS and fire department agencies are 911 First Responders who respond to all medical emergency events in SDC. In FY 2023, the consortium provided these first responders with education on recognizing and responding to Large Vessel Occlusion (LVO), or blockages of intracranial arteries by a clot. Further, Sharp's systemwide stroke program continued to participate in the development of EMS protocol updates. Managers from Sharp's systemwide stroke program developed the 2023 EMS education materials with rollout of the FAST-ED<sup>287</sup>

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<sup>287</sup> FAST-ED stands for facial palsy, arm weakness, speech changes, time, eye deviation, denial/neglect.

Stroke Severity Scale, an addition to BE-FAST assessment. The updated education materials were approved by the consortium and shared with all EMS agencies.

### **FY 2024 Plan**

SMH Stroke Program will do the following:

- Develop and offer an in-person stroke support group
- Offer stroke support groups through the SMH Allison deRose Rehabilitation Center
- Participate in the San Diego County Stroke Consortium
- Partner with the San Diego County Stroke Consortium to educate and train EMS and fire department professionals, with a focus on LVO identification
- Collaborate with UC San Diego on accurately identifying LVOs in the field and validation of the FAST-ED LVO assessment tool use in the field
- Provide stroke screening and education at events in SDC, including events for seniors and vulnerable adults
- Provide stroke education, screening and outreach to community members via social media and in-person events
- Provide stroke education and screenings at the Sharp Women's Health Conference
- Provide a community presentation on stroke education and prevention featuring a Sharp-affiliated physician
- Provide education for individuals with identified stroke risk factors
- Collaborate with the County of San Diego EMS by providing data for tracking within the SDC stroke registry

### ***Health Education, Support and Wellness***

For community data and statistics related to these efforts, please see **Chronic Health Conditions** in **Section 4: Description of Community Needs** of this report.

### **Objectives**

- Host community classes and support groups on a variety of health and wellness topics
- Provide health education and screenings at community health fairs and events
- Provide fundraising support for nonprofit health organizations
- Provide health education, resources and screening programs for seniors and caregivers
- Maintain and grow partnerships with community organizations to expand community outreach for seniors and caregivers

### **FY 2023 Report of Activities**

In FY 2023, SMH team members provided free community education, screening and support for a variety of health and wellness needs. Activities took place through on-site and virtual classes and support groups as well as during community conferences and

events. Programs served a range of individuals including teens, adults and seniors at locations throughout SDC.

SMH hosted an integrative medicine class each month from October to December which invited both employees and members of the community to learn about the emotional, mental, social, spiritual and environmental influences that impact health. Class topics included Skills to Focus, Relax and Live Life Fully; Touch for Health Kinesiology: Balance Your Posture, Emotions and Energy for Health and Vitality; and Happy Holidays?!, which helped participants identify general and holiday-specific coping strategies for feelings of spiritual pain, grief and mourning. The integrative medicine classes provided in-person, virtual and recorded meeting options in FY 2023 as well as connected with approximately 300 community members each month through a class email list. In addition, throughout the year, SMH continued to lead educational classes on various topics related to cancer and childbirth.

SMH also provided support groups for hundreds of community members facing various health-related challenges including cancer, stroke, breastfeeding, postpartum mood disorders, and nutrition and support following bariatric surgery. In addition, Sharp Rehabilitation Services (Sharp Rehab) hosted several support groups in FY 2023 which served five to 10 community members per session. This included a monthly group for women with spinal cord injury, which addressed topics including adaptive clothing, self-defense while in a wheelchair and home accessibility. Sharp Rehab also provided a weekly, post-COVID-19 (coronavirus disease 2019) group for community members living with residual health issues from a prior COVID-19 diagnosis, such as pulmonary issues, balance/vestibular problems, cognitive challenges and pain. Class topics included COVID-19 and the five stages of grief, the importance of self-pacing as a recovery strategy, mindfulness, and the spoon theory — a metaphor to help individuals living with chronic pain express how health issues impact their ability to complete daily activities. The group also heard from guest speakers, including a psychologist and a respiratory therapist from SMH, a nurse from SGH and doctoral psychology students. Presentation topics included COVID-19 in relation to the lungs, the autonomic nervous system, cognitive deficits, sleep hygiene and stress and emotions. Further, in FY 2023 Sharp Rehab provided the Long-Haul COVID-19 Cognitive Skills series for individuals experiencing cognitive issues following COVID-19. The six-week, quarterly online series introduced mental strategies and external aids to help manage problems with memory, attention, organization and other thinking skills. Although the series was provided for a fee, SMH waived the cost for community members who could not afford to pay.

In FY 2023, an SMH senior rehabilitation specialist taught five series of the online Mindful Self-Compassion Training for Post-COVID-19 and Oncology Participants course. The eight-week series was designed for community members with symptoms persisting more than four weeks past a COVID-19 diagnosis as well as individuals who have completed oncology therapy. The goal of the series was to teach mindful awareness, self-kindness and self-compassion skills to enhance emotional resources and personal capacities to meet life challenges. Class activities included lectures, guided exercises and discussions. In FY 2023, the Mindful Self-Compassion Training

for Post-COVID-19 and Oncology Participants series served approximately 60 members of the community.

In addition, in September Sharp Rehab joined Sharp Lends a Hand to sponsor They Will Surf Again, a signature event of the Life Rolls On Foundation, a nonprofit organization dedicated to improving the quality of life for people living with various disabilities. During the event, Sharp employees and members of the community helped hundreds of individuals who normally use wheelchairs to experience the thrill of surfing.

In June, SMH participated in the annual Sharp Women's Health Conference, which was held at the Sheraton San Diego Hotel & Marina and attended by several hundred community members. Staff from a variety of hospital services — including oncology, heart and vascular, rehabilitation, ortho/neuro, trauma and women's imaging — provided attendees with education and resources on a range of health and lifestyle topics. The conference also included several presentations by SMH team members, including noninvasive strategies for joint preservation and pain management, and exercises for improved strength and mobility; chronic inflammation, including how to identify specific causes; methods to reverse gut damage and ways to lower risk for disease and improve health; and breast cancer and the importance of screenings, options for treatment and how stress can play a role in cancer development.

In FY 2023, SMH participated in opportunities to promote community safety. In March, team members from the Prehospital EMS department hosted a first-aid station at the two-day San Diego Crew Classic rowing event where they provided competitors and attendees with blood pressure checks and treatment for minor injuries. In March and April, trauma center staff participated in the California Highway Patrol's Every 15 Minutes program serving nearly 2,000 students at Santana and Mountain Empire High Schools. The two-day events included a simulated drunk driving motor vehicle accident to raise student awareness of personal safety and how their choices can affect the lives of others.

Throughout the year SMH trauma center staff provided free community trainings on STOP the Bleed, a national awareness campaign to train, equip and empower bystanders to assist in a bleeding emergency before professional help arrives. STOP the Bleed trainings reached approximately 70 community members, including members of the Exhaling Injustice Police Accountability Community Taskforce, La Mesa-Spring Valley School District staff and nurses, members of the Lemon Grove Rod and Gun Club, Southern Indian Health Council employees, and community students. In addition, in June, STOP the Bleed training was provided to more than 100 students ages 14-20 at the 2023 emERge medical conference for teens held at the Sharp Prebys Innovation and Education Center. Through these trainings, community members learned how to properly assess and control a hemorrhage (blood loss) and apply a tourniquet, as well as received STOP the Bleed certification upon successful course completion.

SMH supported cardiovascular health in the community through various efforts in FY 2023. In February, the hospital provided free blood pressure screenings to more than 90

community members as part of Love Your Heart — an annual initiative near Valentine’s Day in which organizations across the county offer free blood pressure screenings. Also in February, SMH served as a sponsor of the 2023 San Diego Go Red for Women luncheon as part of the AHA’s signature movement to empower women to take control of their heart health. In addition, throughout the year SMH provided coordination, support and related fundraising activities for the 2023 San Diego Heart & Stroke Walk.

Further supporting cardiovascular health, SMH is one of three hospitals participating in the County of San Diego ECPR (extracorporeal cardiopulmonary resuscitation) Pilot Program. ECPR is a method of CPR that passes the patient’s blood through a machine, ECMO (extracorporeal membrane oxygenation) — a type of artificial life support that can help a person whose lungs and heart are not functioning properly, in a process to oxygenate the blood supply. The pilot focuses on out-of-hospital cardiac arrest patients, that meet specific criteria, who may benefit from rapid transport to a hospital staffed and equipped to provide ECPR using ECMO. Key components of the pilot include robust quality assurance and data collection as well as regular progress reports to the County of San Diego EMS. Qualified patients identified by paramedics are eligible for transport to an ECPR Receiving Center, which includes both SGH and Scripps Memorial Hospital La Jolla.

Throughout FY 2023, SMH offered virtual presentations and partnered with local media to educate community members about a variety of health and wellness topics. SMH hosted four orthopedic community webinars in FY 2023, which educated more than 100 community members about the prevention and treatment of shoulder, hip and knee pain conditions, as well as healthy bones and fall prevention. Additionally, Sharp’s systemwide orthopedics staff provided health education on orthopedics and osteoarthritis, including hip and knee pain.

In FY 2023, SMH shared education on a variety of health and wellness topics through the hospital’s Facebook page and articles on Sharp Health News. Article topics included but were not limited to: heart-in-a-box technology and heart transplantation; lung cancer screenings; nodules versus normal lung tissue; lung cancer diagnosis for a nonsmoker; and rehabilitation for long-haul COVID-19. Facebook topics included mental health; males and depression; Alzheimer’s disease resources; substance use and overdose awareness; senior health and fitness, including nutrition and fall prevention; diversity, equity, inclusion and belonging and support for the LGBTQ+ community; the importance of good sleep; brain health; organ transplantation including living donation; flu symptoms; stroke and heart failure specifically in women; and various cancers including breast, colorectal, lung, brain, prostate, and oral, head and neck cancers. Further, in FY 2023, SMH’s health and wellness education was featured in several local and national media outlets. Local media included CBS News 8 – San Diego, CW Network San Diego, 10 News – San Diego, NBC 7 San Diego, KUSI News, FOX 5 San Diego, and *The San Diego Union-Tribune*. National networks included, but were not limited to, various Telemundo stations, New England Cable News, The Learning Channel, Black Information Network, various AM and FM radio stations, and numerous city- and state-based television news networks across the U.S.

In FY 2023, the SMH Cushman Wellness Center Community Health Library provided access to a range of resources in various languages to help patients and community members locate reliable health information. In addition to DVDs, CDs, books, pamphlets and access to the internet, the library provided a digital collection of health and wellness books, magazines, and audio books for community member to access both on and offsite. In addition, the library published and distributed a quarterly newsletter to keep the public informed about pertinent health news and upcoming community education classes and support groups. Each quarter in FY 2023, the library mailed more than 380 newsletters and delivered nearly 300 electronically. Further, the library served as an informational resource for all Sharp entities as well as the bridge between SMMC and the community through partnership development, and facilitation of community-based health education programs.

In March, Sharp, including the Cushman Wellness Center Community Health Library, began a year-long agreement with the City of San Diego to allow Sharp to host a variety of health programs at 36 public libraries as well as at municipal park locations at no cost. This effort enabled the Cushman Wellness Center Community Health Library and other Sharp entities to provide educational presentations and conferences, as well as offer health and wellness screenings to community members throughout SDC.

During the year, the Cushman Wellness Center Community Health Library provided planning, coordination and resources for Sharp's Health Education Lecture Series. The program provided 40 health education classes at numerous locations throughout SDC, including the Point Loma Community Presbyterian Church, Gary & Mary West Senior Wellness Center, Potiker Family Senior Residence, Potiker City Heights Residence, Harris Family Senior Residence, North University Community Library, Scripps Miramar Ranch Library, Otay Mesa-Nestor Library, Rancho Peñasquitos Library, and New Palace Senior Residence. Classes featured health experts from across Sharp who discussed various aspects of health and wellness including but not limited to: healthy eating during the holidays; legacy writing; aging and equity; dementia; Medicare and social security; preventing financial abuse, scams and fraud; bone health; exercise and agility; pulmonary and cardiac health; nutrition for seniors; vitamin and mineral supplementation for older adults; sexual health for older adults; advance care planning (ACP); finding trusted health information online; fall prevention; and arthritis and pain management. Although most classes were designed for older adults and caregivers, several classes provided helpful information for all ages, including teenagers and families. Approximately 400 community members were reached through the Sharp Health Education Lecture Series in FY 2023. The Cushman Wellness Center Community Health Library collected evaluations from participants in all classes to assess program quality and efficacy and improve future programs.

In FY 2023, the Cushman Wellness Center Community Health Library partnered with community organizations to provide free blood pressure screenings and consultations. In February, this included the provision of blood pressure screenings and heart health information to approximately 40 community members at the Point Loma Community

Presbyterian Church as part of the Love Your Heart initiative. Further, in May, Cushman Wellness Center Community Health Library staff provided blood pressure screenings as well as heart and lung health information to approximately 20 community members at the North University Community Library.

In addition, the Cushman Wellness Center Community Health Library, as well as staff from the Sharp Neurocognitive Research Center, partnered with the Point Loma Community Presbyterian Church in March and the North University Community Library three times in June to provide free community memory screening events. More than 20 community members participated in the events, where they also learned about brain health and opportunities to participate in clinical trials for dementia and Alzheimer's disease.

The Cushman Wellness Center Community Health Library also supported Sharp-sponsored community events in FY 2023. In March, this included participation in a health and wellness fair at the John D. Spreckels Center (Spreckels Center) in Coronado, sponsored by the Spreckels Center and SCHHC. The free event offered health resources and screenings, exercise demonstrations, and massage and acupuncture to approximately 45 older adults and caregivers. During the event, the Cushman Wellness Center Community Health Library distributed health information pamphlets, massage balls, and keychains with safety features including a whistle and a light to help during an emergency.

In October, the Cushman Wellness Center Community Health Library participated in the Sharp HealthCare Aging Conferences: Experience the Spectrum of Care, held at the Chula Vista Elks Lodge and the Point Loma Community Presbyterian Church. Approximately 200 community members attended the free conferences, which offered exhibitor tables, a panel discussion and an exercise session to support seniors and caregivers with healthy aging. During the events, Cushman Wellness Center Community Health Library staff shared health resources and information about the library's service offerings.

In FY 2023, the Cushman Wellness Center Community Health Library maintained active relationships with numerous community organizations serving older adults, including: Serving Seniors (all locations, including the New Palace Senior Residence), San Diego Public Library (all locations), Jewish Family Service of San Diego, Caregiver Coalition of San Diego, County of San Diego Aging and Independence Services, County of San Diego Adult Protective Services, Southern Caregiver Resource Center, Alzheimer's San Diego, San Diego Community Action Network, San Diego County Council on Aging, Community Center for the Blind and Visually Impaired, St. Paul's PACE (Program of All-Inclusive Care for the Elderly), Point Loma Community Presbyterian Church, and the Peninsula Shepherd Senior Center. Staff met regularly with these organizations throughout the year to plan programs, share resources, and assist in promoting their services to community seniors and caregivers.

## **FY 2024 Plan**

SMH will do the following:

- Provide community education classes and support groups on a variety of topics, including health and social needs identified in the SMH 2022 CHNA
- Provide health education, resources and screenings at community health fairs and events
- Provide community health and wellness clinics offering flu shots, blood pressure checks and memory screenings
- Provide free STOP the Bleed trainings to community members throughout SDC
- Provide coordination, support and fundraising activities for local nonprofit organizations

### ***Cancer Education and Support, and Participation in Clinical Trials***

For community data and statistics related to these efforts, please see **Chronic Health Conditions** in **Section 4: Description of Community Needs** of this report.

## **Objectives**

- Provide cancer education and support groups to patients and community members
- Provide cancer resources and education at community events
- Provide cancer patient navigation and support services to the community
- Participate in cancer clinical trials, including screening and enrolling patients

## **FY 2023 Report of Activities**

The Cancer Centers of Sharp HealthCare (Cancer Centers of Sharp) include the Laurel Amtower Cancer Institute at SMH, the David and Donna Long Center for Cancer Treatment at SGH, and the Douglas & Nancy Barnhart Cancer Center at SCVMC. The Cancer Centers of Sharp are accredited by the American College of Surgeons Commission on Cancer (CoC) as an Integrated Network Cancer Program, demonstrating Sharp's commitment to meeting rigorous standards and improving the quality of care for patients with cancer. In addition, the Cancer Centers of Sharp have received APEX (Accreditation Program for Excellence) accreditation by the American Society for Radiation Oncology, in recognition of Sharp's dedication to promoting effective communication and coordinated radiation oncology treatment, as well as engaging patients and their families as partners in care.

The Laurel Amtower Cancer Institute includes the Neuro-Oncology Center and the Breast Health Center, with designated licensed clinical social workers (LCSW), nurse patient navigators, genetic counselors, RDs and clinical trials specialists who support and guide patients with cancer and their families from the time of diagnosis through the course of treatment. In FY 2023, LCSWs, as well as two student interns, provided free psychosocial counseling and support as well as referrals to community organizations to approximately 2,200 patients and family members. Nurse navigators provided ongoing

guidance for patients and families impacted by all cancer diagnoses, including but not limited to breast, head and neck, lung, pancreas, colorectal, testicular, gynecological and brain and spinal tumors. This included assistance with appointment scheduling; explanation of procedures and test results; provision of educational resources and supportive services; assistance with financial resources; and referrals to multiple community agencies, including, but not limited to: San Diego Homecare, Mama's Kitchen, Meals on Wheels San Diego County, Food Bank, Southern Caregiver Resource Center, Jewish Family Service of San Diego, Cancer Angels of San Diego, Nine Girls Ask, Support for People with Oral and Head and Neck Cancer, Informed Prostate Cancer Support Group, Pancreatic Cancer Action Network, Wigs by Vee, Hair Unlimited, Women's Health Boutique, My Brighter Side Boutique, Free to Breathe, San Diego Brain Tumor Foundation, American Brain Tumor Association, Shades of Pink Foundation California, Head and Neck Cancer Alliance, Oral Cancer Foundation, Leukemia and Lymphoma Society, ACS, National Cancer Institute (NCI), Acoustic Neuroma Association, Breast Cancer Angels and the Cancer Project. In addition, the Cancer Centers of Sharp, including the Laurel Amtower Cancer Institute, partnered with ACS to coordinate transportation at no cost for patients receiving cancer treatment, as well as provide patients with essential lodging services, as needed.

In FY 2023, the Cancer Centers of Sharp — including SMH's Laurel Amtower Cancer Institute — continued to provide a variety of free support groups, educational classes and workshops, reaching more than 1,800 community members impacted by cancer.

Support groups provided a safe environment for individuals impacted by cancer to discuss their experience and learn coping strategies. Monthly groups were offered for friends and family members of patients with cancer; patients and survivors of head and neck cancer; individuals living with a brain tumor or brain cancer and their family and caregivers; individuals who have finished or are nearing completion of their cancer treatment; and young patients living with cancer (ages 20 through early 40s), including a group for those in cancer stages 0-3, and a group for young patients with advanced cancer. Additional support groups were available twice per month, including a general cancer support group for individuals with any diagnosis at any stage, men living with cancer at any stage and individuals living with advanced cancer, as well as an evening group for women living with breast cancer stages 0-3, whether recently diagnosed or going through treatment and beyond. Further, the Cancer Centers of Sharp offered a twice-monthly Bring Your Own Project support group offered patients with cancer, survivors and their loved ones a combination of conversation and relaxing drawing methods to increase focus, creativity, self-confidence and personal well-being.

In partnership with the Cancer Centers of Sharp, the Laurel Amtower Cancer Institute continued to host free educational classes and webinars addressing various aspects of cancer diagnosis for patients and community members living with cancer. Through the monthly, virtual Lunch and Learn Cancer Education series, community members, patients and families were invited to hear local experts speak about a unique cancer-related topic each month, such as cancer and sexuality; communicating with one's health care team; communicating with loved ones; how to prepare for the worst while

hoping for the best; humor and cancer; care for the caregivers; self-care; stress management; the science of making healthy lifestyle changes; self-talk; talking to children about cancer; and cancer and aging. Over 20 classes were offered, reaching more than 500 individuals. Additionally, the programs were recorded and shared with another 100 individuals who were unable to attend the live webinar. Other educational classes offered by the Cancer Centers of Sharp included nutrition management and healthy eating before, during and after treatment; nutrition and healthy eating during and after breast cancer treatment; cancer and lymphedema — a condition where swelling occurs because of damage or blockage in the lymphatic system; and structured healing art activities to improve overall well-being. The virtual class format allowed community members to participate in the comfort of their own homes, resulting in increased attendance compared to pre-pandemic levels. In addition, Sharp HospiceCare's ACP department collaborated with the Laurel Amtower Cancer Institute to provide a virtual presentation on spirituality, faith, religion and cancer for oncology patients.

Throughout the year, the Cancer Centers of Sharp and the David and Donna Long Cancer Center offered free virtual workshops for patients and community members. This included five rotating monthly workshops for cancer patients and their loved ones. The Relaxation and Quieting the Mind workshop helped patients with cancer and their loved ones manage the stress, anxiety and difficult emotions that may accompany a cancer diagnosis. The Chemo Brain Workshop: Improving Memory and Concentration addressed memory problems related to chemotherapy and other cancer treatments. An additional workshop was offered related to chemo brain, titled How to Help Someone with Chemo Brain – A Class for Loved Ones. Attended by 75 Individuals, this program was added as a regular offering as a result of patients' requests for their loved ones to learn more information on how to support them during their experience with cancer-related cognitive impairment. The Scanxiety: Managing the Fear of Cancer Recurrence workshop helped patients understand and manage anxiety related to tests and scans. The Managing Sleep and Fatigue workshop assisted patients with cancer and their loved ones with fatigue and sleep issues both during and after treatment. In addition to these monthly workshops, the Cancer Centers of Sharp offered a weekly virtual Relaxation Skills workshop, where a clinician offered breathing and other relaxation exercises and well as guided meditations to reduce tension and stress in the body and mind. In addition, in FY 2023, two new monthly workshops were offered specifically for brain tumor patients and their loved ones. The Newly Diagnosed Brain Tumor – What Should I Know webinar offered direction, information and support, while the virtual Living with a Brain Tumor Continuing Education Series webinar included topics related to living with a brain tumor, coping and other areas of interest. In total, more than 500 community members attended these classes and workshops in FY 2023.

In FY 2023, the Laurel Amtower Cancer Institute collaborated with the Cancer Centers of Sharp to host two free, specialized online events for community members, patients, families and caregivers impacted by cancer. In October, the Cancer Centers of Sharp offered a webinar titled Surviving Cancer: Thriving After a Diagnosis to more than 70 individuals. During the webinar, Sharp oncology social workers and a RD presented on thriving after a cancer diagnosis, nutrition and exercise for survivors, self-care and the

importance of hope, while a Sharp-affiliated physician discussed sexual health after cancer. In May, approximately 20 families participated in the annual Brain Tumor Workshop. During the virtual event, Sharp's cancer team members discussed their various roles in working with patients with brain tumors and what to expect during the care process, as well as answered participants' questions about diagnosis and treatment.

In June, the Cancer Centers of Sharp, including the Laurel Amtower Cancer Institute, participated in the annual Sharp Women's Health Conference. Team members shared a variety of information during the event, including how to properly perform a breast-self exam and the importance of performing this exam monthly, as well as available cancer support services at Sharp, such as educational classes and nutrition, social work and nurse navigation services. The cancer centers also offered various cancer resources at the event. In addition, two Sharp-affiliated physicians, one specializing in hematology/oncology and one in breast surgical oncology, discussed the importance of cancer screenings, options for treatment and the role stress can play in cancer development. One of the physicians shared her personal journey with breast cancer, from diagnosis to treatment. Approximately 750 community members participated in the conference in FY 2023.

In June, the Cancer Centers of Sharp offered free events to celebrate community members who have experienced cancer, inspire those recently diagnosed and provide support for family members. The events were held simultaneously for three hours at each cancer center, where community members enjoyed music and entertainment, raffles and light refreshments. During the events, participants engaged in a variety of relaxing therapies, from massage to pet and art therapy. Additionally, Sharp shared "Look Good, Feel Better" fashion and makeup tips, as well as information on lung cancer prevention, screening, nutrition, holistic therapies and available support services. Hundreds of community members attended the events.

In FY 2023, the Cancer Centers of Sharp continued to share information through its private Facebook group, titled Sharp HealthCare Cancer Patient Community. This group was created for cancer patients and their loved ones to create a sense of community and connection as well as provide reliable information, thoughtful content, live discussions and a quick and easy way to view current program and service offerings. This Facebook page has more than 200 participants who are able to access up-to-date and vetted information, as well as share issues of concern related to themselves and others.

The Sharp Cancer Genetics Program provides patients with information on their risk of hereditary cancer and the potential impact on cancer treatment options, as well as other preventive strategies. This may include more frequent cancer screenings or other types of surveillance in partnership with their primary care physician (PCP). In FY 2023, Sharp Cancer Genetics Program provided physicians and patients with the most up-to-date research and recommendations on genetic testing, which provides patients with information for their own care as well as insight that might benefit their family members.

Sharp genetic counselors participated in system cancer conferences and meetings to provide education and ensure Sharp patients receive the best care. From 2022 to 2023, the program's referral base increased by 343% and the number of patients receiving genetic counseling increased by 86%.

The Cancer Centers of Sharp continued to explore the development of a continuum of care and build programming and services for cancer patients experiencing cognitive impairment, more commonly known as chemo brain. In addition to the workshops on chemo brain for patients and chemo brain for loved ones, four cohorts of the Out of the Fog MAAT (Memory and Attention Adaptation Training) program were held with 21 participants. This eight-session class is taught by a speech language pathologist and an oncology social worker and offers quarterly reunion classes for graduates. All participants shared glowing feedback on the experience and degree of support they received. This continuum of care is the first of its type in the country. In June, two oncology social workers presented on the program at the 2023 Association of Oncology Social Work 39th Annual Conference held in New Orleans, Louisiana. The conference offers participants the opportunity to network, collect information, provide support and share knowledge, which included reflecting on important topics oncology social workers face and sharing the valuable lessons learned.

In FY 2023, as part of its CoC Quality Improvement project this year, Sharp partnered with the American Cancer Society for a lung cancer screening improvement initiative project aimed to increase lung cancer screening. The project offered physicians' education on lung cancer screening eligibility, the relatively low nationwide use of it, and several initiatives to improve Sharp's lung cancer screening rates by collaborating with physician partners (pulmonologists) at each Sharp entity. Before the project, Sharp data indicated that roughly 4% of patients who met lung cancer screening eligibility were completing lung cancer screening, consistent with the rate in the state of California. In FY 2023, Sharp reached its goal to increase the lung cancer screening rate by 10%.

Beginning in FY 2022, Sharp participated in a Plan-Do-Study-Act clinical study with the CoC, addressing smoking cessation as a means to improve patient cancer risk and treatment outcomes. This study reviewed whether all newly diagnosed cancer patients are being asked about their smoking status and offered cessation resources as appropriate. The initial data collection suggested that Sharp providers are consistently asking this question during consultation appointments (99% of the time), but smoking cessation resources offered to patients varied and were inconsistent across the system. Sharp improved its process by creating a new, Sharp-branded patient resource to be shared with all cancer treatment providers. The resource provides patients with information on the impact that smoking cessation has in improving their treatment outcomes, even after a cancer diagnosis, to emphasize that it is never too late to quit. As a result, Sharp increased the percentage of patients being asked about their smoking status to 100% of newly diagnosed patients, decreased the number of patients currently smoking to 11%, and provided 98% of patients currently smoking with cessation resources.

For more than 20 years, the Clinical Oncology Research (COR) Department at Sharp has conducted clinical trials to facilitate the discovery of new and improved treatments for cancer patients and to enhance scientific knowledge for the larger health and research communities. Sharp's COR program includes a balanced portfolio of industry-sponsored, investigator-initiated and NCI studies. These studies explore the efficacy and safety of novel cancer therapeutic agents or technologies to benefit the most common cancer types. NCI studies focus on optimizing the standard of care. Sharp's COR collaborates with 21 physician-investigators throughout SDC's south, east and central regions. This brings innovative treatments close to research participants' homes and minimizes the travel time for their care and study participation.

In FY 2023, the COR pre-screened 2,220 patients for participation in oncology clinical trials. As a result, 34 patients consented to participate in cancer research studies. Clinical trials focused on multiple types of cancer, including but not limited to blood, brain, breast, colon, head and neck, lung, lymphoma, pancreatic and prostate. Additionally, Sharp continues to work with Tempus — an organization that applies artificial intelligence in health care — for next-generation sequencing and matching patients to a clinical trial. In FY 2023, nearly 360 patients submitted blood specimens or tissue for testing. Sharp is the only health care organization in SDC to be accredited by the Association for the Accreditation of Human Research Protection Programs, demonstrating Sharp's commitment to rigorous standards for ethics, quality and protection for research participants.

### **FY 2024 Plan**

The Laurel Amtower Cancer Institute at SMH will do the following:

- Provide a variety of virtual cancer support groups for community members, patients, families and caregivers
- Provide education classes and workshops on topics including nutrition, emotional well-being and more for patients and community members impacted by cancer
- Offer classes to address cognitive impairments related to cancer and cancer treatments
- Offer a monthly seminar for new diagnosis brain tumor patients and their families
- Collaborate with the Cancer Centers of Sharp to provide workshops on various cancer wellness topics, including Spanish-language options
- Educate and raise awareness among community members and physicians about low-dose computed tomography (CT) lung cancer screenings and lung nodule management
- Provide cancer education and resources at community health fairs and events
- Through philanthropic support, provide transportation services for patients with cancer in need of assistance to and from treatment appointments
- Conduct clinical trials to discover cancer treatments and inform the broader health and research community
- Seek funding to support the Laurel Amtower Cancer Institute

- Participate in and provide fundraising for events to support cancer research in San Diego
- Offer a new support group for lung cancer patients
- Offer a variety of pre-recorded classes based on the popular rotational workshops
- Provide the private Sharp HealthCare Cancer Patient Community Facebook group

### ***Prevention of Unintentional Injuries***

For community data and statistics related to these efforts, please see **Community Safety** and **Children and Youth Well-being** in **Section 4: Description of Community Needs** of this report.

### **Objectives**

- Provide the ThinkFirst injury prevention program to children, adolescents, and young adults throughout SDC
- Provide presentations and opportunities to San Diego County Office of Education (SDCOE) high school students around injury and violence prevention and health care career readiness

### **FY 2023 Report of Activities**

ThinkFirst San Diego (ThinkFirst) — a program led by Sharp Rehab — is a chapter of the ThinkFirst National Injury Prevention Foundation, a nonprofit organization dedicated to preventing brain, spinal cord, and other traumatic injuries through education, research, and advocacy. ThinkFirst includes specialized health care professionals known as Voices for Injury Prevention (VIPs) who have personally experienced traumatic injuries. At Sharp, VIPs use their personal stories to educate local youth about injury prevention by explaining how they could have prevented the lifelong effects of their traumatic injury by making safer choices.

SDCOE provides a variety of educational, administrative and other support services for schools throughout SDC. Through its College and Career Readiness (CCR) program, SDCOE connects school learning to the world of work. This is accomplished through project- and work-based learning as well as developing career technical education programs designed to prepare students for careers in high-wage, high-growth industries. In FY 2023, Sharp's ThinkFirst program partnered with SDCOE's CCR program to provide injury prevention education to nearly 200 students in grades nine through 12 from Castle Park, Chula Vista, San Diego and Kearny high schools, as well as Monarch School, which serves students who are unhoused in SDC. Between one and six presentations were conducted for each school, which were delivered through either one- to two-hour individual classes or during small assemblies. Presentations explored various topics including the modes of injury (e.g., automobile collisions, violence, and injuries tied to sports/recreation); disability awareness; the anatomy and physiology of the brain and spinal cord; and career opportunities in physical rehabilitation. Classes were enhanced by powerful testimonies from Sharp's VIPs. Virtual presentations included a longer VIP portion and a lengthier question-and-answer segment to build rapport between the students and the VIP speakers.

## **FY 2024 Plan**

ThinkFirst will do the following:

- Provide presentations to high school students on injury prevention, including career paths in physical rehabilitation
- Provide and expand educational program offerings to schools and organizations in SDC
- Increase community awareness of ThinkFirst through attendance and participation at community health fairs and events
- Expand beyond the scope of the SDCOE's CCR program to provide educational presentations to schools in North County, Coronado and South Bay
- Partner with SDCOE's CCR program to provide a summer learning camp focused on disability awareness
- Explore opportunities to incorporate concussion education into school and community presentations
- Provide education to health care professionals and college students interested in health care careers
- Provide education to health care professionals and college students interested in health care careers

### ***Health Professions Education and Training, and Collaboration with Local Schools to Promote Interest and Career Pathways in Health Care***

For community data and statistics related to these efforts, please see **Workforce Development in Section 4: Description of Community Needs** of this report.

## **Objectives**

- Collaborate with schools, colleges and universities to provide opportunities for students to explore and train for a variety of health care professions
- Collaborate with local schools to promote interest and provide career pathways in health care
- Provide training and for local, national and international health care professionals
- Participate in industry conferences and events to share best practices with the broader health care community

## **FY 2023 Report of Activities**

In FY 2023, SMH collaborated with local, state and national schools, colleges and universities to provide learning opportunities for students to explore and train for careers in health care. In FY 2023, SMH provided hospital-based training to more than 245 nursing students, 12 advanced practice provider students and nearly 210 ancillary (non-nursing) students. These students spent more than 82,600 hours on the hospital campus in FY 2023. Program partners included Azusa Pacific University; California State University, San Marcos; Casa Loma College; Colorado Technical University; Concorde Career College; Emory University; Grand Canyon University; Grossmont

College; Grossmont Health Occupations Center; National Medical Education & Training Center; National University (NU); Palomar College; Pima Community College; Point Loma Nazarene University (PLNU); University of Puget Sound; San Diego Fire-Rescue Department Paramedic Program; San Diego Mesa College; San Diego State University (SDSU); Southwestern College; UC San Diego; University of San Diego (USD); and Western Governors University. In addition, SMH partnered with Midwestern University in Glendale, Arizona, to provide physician-led mentorship opportunities for 12 medical students. Further, the SMH Clinical Pastoral Education program provided training to five chaplain residents, and in December, a pastoral care team member presented on integrative healing modalities to six nursing students from USD.

SMH also provided educational opportunities to students in grades nine through 12 from Health Sciences High and Middle College (HSHMC). Through Sharp's partnership with HSHMC, students shadow health care providers in both patient and non-patient care environments to explore real-world applications of their school coursework. In FY 2023, more than 100 HSHMC students shadowed SMH staff from various hospital teams, including but not limited to radiology, nursing, emergency, laboratory, engineering and guest and patient services.

Additionally, the Sharp Diabetes Education Program provided education to several students throughout FY 2023. In September, the program provided virtual education on the different types of diabetes, diagnoses, current technology and medication, community resources for patients, patient education modalities and careers in diabetes to approximately 20 dietetic students at SDSU. The Sharp Diabetes Education Program also mentored two dietetic interns from the San Diego Women, Infants and Children (WIC) Dietetic Internship program. The director of the Sharp Diabetes Education Program served as a board member of the San Diego WIC Dietetic Internship program in FY 2023 and provided education on diabetes care, the role of the RD, the different types of diabetes, nutrition and meal planning, diabetes and technology and more to all six program interns. In addition, a Sharp Diabetes Education Program nurse educator mentored a student from Azusa Pacific University at the James S. Brown Pavilion site in April.

In FY 2023, the Sharp Diabetes Education Program continued to serve as an insulin pump training center to support endocrinologists and PCP groups throughout SDC. Through this effort, the program trains community providers to use diabetes technology, including insulin pumps, continuous glucose monitors and blood glucose monitors, to improve patient care and outcomes. Further, the Sharp Diabetes Education Program recently implemented an enhanced electronic medical record system to improve care coordination with more than 300 community endocrinologists and PCP groups.

In 2018, an SMH Health Sciences Library team member created the Health Subcommittee for the San Diego Regional Human Trafficking and CSEC Advisory Council. This multidisciplinary group includes physicians, nurses, mental health professionals, social workers, executives and community stakeholders. It was established to support health care systems in addressing human trafficking and supporting survivors through best-practice sharing, protocol development and

education. As part of this work, in FY 2023 the SMH team member provided education and training to community health care professionals on how to properly identify and care for survivors of human trafficking. These efforts help address the health and social needs identified in Sharp's 2022 CHNAs and support the triennial, countywide HASD&IC CHNA process.

For the fourth year, in October SMH Health Sciences Library team member served as a facilitator at the two-day Train-the-Trainer Academy presented by HEAL (Health, Education, Advocacy, Linkage) Trafficking — an organization that leads innovative health solutions to address human trafficking in communities worldwide. The program equipped more than 40 public health and health care educators with the knowledge and skills needed to train other health professionals in their communities to respond to human trafficking.

In FY 2023, Sharp continued to collaborate with the Health Subcommittee for the San Diego Regional Human Trafficking and CSEC Advisory Council, Palomar Health and the Institute on Violence, Abuse and Trauma to provide a Trauma-Informed Care (TIC) continuing medical education series for community physicians, physician assistants, nurse practitioners, nurses, licensed marriage and family therapists, LCSWs, and other interested individuals within and outside the medical profession. Topics in the series included: ACE (Adverse Childhood Experience) score — a metric representing the amount of toxic stress endured during childhood; PEARR (Provide Privacy, Educate, Ask, Respect and Respond) Tool — a trauma-informed instrument to support patients who may be affected by abuse, neglect or violence; Neurobiology of Trauma; Vicarious Trauma; and TIC Principles. Providing health professionals with knowledge and skills in TIC can help improve both clinician and patient experiences. In addition, using TIC can help address the social determinants of health that contribute to human trafficking and similar exploitation (e.g., addiction and its potential contributions to poor health outcomes) and help promote the dignity and autonomy of patients. Further, updating procedures and language to be trauma-informed as a universal precaution improves Sharp's efforts to provide person-centered care for all patients. In FY 2023, Sharp's TIC continuing education series served 575 community health care professionals.

As co-chair of the Health Subcommittee for the San Diego Regional Human Trafficking and CSEC Advisory Council, the SMH Health Sciences Library team member provided planning and support for the committee's monthly meetings, which covered a range of topics in FY 2023 including: assessment for non-fatal strangulation; the countywide HASD&IC 2022 CHNA; International Rescue Committee support for asylees and human-trafficking survivors; Your Safe Place – A Family Justice Center; trauma-informed assessment versus screening; and open forum discussions on topics of interest or concern. More than 330 community members attended the live meetings, which were also recorded and shared on YouTube, as appropriate. Overall, more than 550 community members received meeting details, best practices and topic resources throughout the year.

Further, in FY 2023 the SMH Health Sciences Library team member provided education on trauma-informed approaches to human trafficking to more than 120 physician assistant and nursing students from PLNU and NU.

SMH contributes to the expansion of scientific knowledge and medical advancements throughout the larger health and research communities through participation in clinical trials. In FY 2023, SMH contributed to numerous clinical trials investigating areas including but not limited to oncology, cardiology, behavioral health, neurology and rehabilitation. In addition, SMH conducted orthopedic clinical trials to improve care and outcomes of patients with musculoskeletal disorders, including osteoarthritis, cartilage repair, hip dysplasia and bone injury, as well as bone regeneration treatment. Further, in FY 2023, Sharp's orthopedic service line collaborated with industry researchers to publish "Position Statement: Delirium Among Orthopedic or Rehabilitative Patients" in the journals of *Rehabilitation Nursing* and *Orthopaedic Nursing*.

In addition, in May, several SMH nurses presented at the National Association of Orthopaedic Nurses Annual Congress conference in Pittsburgh, Pennsylvania. Presentations included Orthopedic Trauma and Psychosocial Distress, as well as Sleep Protocol for Total Joint Patients. Approximately 800 professionals attended the event.

### **FY 2024 Plan**

SMH will do the following:

- Provide professional development opportunities for health professions students and interns throughout SDC
- Collaborate with HSHMC to provide opportunities for high school students to explore careers in health care
- Offer education and training programs for community health professionals
- Participate in oncology-related continuing education opportunities for community physicians and other health care professionals
- Provide continuing education lectures to community physicians, residents, interns and Navy personnel at the SMH Hip Preservation Center
- Participate on the Health Subcommittee for the San Diego Regional Human Trafficking and CSEC Advisory Council to assist health care systems with addressing human trafficking and supporting survivors
- Share Sharp's TIC continuing education series with community stakeholders and organizations
- Collaborate with HASD&IC to distribute best practice guidelines to regional health care systems to identify and support patients who have been trafficked
- Collaborate with PLNU's Center for Justice & Reconciliation to provide a health care forum on mandated reporting
- Collaborate with HEAL (Health, Education, Advocacy, Linkage) Trafficking to prepare public health and health care educators to train other health professionals to respond to human trafficking
- Conduct clinical trials to advance medical and scientific knowledge among the larger health and research communities

- Conduct educational symposiums for health care professionals focused on improving outpatient and inpatient diabetes care
- Host a virtual diabetes conference for health care professionals
- Participate in local and national conferences to share best practices in diabetes treatment and control with the broader health care community
- Partner with community physicians to help them improve patient outcomes using technology, including insulin pumps and blood glucose monitors

### ***Access to Health Care and Community and Social Support***

For community data and statistics related to these efforts, please see **Access to Health Care** in **Section 4: Description of Community Needs** of this report.

### **Objectives**

- Collaborate with community organizations to provide follow-up medical care, mental health and substance use treatment, financial assistance, and social services to individuals experiencing homelessness or who lack a safe home environment
- Collaborate with community partners to connect individuals experiencing homelessness, food insecurity or other health equity barriers to community-based services
- Provide transportation and pharmaceutical assistance to individuals with financial barriers

### **FY 2023 Report of Activities**

SMH provides post-acute care facilitation for vulnerable patients, including individuals experiencing homelessness or who lack a safe home environment. Advocacy for safe discharge from the hospital is a top priority, regardless of funding.

In FY 2023, SMH provided assessments for those at risk for psychiatric and developmental disorders and substance use issues, as well as referrals for housing, medication management and supportive community services. This includes the participation of SMH, along with all other Sharp acute care hospitals, in a Medications for Addiction Treatment (MAT) program funded by a California Bridge program grant, which serves emergency department (ED) patients with opioid use disorder and mental health concerns. The goal of the program is to better identify patients in need of MAT in Sharp EDs and to bridge their connection to treatment in the community. This program involves collaboration among a variety of professionals, including social workers, clinical informatics specialists, nurses and Sharp-affiliated emergency medicine physicians. In addition, the program includes a full-time Substance Use Navigator who specializes in assisting those with substance use disorders and connecting them to treatment and services. Sharp partners with community organizations to facilitate prioritized access to treatment upon discharge from the ED, including Comprehensive Treatment Centers, FHCS, and SMC. Further, NARCAN® Nasal Spray (naloxone) — which quickly reverses an opioid overdose — is available at SMH for anyone who presents to the ED and could benefit from the life-saving medication.

SMH also assisted high-risk, underserved patients with transportation home from the hospital as well as with connections to community resources for food, clothing and housing. In addition, SMH provided new clothing items to patients without usable or weather-appropriate clothing at discharge, including individuals experiencing homelessness, trauma patients from the ED and any other patient who lacked clothing when leaving the hospital.

SMH's ED includes 24/7 social worker coverage to ensure support for the numerous vulnerable patients who present to the facility. In addition, the hospital's case management and social work team members are assigned throughout the hospital every day of the week. The team has strong partnerships throughout the community to help link patients to necessary support outside of the hospital.

In addition, the SMH Generational Health Rehab program helps geriatric patients reach maximum health and independence following an elective surgery or procedure. During hospitalization, individuals age 65 and older are vulnerable to functional and cognitive decline due to factors such as mobility, swallowing, nutritional and cognitive deficits or medical comorbidities. At SMH, geriatric patients may be referred to the program by their provider, where they are screened by the rehabilitation team for preexisting vulnerabilities prior to their scheduled surgery or procedure. Following the assessment, patients and their families receive a pre-surgical/procedural plan that may include exercise, nutrition, and/or therapy interventions during the weeks leading up to the operation. The preventive interventions provided by the SMH Generational Health Rehab program help improve geriatric patient outcomes and optimize their return home following their surgery or procedure.

SMH also has programs to provide uninsured patients with financial assistance for medication and medical equipment. In FY 2023, SMMC provided more than \$111,500 in free medications and transportation to individuals with financial barriers through its Project HELP program.

SMH funded temporary housing and skilled nursing care for several patients in FY 2023, including individuals experiencing homelessness. Further, SMH assisted individuals who experience homelessness and test positive for COVID-19 by connecting them to the County of San Diego's Temporary Lodging Program for individuals affected by COVID-19 without a safe place to quarantine or isolate.

In addition, in FY 2023, SMH served as a donation site to collect food for the Food Bank annual holiday food drive, as well as a blood donation site for Sharp's systemwide blood drive to collect life-saving blood for those with medical needs.

For additional information on Sharp programs and services that help increase access to health care and community and social support, please see **Patient Access to Care Programs** and **Community Information Exchange** in **Section 1: An Overview of Sharp HealthCare** of this report.

## **FY 2024 Plan**

SMH will do the following:

- Collaborate with community organizations that provide medical care and case management services to individuals experiencing homelessness
- Administer funds to those in need of transportation assistance or financial support for medications
- Provide items of clothing to patients who lack usable or weather-appropriate clothing at discharge
- Provide financial assistance for prescription copayments and other personal items as needed
- Provide Substance Use Navigator services to link patients to MAT and other community substance use services
- Provide life-saving naloxone as needed
- As a member of the SoCal Safe Shelter Collaborative, facilitate safe discharges of survivors of human trafficking or domestic violence to local shelters

## **SMH Program and Service Highlights**

### *Sharp Memorial Hospital:*

- 24-hour Emergency and Trauma Center, including heliport and base station
- Designated STEMI (ST-elevation myocardial infarction or acute heart attack) center
- SD County EMS designation as a Resuscitation/ECMO Receiving Center (one of three hospitals in a County pilot)
- Advanced Heart Care Center
- Advanced Illness Management
- Arts for Healing
- Bioethics consultations
- Cancer treatment, including genetic counseling, diagnostic imaging, infusion services and radiation therapy
- Cardiovascular and pulmonary rehabilitation
- Catheterization lab, including a hybrid procedure room
- Centralized Patient Observation services to enhance safety for patients at risk for falls
- Classes, events and physician referrals through 1-800-82-SHARP
- Clinical trials, including cancer, heart and vascular, neurology and orthopedics
- Critical care: Intensive Care Units with 24-hour staffing by board-certified critical care physicians
- Discharge prescription services
- FollowMyHealth®, a secure on-line patient website that gives patients convenient, 24-hour access to their personal health information
- Generational Health program, optimizing outcomes for older adults through care coordination and collaboration
- Head and neck services, including cancer treatment and surgery
- Heart and vascular care, including mechanical circulatory support devices and heart transplantation, and transcatheter valve replacement and repair
- Heart Valve Surgery Center, including robotic mitral valve and coronary bypass surgery; traditional and minimally invasive cardiac surgeries; and transcatheter valve procedures including TAVR and TMVR
- Home infusion services<sup>288</sup>
- Hospice services<sup>289</sup>
- Imaging services, including interventional radiology at SMH and San Diego Imaging Center - Kearny Mesa
- Infection prevention services
- Interpreter services
- Laboratory services
- Medical/surgical care, including a dedicated inpatient oncology unit
- Mindful Café, offering healthy and nutritious food options for patients, family and staff
- Organ transplantation, including kidney, heart and pancreas

<sup>288</sup> Provided through Sharp Home Health.

<sup>289</sup> Provided through Sharp HospiceCare and other community hospice providers.

- Orthopedics, including joint replacement surgery
- Mobilization program individualized for each patient to optimize recovery and increase likelihood of returning to independence
- Nurse Practitioner services to enhance access to providers
- Palliative care
- Pathology services
- Patient and Guest Services
- Pharmacy services for inpatients and outpatients
- Pre-anesthesia evaluation services
- Robotic surgery
- Senior Trauma Program and accredited Senior-Friendly Emergency Department (bronze level)
- Sharp Allison deRose Rehabilitation Center, including inpatient and outpatient physical, occupational, hand, stroke, brain, spinal cord and speech therapy, balance and vestibular services and COVID-19 recovery programs
- Spiritual care services
- Stroke care: certified stroke receiving center by the Joint Commission and nationally recognized by the AHA/ASA, which includes a dedicated stroke unit.
- Surgical services
- ThinkFirst
- Van transportation services
- Weight loss (bariatric) surgery program
- Wound and ostomy inpatient services

*James S. Brown Pavilion*

- Diabetes education and management accredited by the ADA
- Elliot and Helen Cushman Wellness Center, including:
  - Cushman Wellness Center Community Health Library
  - Health assessments and screenings
  - Executive Health Program
  - Holistic therapies, including acupuncture, guided imagery, Healing Touch, massage, reflexology and reiki
  - Fitness assessments
- Laurel Amtower Cancer Institute, including the Breast Health Center and Neuro-Oncology Center. Services include:
  - Diagnostic imaging
  - Genetic counseling
  - Infusion services
  - LCSWs
  - Nurse navigators
  - Nutrition counseling
  - Radiation therapy
  - Magnetic Resonance Imaging (MRI) Guided Prostate Biopsy
- Outpatient Imaging Center, including CT scan, virtual CT colonoscopy, and digital and 3-D tomosynthesis mammography

- Outpatient Surgery Center
- Sharp Rees-Stealy Medical Group Surgical Eye Consultants, including ophthalmology and optometry
- Summerfelt Endoscopy Center
- Vision Laser Center, including ophthalmology, diagnostic and laser treatment

# Sharp Mesa Vista Hospital & Sharp McDonald Center



## Section

# 12 Sharp Mesa Vista Hospital and Sharp McDonald Center

*I define “community” as an integrated grouping of interdependent individuals with common interests and values. As a member of the San Diego community, I share a common interest in the current and future state of our regional resources and prosperity. As a member of a professional community, I share a dedication with others in the field to advancing the integration of behavioral health to improve everyone’s lives. And as a member of a faith community, I share a set of values and view of the world.”*

— Charles Westfall, Manager of Adult Outpatient Programs, Sharp Mesa Vista Hospital

## Fiscal Year (FY) 2023 Community Benefit Program Highlights

Sharp Mesa Vista Hospital (SMV) and Sharp McDonald Center (SMC) provided **\$31,135,996** in community benefit in FY 2023. See **Table 52** for a summary of unreimbursed costs based on the categories specifically identified in Senate Bill 697 (SB 697) and **Figure 25** for the distribution of SMV and SMC’s community benefit among those categories.

**Table 52: Economic Value of Community Benefit Provided  
Sharp Mesa Vista Hospital and Sharp McDonald Center — FY 2023<sup>290</sup>**

SB 697 Category	Programs and Services Included in SB 697 Category	Estimated FY 2023 Unreimbursed Costs
Medical Care Services	Shortfall in Medi-Cal <sup>291</sup>	\$1,467,407
	Shortfall in Medicare <sup>291</sup>	15,223,198
	Shortfall in County Medical Services (CMS) <sup>291</sup>	9,654,532
	Shortfall in CHAMPVA/TRICARE <sup>291</sup>	2,812,394
	Charity Care <sup>292</sup>	419,609
	Bad Debt <sup>292</sup>	15,391
Other Benefits for Vulnerable <sup>293</sup> Populations	Patient transportation and other assistance for the vulnerable <sup>294</sup>	1,104,500
Other Benefits for the Broader Community	Health education and information, support groups, participation in community events, meeting room space, donations of time to community organizations and cost of fundraising for community events <sup>294</sup>	100,852
Health Research, Education and Training Programs	Education and training programs for students, interns and health care professionals <sup>294</sup>	338,113
<b>TOTAL</b>		<b>\$31,135,996</b>

<sup>290</sup> Economic value is based on unreimbursed costs.

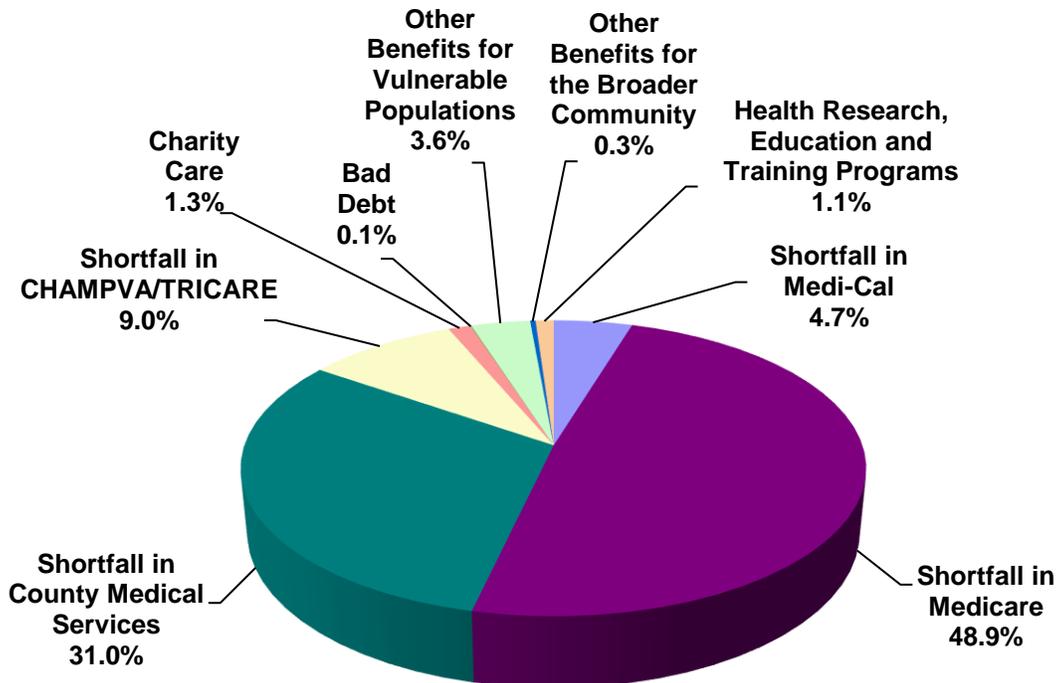
<sup>291</sup> Methodology for calculating shortfalls in public programs is based on Sharp HealthCare’s (Sharp) payor-specific cost-to-charge ratios, which are derived from the cost accounting system, offset by the actual payments received. Costs for patients paid through the Medicare program on a prospective basis also include payments to third parties related to the specific population.

<sup>292</sup> Charity care and bad debt reflect the unreimbursed costs of providing services to patients without the ability to pay for services at the time the services were rendered.

<sup>293</sup> [“Vulnerable populations” means any population that is exposed to medical or financial risk by virtue of being uninsured, underinsured, or eligible for Medi-Cal, Medicare, California Children’s Services Program, or county indigent programs.](#)

<sup>294</sup> Unreimbursed costs may include an hourly rate for labor and benefits, plus costs for supplies, materials and other purchased services. Any offsetting revenue (such as fees, grants or external donations) is deducted from the costs of providing services. Unreimbursed costs were estimated by each department responsible for providing the program or service.

**Figure 25: Percentage of Community Benefit by SB 697 Category  
Sharp Mesa Vista Hospital and Sharp McDonald Center — FY 2023**



Key highlights:

- **Medical Care Services** included uncompensated care for patients who were unable to pay for services and unreimbursed costs of public programs such as Medi-Cal, Medicare, CMS and CHAMPVA/TRICARE.<sup>295</sup>
- **Other Benefits for Vulnerable Populations** included van transportation for patients to and from medical appointments; free psychiatric and substance use assessments and referrals; and programs to address barriers to behavioral health services for disadvantaged, culturally diverse urban seniors.
- **Other Benefits for the Broader Community** included health education and information on a variety of behavioral health and substance use topics, participation in community health and behavioral health events, and collaboration with local schools to promote interest and provide career pathways in health care. In addition, staff at the hospital actively participated in community boards, committees and other civic organizations, such as National Alliance on Mental Illness (NAMI), Community

<sup>295</sup> The Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) is a health benefits program in which the Department of Veterans Affairs (VA) shares the cost of certain health care services and supplies with eligible beneficiaries. TRICARE is a health care program of the U.S. Department of Defense Military Health System, which provides civilian health benefits for U.S. Armed Forces military personnel, military retirees, and their dependents, including some members of the Reserve Component.

Health Improvement Partners (CHIP) Behavioral Health Work Team, CHIP Suicide Prevention Council, San Diego Coalition for Mental Health, San Diego County Older Adult Behavioral Health System of Care Council, A New PATH (Parents for Addiction Treatment and Healing) and Psychiatric Emergency Response Team (PERT). See **Appendix A** for a listing of Sharp HealthCare's (Sharp) involvement in community organizations in FY 2023. In addition, the category includes costs associated with planning and operating community benefit programs, such as community health needs assessment (CHNA) development and administration.

- **Health Research, Education and Training Programs** included education and training of health care professionals, student and intern supervision, and generalizable health-related research projects that were made available to the broader health care community.

### **Definition of Community**

- *SMV is located at 7850 Vista Hill Ave. in San Diego, ZIP code 92123.*
- *SMC is located at 7989-8011 Linda Vista Road in San Diego, ZIP code 92111.*
- *SMV Mid-City Outpatient Programs are located at 4275 El Cajon Blvd., Suite 100 in San Diego, ZIP code 92105; SMV East County Outpatient Programs are located at 1460 East Main St. in El Cajon, ZIP code 92021.*

As specialty hospitals, SMV and SMC serve all of San Diego County (SDC); however, the primary communities served by SMV and SMC include the City of San Diego, Chula Vista, the east region and north inland communities surrounding Rancho Bernardo. See **Appendix B** for a map of community and region boundaries in SDC.

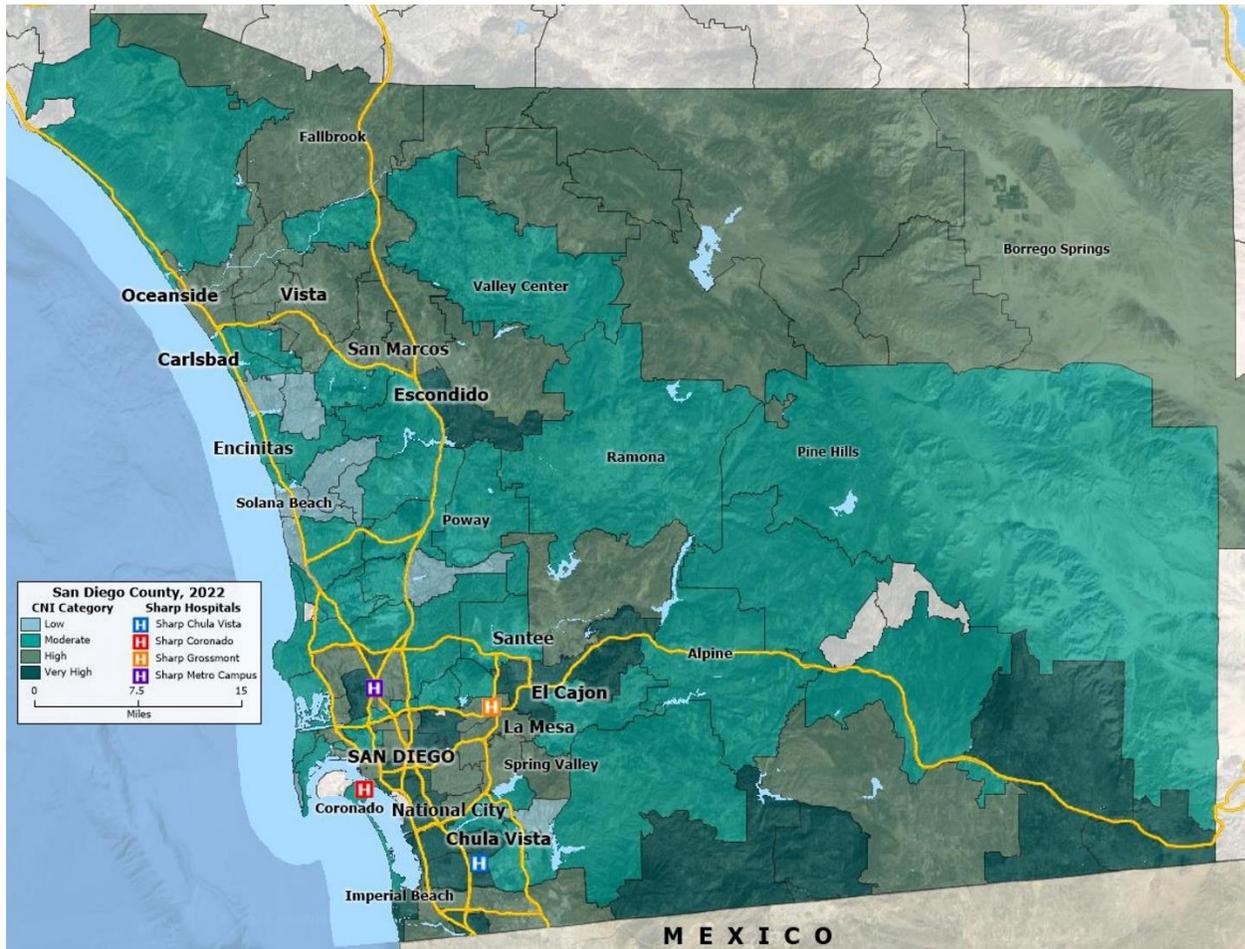
For SMV's and SMC's 2022 CHNA process, the Dignity Health/IBM Watson Health Community Need Index (CNI)<sup>296</sup> was used to identify communities within its service area that experience greater health inequities.<sup>297</sup> The CNI uses demographic and economic statistics to provide a CNI score for every populated ZIP code in the U.S. CNI scores measure inequity on a scale ranging from very low health inequity to very high health inequity. This measurement is an average determined through an analysis of specific socioeconomic barriers to health care access, including education, income, culture/language, insurance, and housing. As such, the CNI demonstrates the link between community need, access to care and preventable hospitalizations.

According to the CNI, communities served by SMV and SMC with especially high need include a number of communities in SDC's south, central and east regions.<sup>297</sup> **Figure 26** presents a map of the CNI findings across SDC.

<sup>296</sup> Dignity Health and IBM Watson Health CNI. (2022). The Dignity Health and IBM Watson CNI was discontinued on January 31, 2023.

<sup>297</sup> Health inequities are differences in health status or in the distribution of health resources between different population groups arising from the social conditions in which people are born, grow, live, work and age. These inequities have significant social and economic costs both to individuals and societies. (WHO, 2018).

**Figure 26: CNI Map — SDC<sup>298</sup>**



## Community Health Profile

In 2023, there were 3,348,475 residents in SDC, making it the second most populous county in California. In addition, there were 540,188 residents age 65 and older in SDC, representing 16.1% of the population in 2023. Between 2023 and 2028, it is anticipated that SDC’s senior population will grow by 13.3%.<sup>299</sup>

In 2021, 10.7% of the SDC population reported living below 100% of the federal poverty level (FPL). The county’s unemployment rate was 6.2% and 5.0% of households received Supplemental Security Income.<sup>300</sup>

According to the San Diego Hunger Coalition, nutrition insecurity<sup>301</sup> has not changed for almost a year due to historic increases in the cost of living. As of March 2023, 23% of

<sup>298</sup> Truven Health Analytics, 2022; Insurance Coverage Estimates, 2022; The Nielson Company, 2022; and CNI, 2022.

<sup>299</sup> SpeedTrack®, Inc.; U.S. Census Bureau.

<sup>300</sup> County of San Diego, HHSA, PHS, CHSU. (2023). [2017-2021 Demographic Profiles](#).

<sup>301</sup> Nutrition security means all Americans have consistent and equitable access to healthy, safe, affordable foods essential to optimal health and well-being. (U.S. Department of Agriculture).

San Diegans experienced nutrition insecurity and 28% of children lived in nutrition-insecure households.<sup>302</sup>

In 2021, 7.6% of households in SDC received Supplemental Nutrition Assistance Program (SNAP) benefits, while 16.2% of the population lived at or below 138% FPL and were eligible for the program.<sup>300</sup> Please refer to **Table 53** for SNAP participation and eligibility in SDC.

**Table 53: Food Stamps/SNAP Benefit Participation and Eligibility Estimates for SDC, 2021<sup>300</sup>**

Food Stamps/SNAP Benefits	Percent of Population
Households	7.6%
Families with Children	12.4%
<b>Eligibility by FPL</b>	
Population ≤130% FPL	15.0%
Population ≤138% FPL	16.2%
Population 139% – 350% FPL	29.8%

In SDC in 2021, 96.1% of children age 18 and under, 88.1% of young adults ages 19 to 25, 88.5% of adults ages 26 to 44, 91.7% of adults ages 45 to 64 and 98.9% of seniors age 65 and older had health insurance.<sup>300</sup> Health insurance coverage for each age group was lower than the Healthy People 2030 (HP2030) national target of 92.4% for all individuals under age 65, with the exception of children ages 0 to 18 years.<sup>303</sup> See **Table 54** for health insurance coverage in SDC in 2021.

**Table 54: Health Insurance Coverage in SDC, 2021<sup>300</sup>**

Description	Rate	HP2030 Target
<b>Current Health Insurance Coverage</b>		
Children 0 to 18 years	96.1%	92.4%
Young adults 19 to 25 years	88.1%	92.4%
Adults 26 to 44 years	88.5%	92.4%
Adults 45 to 64 years	91.7%	92.4%
Seniors 65+ years	98.9%	N/A <sup>304</sup>

<sup>302</sup> San Diego Hunger Coalition. (2023). [State of Nutrition Security in San Diego County 2023 Annual Issue Brief](#).

<sup>303</sup> The U.S. Department of Health and Human Services' [Healthy People 2030 \(HP2030\)](#) initiative represents the nation's prevention agenda for the third decade of the 21st century. HP2030 has four overarching goals: to attain healthy, thriving lives and well-being free of preventable disease, disability, injury, and premature death; to achieve health equity, eliminate disparities, and attain health literacy to improve the health and well-being of all; to create social, physical, and economic environments that promote attaining the full potential for health and well-being for all; to promote healthy development, healthy behaviors, and well-being across all life stages; and to engage leadership, key constituents, and the public across multiple sectors to take action and design policies that improve health and well-being of all.

<sup>304</sup> HP2030 does not include targets for individuals ages 65 and older.

According to the California Health Interview Survey (CHIS), in 2022, 17.5% of SDC’s population was covered by Medi-Cal.<sup>305</sup> See **Table 55** for details.

**Table 55: Medi-Cal (Medicaid) Coverage in SDC, 2022<sup>305</sup>**

Description	Rate
Covered by Medi-Cal	17.5%
Not covered by Medi-Cal	82.5%

CHIS data also revealed that 12.4% of individuals in SDC did not have a usual place to go when sick or in need of health advice (see **Table 56**).<sup>305</sup>

**Table 56: Regular Source of Medical Care in SDC, 2022<sup>305</sup>**

Regular Source of Medical Care	Rate	HP2030 Target
Has a usual source of care	85.2%	84.0%
Has no usual source of care	14.8%	16.0%

In 2022, 33.7% of adults ages 18 to 64 reported needing help for emotional or mental health problems or use of alcohol or other substances. Of those needing help, 58.3% received treatment. Overall, 23.7% of SDC adults ages 18 to 64 reported seeing a health care provider for mental, emotional or substance use issues. Among SDC residents age 65 and older, 13.1% of those surveyed in 2022 reported needing help for mental, emotional or substance use issues in the past year.<sup>305</sup>

In 2021, 7,630 individuals in SDC visited the emergency department (ED) for a self-inflicted injury, an age-adjusted rate of 232.1 per 100,000 population.<sup>306</sup> In total, 532 seniors age 60 and older visited the ED in 2021 and 82 were hospitalized for a self-inflicted injury. During the same year, the age-adjusted suicide rate in SDC was 10.2 per 100,000 population, or 344 deaths, which met the HP2030 target rate of no more than 12.8 deaths per 100,000 population.<sup>307</sup>

An analysis of 2021 mortality data for SDC revealed Alzheimer’s disease and suicide to be the sixth and 12th leading causes of death for SDC, respectively.<sup>307</sup> See **Table 57** for a summary of leading causes of death in SDC.

<sup>305</sup> University of California Los Angeles Center for Health Policy Research. (2023). [AskCHIS](#). AskCHIS is an online health query system that allows you to quickly search for health statistics on your county, region, and state. AskCHIS draws upon the responses of more than 20,000 Californians interviewed each year by [The California Health Interview Survey \(CHIS\)](#) – the largest state health survey in the U.S.

<sup>306</sup> County of San Diego, HHSA, PHS, CHSU. (2023). [AAPProfiles. xRegion FINAL | Tableau Public](#). Retrieved 11/28/23 from [www.SDHealthStatistics.com](http://www.SDHealthStatistics.com)

<sup>307</sup> County of San Diego, HHSA, PHS, CHSU. (2023). [Leading Causes of Death Among San Diego County Residents Dashboard | Tableau Public](#). Retrieved 11/28/23 from [www.SDHealthStatistics.com](http://www.SDHealthStatistics.com)

**Table 57: Leading Causes of Death in SDC, 2021<sup>307</sup>**

Cause of Death	Number of Deaths	Percent of Total Deaths
Malignant Neoplasms (Overall Cancer)	5,050	19.3%
Diseases of the Heart	4,961	19.0%
COVID-19	2,825	10.8%
Accidents/Unintentional Injuries	1,795	6.9%
Cerebrovascular Diseases	1,710	6.5%
Alzheimer’s Disease	1,391	5.3%
Diabetes Mellitus	895	3.4%
Chronic Lower Respiratory Diseases	887	3.4%
Essential Hypertension and Hypertensive Renal Disease	501	1.9%
Chronic Liver Disease and Cirrhosis	472	1.8%
All Other Causes	5,681	21.7%
<b>Total Deaths</b>	<b>26,168</b>	<b>100.0%</b>

For additional demographic and health data for communities served by SMV and SMC, please refer to the 2022 CHNAs for these entities, available at <https://www.sharp.com/about/health-needs-assessments>.

**Community Benefit Planning Process**

In addition to the steps outlined in **Section 3: Community Benefit Planning Process** regarding community benefit planning, SMV and SMC:

- Incorporate community priorities and community relations into their strategic plans and develop specific programmatic goals
- Estimate an annual budget for community programs and services based on community needs, the prior years’ experience and current funding levels
- Engage in quarterly meetings to discuss, plan and implement community activities

**Priority Community Needs Addressed in Community Benefit Report — SMV and SMC 2022 CHNAs**

Both SMV and SMC completed their most recent CHNAs in September 2022. These CHNAs were significantly influenced by the collaborative Hospital Association of San Diego and Imperial Counties (HASD&IC) 2022 CHNA process and findings. Please refer to **Section 3: Community Benefit Planning Process** for a detailed description of Sharp’s CHNA process and findings.

In addition, this year SMV and SMC updated their implementation strategies — a description of programs designed to address the priority health and social needs identified in their 2022 CHNAs. The most recent CHNAs and implementation strategies for both SMV and SMC are available at <https://www.sharp.com/about/health-needs-assessments>.

Through the SMV and SMC 2022 CHNAs, the following priority health and social needs were identified for the communities served by SMV and SMC (listed in alphabetical order):

- Access to Health Care
- Aging Care and Support
- Behavioral Health
- Children and Youth Well-being
- Chronic Health Conditions
- Community Safety
- Economic Stability

SMV and SMC are specialty hospital facilities providing behavioral health and substance use programs and services. Therefore, in alignment with these identified needs, the following pages detail programs that specifically address behavioral health and substance use needs, along with associated priority health and social needs. Please refer to **Patient Access to Care Programs** in **Section 1: An Overview of Sharp HealthCare** for additional entity and systemwide programs designed to address access to health care.

As specialty hospital facilities, SMV and SMC lack the resources to comprehensively address the elements of community education and support for all identified needs. The other identified health needs are addressed through programs and services provided by Sharp Mary Birch Hospital for Women & Newborns (SMBHWN) and Sharp Memorial Hospital (SMH). Please refer to **Section 10: Sharp Mary Birch Hospital for Women and Newborns** and **Section 11: Sharp Memorial Hospital** of this report for details on those programs. SMV, SMH and SMBHWN are all conveniently located on the Sharp Metropolitan Medical Campus. For additional details on SMV and SMC programs that specifically address the needs identified in the 2022 CHNA, please refer to SMV's and SMC's respective implementation strategies. The most recent SMV CHNA and SMC CHNA and implementation strategies are available at <https://www.sharp.com/about/health-needs-assessments>.

## **SMV and SMC Community Benefit Programs and Services, FY 2023**

SMV and SMC address the needs of their community through the programs and services listed below. For each of these areas, the following pages describe the hospitals' community benefit objective(s), activities conducted in FY 2023 and plans for

FY 2024. Please refer to **Section 4: Description of Community Needs** for supporting data on each of these program and service areas:

- **Behavioral Health and Substance Use Education for the Community**
- **Behavioral Health and Substance Use Screenings and Community and Social Support**
- **Improving Behavioral Health Outcomes for At-Risk Seniors**
- **Behavioral Health and Substance Use Education for Health Care Professionals and Students, and Collaboration with Local Schools to Promote Interest and Career Pathways in Behavioral Health**

### ***Behavioral Health and Substance Use Education for the Community***

For community data and statistics related to these efforts, please see **Behavioral Health** in **Section 4: Description of Community Needs** of this report.

### **Objectives**

- Provide behavioral health and substance use education for patients, their loved ones and the community
- Support the behavioral health community through sponsorship of, and participation in, community events

### **FY 2023 Report of Activities**

In FY 2023, SMV and SMC hosted virtual community education sessions and workshops to increase awareness of behavioral health and substance use issues. Education addressed a variety of topics, including psychotherapy, substance use, life transitions and child and geriatric psychiatry. This included SMV's monthly virtual lecture series designed to educate participants about cognitive behavioral therapy — a research-based treatment approach to mood disturbances and behavior problems that is used to treat depression, anxiety, bipolar disorder, panic disorder, phobias, anger, relationship problems, grief and loss and other challenges that bring people to therapy.

Throughout the year, SMV's Trauma and Post-Traumatic Stress Disorder (PTSD) Recovery Intensive Outpatient Program (IOP) provided specialized services to active-duty service members, veterans, military families and the community. This program provided a safe environment for individuals to learn effective methods for coping with and managing symptoms of PTSD, acute stress disorder and mood-related disruptions. SMV's Trauma and PTSD Recovery IOP continued to offer evidence-based therapies designed to address maladaptive coping strategies, assist with recovery from complex post-traumatic stress and decrease mood instability. Team members also provided education and resources to reduce the stigma surrounding behavioral health issues in the military and civilian communities. During FY 2023, SMV's Trauma and PTSD Recovery IOP supported approximately 80 veterans and community members who have been impacted by trauma.

In June, SMV and SMC staff participated in the Sharp Women's Health Conference. Held at the Sheraton San Diego Hotel & Marina, the conference encouraged attendees to live a healthier, more balanced life. Approximately 750 community members were in attendance, as well as exhibitors who offered screenings, assessments, health resources, pampering services and more. During the event, an SMV clinician provided a breakout session focused on stress management titled From Breaking Point to Bouncing Back. In addition, SMV staff provided behavioral health resources and offered memory screening appointments to interested attendees throughout the event.

SMV also sponsored and participated in events benefitting behavioral health organizations across SDC in FY 2023. Events included the NAMI Inspiration Awards at Paradise Point Resort & Spa in October and the annual Critical Issues in Child and Adolescent Mental Health Conference at Double Tree by Hilton Hotel Mission Valley in March. In September, SMV sponsored the International Bipolar Foundation's annual Starry Night fundraiser.

In FY 2023, SMV professionals provided behavioral health education to the community through interviews with local news outlets, including 10News – San Diego KGTV, CBS News 8 – San Diego, CW Network San Diego, FOX 5 San Diego, NBC 7 San Diego, Univision, Televisa and *The San Diego Union-Tribune*. Professionals who offered expertise included licensed marriage and family therapists, licensed clinical social workers (LCSW), registered nurses, and doctorates. Interview topics included limiting teens' exposure to drugs online; children's social media usage; children spending too much time online; benefits of memory screenings; alcohol-related deaths among women; the difference between picky eating and an eating disorder; how to discipline a depressed child; signs of an eating disorder; signs of a drug overdose, including fentanyl; debunking drug and alcohol myths; mental health benefits of kindness; supporting a loved one with an alcohol use disorder; poor mental health among teens; mental health among mothers; parental pressure on teens; depression in men; Post-Traumatic Slave Syndrome; teens using whippets; addiction recovery; when drinking becomes a problem; substance use navigators; losing a loved one to addiction; suicide prevention; trauma from mass shootings; self-love on Valentine's Day; San Diego's mental health crisis; SMV nurses volunteering to aid youth experiencing homelessness; Fentanyl Awareness Day; 988 and the addition of services in Spanish; back-to-school anxiety among children; and substance use disorder treatment.

In FY 2023, SMV and SMC sponsored and participated in five walks to increase awareness and raise funds for behavioral health services, including NAMIWalks San Diego & Imperial Counties, Alzheimer's San Diego's Walk4ALZ, American Foundation for Suicide Prevention's Out of the Darkness Community Walk, Survivors of Suicide Loss' Walk in Remembrance with Hope, and the American Heart Association's San Diego Heart & Stroke Walk.

SMV continues to maintain a Client Advisory Board, which obtains feedback from the hospital's outpatients, former patients and employees on how to improve programs, empower patients, promote advocacy and better serve the community. During FY 2023,

members of the Client Advisory Board continued to encourage community members, staff, current and former patients, friends and family to join their walking team — the Mighty Mesa Vista Movers — in the annual NAMIWalks San Diego & Imperial Counties event to raise awareness and reduce stigma around behavioral health.

In FY 2023, SMV continued to collaborate with CHIP and the Independent Living Association (ILA) to improve housing conditions for community members living with serious, persistent mental illness. The ILA is an initiative of the CHIP Behavioral Health Work Team and the registry continues to expand to include new participating independent living facilities. Through this initiative, the ILA Work Team seeks to maintain quality standards and improve conditions for both independent living facilities and their residents. This includes linking residents with essential services and health providers as well as reducing crime and unnecessary arrest rates. In addition, SMV partnered with Community Research Foundation, PERT, ILA and the CHIP Behavioral Health Work Team to improve collaboration with patients in the community, promote recovery, and decrease the stigma of mental illness and co-occurring substance use problems.

### **FY 2024 Plan**

SMV or SMC will do the following:

- Explore opportunities to support multicultural and vulnerable groups through community involvement and education
- Host and provide a variety of educational events and programs for community members
- Provide education on medications for addiction treatment to community members and behavioral health providers throughout SDC to address the opioid epidemic
- Serve as the media's go-to experts for information on behavioral health conditions and treatment
- Participate in community events to raise awareness and funds for behavioral health services
- Participate in key behavioral health events and activities alongside patients

### ***Behavioral Health and Substance Use Screenings and Community and Social Support***

For community data and statistics related to these efforts, please see **Behavioral Health** in **Section 4: Description of Community Needs** of this report.

### **Objectives**

- Provide behavioral health and substance use screenings to the community
- Provide community and social support for individuals impacted by behavioral health and substance use issues

## **FY 2023 Report of Activities**

In FY 2023, SMV and SMC provided several behavioral health and substance use screening opportunities for the community on-site and virtually. Throughout the year, SMV's psychiatric evaluation and intake teams provided approximately 2,400 free psychiatric evaluations and referrals for the community. In addition, SMC offered free, hour-long substance use assessments, educational materials and community referral resources to more than 700 community members. The assessments were facilitated by a licensed mental health professional who provided individuals with recommendations for appropriate programs and levels of care.

SMV recognized Mental Health Awareness Month in May by providing a variety of behavioral health resources and events for Sharp team members and the community. SMV was the presenting sponsor at the San Diego Padres baseball team's Mental Health Awareness Night at Petco Park, and several SMV team members hosted a resource table to provide attendees with education on mental well-being.

Throughout FY 2023, SMV offered virtual support groups for community members with behavioral health challenges. A weekly Mood Disorders support group was available for individuals, family and friends impacted by depression, bipolar disorder, PTSD or anxiety. The biweekly Dialectical Behavioral Therapy support group helped attendees develop coping skills to manage severe emotional reactions, intense anxiety, impulsivity, self-harm, suicidal thoughts and high-conflict relationships. The SMC Aftercare group also continued to meet to help former patients learn problem-solving and critical steps to maintain a sober lifestyle following inpatient substance use treatment.

For additional information on Sharp programs and services that help increase access to health care and community and social support, please see **Patient Access to Care Programs** and **Community Information Exchange** in **Section 1: An Overview of Sharp HealthCare** of this report.

## **FY 2024 Plan**

SMV or SMC will do the following:

- Provide free psychiatric assessments, substance use screenings and referrals for the community
- Participate in psychiatric rehabilitation programs and activities in the community
- Explore further opportunities to collaborate with community organizations
- Increase engagement and collaboration with CHIP Suicide Prevention Council to provide education on decreasing and preventing suicide in SDC
- Increase education, support and engagement related to the opioid epidemic, including community distribution of free opioid overdose prevention kits
- Host and facilitate various virtual support groups and provide free meeting space for community self-help groups

- Explore the reinstatement of weekly food donations to the San Diego Rescue Mission

### ***Improving Behavioral Health Outcomes for At-Risk Seniors***

For community data and statistics related to these efforts, please see **Aging Care and Support and Behavioral Health** in **Section 4: Description of Community Needs** of this report.

### **Objectives**

- Provide culturally competent outreach services to vulnerable seniors in communities with barriers to health equity
- Provide education and screenings to senior community members
- Collaborate with community organizations to address the behavioral health needs of seniors and other community members with health equity barriers

### **FY 2023 Report of Activities**

In FY 2023, SMV clinicians collaborated with Serving Seniors to provide more than 720 hours of on-site clinical services to clients at the Gary and Mary West Senior Wellness Center. Seniors received a variety of early intervention services, including health assessments; referrals for prescriptions or medication adjustment; referrals or counseling to reduce the risk of hospitalization or homelessness; and behavioral health screenings, including Montreal Cognitive Assessments, which detect cognitive impairment. When appropriate, seniors also received crisis intervention and initiation of treatment at a higher level of care. In addition to these services, SMV continued to collaborate with Serving Seniors to provide behavioral health telemedicine to clients and offer home-based outreach and services to seniors living at Potiker Family Senior Residence in East Village, Potiker City Heights Residence and Harris Family Senior Residence in City Heights.

SMV also continued to collaborate with the Gary and Mary West Senior Wellness Center beyond the provision of clinical services. Both on-site and virtually, SMV provided free prevention and early intervention initiatives for vulnerable, culturally diverse seniors. Programs were designed to improve the use and effectiveness of behavioral health services and address barriers to accessing care, including stigma, isolation and lack of available services. Services were enhanced by case management as well as free psychoeducation and support for staff, seniors and families. In addition, an SMV clinician led a weekly healthy aging support group focused on aging and behavioral health issues, including depression, anxiety and coping with loss. Held at the Gary and Mary West Senior Wellness Center, Potiker Family Senior Residence, Potiker City Heights Residence and Harris Family Senior Residence, the support group served nearly 250 seniors in FY 2023. Further, an SMV clinician hosted biweekly virtual meetings with Serving Seniors staff to help support mental health and wellness in the workplace.

Throughout the year, clinicians from SMV's Senior Intensive Outpatient Program (SIOP) provided community education and outreach at Solana Presbyterian Church, including Tools for Mental Wellness, and debunked myths associated with older adulthood, such as Depression is a Normal Part of Aging. Additionally, SMV SIOP provided behavioral health resources and information about the hospital's senior services at numerous senior health fairs, community events and online presentations in FY2023.

In FY 2023, SMV partnered with Alzheimer's San Diego to provide screenings, behavioral health education and resources to community members. In June, SMV sponsored Alzheimer's San Diego's annual Date with a Cure event — a free, virtual event that brings together SDC's most prominent Alzheimer's researchers and institutions to answer community members' questions about dementia. During the event an SMV clinician participated in a panel discussion about recent advances in Alzheimer's treatment, which reached thousands of community members with media coverage from CBS News 8 – San Diego.

Throughout the year, SMV provided free memory screenings — a wellness tool that identifies possible changes in memory and cognition — to hundreds of community members who were concerned about memory loss or interested in establishing a baseline to detect future changes. Screening locations included SMV's Clinical Research Center, the Alzheimer's San Diego office, Bay Terraces Community and Senior Center, Consulate General of Mexico San Diego Office, the San Diego LGBT Community Center, Nestor Community Park and several local library and YMCA branch locations throughout SDC. Additionally, SMV clinicians provided memory screenings, educational materials on Alzheimer's research and information on opportunities to enroll in clinical research studies to thousands of community members at several community events and senior health expos throughout the year.

### **FY 2024 Plan**

SMV will do the following:

- In collaboration with Serving Seniors, provide outreach and education to seniors without stable housing
- Address the behavioral health needs of vulnerable, culturally diverse seniors
- Through SMV's SIOP, provide education and support to community members around senior behavioral health issues
- Collaborate with community organizations to address the behavioral health needs of SDC seniors and community members with barriers to health equity

## ***Behavioral Health and Substance Use Education for Health Care Professionals and Students, and Collaboration with Local Schools to Promote Interest and Career Pathways in Behavioral Health***

For community data and statistics related to these efforts, please see **Behavioral Health** and **Workforce Development** in **Section 4: Description of Community Needs** of this report.

### **Objectives**

- Collaborate with local schools to promote interest and provide career pathways in health care
- Collaborate with the behavioral health community — including other behavioral health educational institutions — to provide education and training for health care professionals

### **FY 2023 Report of Activities**

Throughout the year, SMV participated in internship and clinical training programs for trainees and students in various health care disciplines, including psychology, clinical social work, social work administration, Master of Family Therapy (MFT), pharmacy, clinical chaplaincy, medicine and nursing. Academic institution partners included, but were not limited to: Azusa Pacific University, California State University San Marcos (CSUSM); Glendale Career College; Gonzaga University; National University (NU); Point Loma Nazarene University (PLNU); San Diego City College; San Diego State University (SDSU); Southwestern College, University of Massachusetts Global; University of San Diego (USD); and University of San Francisco.

In FY 2023, SMV provided clinical supervision and training for psychology trainees. Trainees included graduate students, doctoral interns and behavioral health therapists, as well as MFT, Master of Social Work (MSW) and Bachelor of Social Work (BSW) student interns. In FY 2023, these ancillary (non-nursing) students served more than 35,700 hours on the SMV campus.

In addition, 270 nursing students spent nearly 340 hours working clinical rotations of six- to eight-hour shifts in all inpatient units and several of the outpatient programs at SMV and SMC. SMV offers two clinical rotations in one day, including morning and evening shifts, and nursing students are on campus seven days a week. Including time spent with groups and individual preceptors, nursing students served approximately 17,400 hours at SMV in FY 2023.

In FY 2023, SMV received more than 180 applications for eight doctoral intern positions available through Sharp's yearlong, American Psychological Association accredited doctoral internship in clinical psychology. Interns completed three, four-month rotations that included experience in SMV's inpatient and outpatient programs, including adult, senior and child and adolescent behavioral health programs. Interns also rotated through SMC. The hospitals offered interns a unique opportunity to receive intensive training in psychological assessment and neuropsychological screening. With this training, psychology doctoral students provided nearly 1,450 detailed psycho-diagnostic

assessments throughout the year, leading to 39 psycho-diagnostic assessments for children and adolescents, 15 of which helped to diagnose autism spectrum disorder. There were also 44 psycho-diagnostic assessments provided to adults and older adults, demonstrating a wide range of presenting diagnoses. These assessments have helped SMV patients better understand their own mental health and supported their ongoing recovery.

In addition, psychology trainees provided over 3,900 hours of direct patient therapy, including approximately 2,840 hours of group therapy and 675 hours of individual therapy. Psychology trainees were also involved in clinical staff training and program development and evaluation efforts throughout the hospital. SMV supervisors provided approximately 2,670 combined hours of individual and group supervision to ensure quality of treatment implementation and training of all interns. In recognition of the important contributions of these trainees, all eight interns maintained their status as paid employees with benefits. SMV also continued to mentor behavioral health therapist trainees during FY 2023, allowing the hospital to provide clinical programming on its inpatient units seven days per week. The SMV doctoral student program also supported inpatient and outpatient programs by addressing therapeutic needs and contributing to the training and development of future psychologists.

At SMV and SMC, psychologists, licensed marriage and family therapists and LCSWs provided thousands of hours of direct clinical supervision to trainees. SMV clinicians provided two hours of virtual lectures every week for psychology doctoral interns. These lectures were also open to trainees and staff throughout the hospital.

In FY 2023, SMV's Inpatient Social Services Department provided specialized learning opportunities for seven MSW and BSW students. These students attended 20 hours of orientation sessions on inpatient psychiatric social services. During the first semester, students spent two months shadowing and being observed by their field instructors before working more independently under supervision. Students attended case presentations, in-services, staff meetings, multidisciplinary treatment team meetings, staff huddles and other learning activities as part of their experience. Students had an in-depth, immersive and highly supportive experience and collaborated with patients, families or care partners, and community partners to provide patient-centered care. By the end of their internship, each student completed over 500 hours of direct practice.

MFT practicum trainees, along with MSW and BSW interns at SMV, worked specifically with patients receiving outpatient care. These trainees were onboarded for two days prior to beginning the program and received weekly individual and group supervision from SMV clinicians. Students also attended quarterly training sessions on topics including suicide risk assessments, trauma-informed care, navigating licensure processes and working affirmatively with the LGBTQ+ community. Students received instruction and hands-on experience in a variety of activities, such as group, individual and family therapy; conducting psychosocial and suicide risk assessments; conducting intake evaluations; creating and updating treatment plans; and training in electronic

medical records and completing patient charts in adherence with The Joint Commission standards.

SMV and SMC provided continuing education and training for behavioral health care professionals and students in FY 2023. An SMV clinical psychologist provided virtual lectures to college students at CSUSM, SDSU and PLNU on topics such as how to select appropriate internship sites, cognitive behavioral therapy skills and other tools to use with patients, and how to treat eating disorders. Throughout FY 2023, SMV also provided behavioral health resources to approximately 260 social work and behavioral health students at virtual internship fairs hosted by Azusa Pacific University, CSUSM, NU, PLNU, SDSU and USD.

In collaboration with SDSU, SMV clinicians shared knowledge and best practices with the larger health care community through the development of educational materials on behavioral health care and participation in clinical research. In addition, an SMV clinician had an article published in the *Archives of Psychiatric Nursing*, and an SMV nurse informaticist and an SMC leader each had published articles in *Critical Care Nursing Quarterly*.

The Sharp Neurocognitive Research Center at SMV also contributes to the expansion of scientific knowledge and medical advancements throughout the larger health and research communities. In FY 2023, SMV provided clinical trials to improve care and outcomes for patients experiencing Alzheimer's disease and other cognitive disorders.

Throughout FY 2023, staff at SMV and SMC regularly led or attended various community and professional health boards, committees, and advisory and work groups, including A New PATH, Alzheimer's San Diego Community Advisory Council, Association for Ambulatory Behavioral Healthcare, Association of Black Psychologists – San Diego Chapter, Association for Contextual Behavioral Science – Aging in Context Special Interest Group, Live Well San Diego Check Your Mood Committee, CHIP Behavioral Health Work Team, CHIP ILA Work Team, Means Restriction and Higher Education Subcommittees, HASD&IC, Jewish Family Service of San Diego Behavioral Health Committee, Jewish Family Service of San Diego Public Affairs Committee, NAMI, PERT, Philippine Nurses Association of San Diego County, Inc., PLNU, San Diego County Older Adult Behavioral Health System of Care Council, San Diego Coalition for Mental Health, San Diego Psychological Association Membership and Public Education Media Committees, and Special Needs Trust Foundation.

### **FY 2024 Plan**

SMV or SMC will do the following:

- Offer internship and clinical training programs or placement for students in a variety of behavioral health care disciplines
- Provide lectures on behavioral health issues to the local academic community

- Continue the behavioral health careers curriculum within the Health Sciences High and Middle College program to provide students with experience in a range of programs, including therapeutic activities services, environmental services and health information services
- Provide educational offerings for behavioral health care professionals, community groups and community members

## **SMV and SMC Program and Service Highlights**

### *Sharp Mesa Vista Hospital:*

- Psychiatric and chemical dependency services for child, adolescent, transitional age youth, adult and older adult populations
- Services provided in inpatient, residential, partial hospitalization and intensive outpatient settings
- Specialized outpatient programs for the treatment of depression, anxiety, psychosis, eating disorders, trauma and substance use
- Electroconvulsive therapy programs
- Individualized treatment planning and medication management
- Outreach to the community to reduce stigma and raise awareness of behavioral health
- Complimentary transportation services and lunch
- Practicum program for graduate MSW and MFT interns and field instruction for BSW students
- APA-accredited psychology doctoral internship
- Medication research studies and clinical trials
- Classes, events and physician referral through 1-800-82-SHARP

### *Sharp Mesa Vista Mid-City Outpatient Programs:*

- IOP for adults and transitional age youth
- Specialized programming for the treatment of trauma-related behavioral health issues
- Individualized treatment planning and medication management

### *Sharp Mesa Vista East County Outpatient Programs:*

- IOP for adults with severe and persistent behavioral health issues as well as older adults and adolescents
- Individualized treatment planning and medication management

### *Sharp McDonald Center at Sharp HealthCare:*

- Chemical dependency and substance use inpatient detox, residential, partial hospitalization and outpatient treatment services
- Individualized treatment planning and medication management
- Residential treatment services
- Medically supervised inpatient detoxification services
- MAT IOP
- Continuing care and alumni support programs

# Sharp Rees-Stealy Medical Centers



## Section

# 13 Sharp Rees-Stealy Medical Centers

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*At Sharp Rees-Stealy, we recognize that our actions, both individually and collectively, can have a profound impact on our communities and the people who live in them. In commemoration of our 100th anniversary, Sharp Rees-Stealy launched an initiative to perform 100 acts of community service to uplift lives, build bridges and create a legacy of compassion. Together, we can power a wave of change to inspire the next generation of exceptional community citizens.*

— Stacey Hrountas, Chief Executive Officer, Sharp Rees-Stealy Medical Centers

## Fiscal Year (FY) 2023 Community Benefit Program Highlights

Sharp Rees-Stealy Medical Centers (SRSMC) consists of 19 primary and specialty outpatient medical facilities across San Diego County (SDC). SRSMC is operated by Sharp Rees-Stealy Medical Group (SRSMG), one of the region's largest and most comprehensive medical groups. SRSMG is not required to develop a community benefit plan as part of Senate Bill 697, nor is SRSMG required to conduct a community health needs assessment (CHNA). However, as a division of Sharp HealthCare (Sharp), SRSMC engaged in a variety of activities that provided direct benefit to the San Diego community during FY 2023, a selection of which are highlighted in this section.

Key highlights:

- **Other Benefits for Vulnerable Populations** included van transportation for patients to and from medical appointments; financial assistance for pharmaceutical costs; assistance for patients experiencing food insecurity; the Sharp Humanitarian Service Program; and other assistance for vulnerable community members.
- **Other Benefits for the Broader Community** included education and resources on a variety of health topics; participation in community health fairs and events; support groups; and health screenings for skin cancer; SRSMC and SRSMG staff actively participated in professional and community boards, committees and other civic organizations, including America's Physician Groups (APG), Integrated Healthcare Association, North San Diego Business Chamber and Climate Action Campaign Public Health Advisory Council. See **Appendix A** for a listing of Sharp's involvement in community organizations in FY 2023. The category also includes costs associated with community benefit planning and administration.
- **Health Research, Education and Training Programs** included time devoted to education and training of health care professionals, student and intern supervision, and time devoted to generalizable health-related research projects that were made available to the broader health care community.

## Definition of Community

- For a list of SRSMC locations, visit <https://www.sharp.com/locations>

SRSMC serves all of SDC; however, the primary communities served include the City of San Diego, Chula Vista, SDC's east region and the North Inland communities surrounding Rancho Bernardo. See **Appendix B** for a map of community and region boundaries in SDC.

## Community Health Profile

In 2023, there were 3,348,475 residents in SDC, making it the second most populous county in California. In addition, there were 540,188 residents age 65 and older in SDC, representing 16.1% of the population in 2023. Between 2023 and 2028, it is anticipated that SDC's senior population will grow by 13.3%.<sup>308</sup>

In 2021, 10.7% of the SDC population reported living below 100% of the federal poverty level (FPL). The county's unemployment rate was 6.2% and 5.0% of households received Supplemental Security Income.<sup>309</sup>

According to the San Diego Hunger Coalition, nutrition insecurity<sup>310</sup> has not changed for almost a year due to historic increases in the cost of living. As of March 2023, 23% of San Diegans experienced nutrition insecurity and 28% of children lived in nutrition-insecure households.<sup>311</sup>

In 2021, 7.6% of households in SDC received Supplemental Nutrition Assistance Program (SNAP) benefits, while 16.2% of the population lived at or below 138% FPL and were eligible for the program.<sup>309</sup> Please refer to **Table 58** for SNAP participation and eligibility in SDC.

**Table 58: Food Stamps/SNAP Benefit Participation and Eligibility Estimates for SDC, 2021<sup>309</sup>**

Food Stamps/SNAP Benefits	Percent of Population
Households	7.6%
Families with Children	12.4%
<b>Eligibility by FPL</b>	
Population ≤130% FPL	15.0%
Population ≤138% FPL	16.2%
Population 139% – 350% FPL	29.8%

<sup>308</sup> SpeedTrack©, Inc.; U.S. Census Bureau.

<sup>309</sup> County of San Diego, HHSA, PHS, CHSU. (2023). [2017-2021 Demographic Profiles](#).

<sup>310</sup> Nutrition security means all Americans have consistent and equitable access to healthy, safe, affordable foods essential to optimal health and well-being. (U.S. Department of Agriculture).

<sup>311</sup> San Diego Hunger Coalition. (2023). [State of Nutrition Security in San Diego County 2023 Annual Issue Brief](#).

In SDC in 2021, 96.1% of children age 18 and under, 88.1% of young adults ages 19 to 25, 88.5% of adults ages 26 to 44, 91.7% of adults ages 45 to 64 and 98.9% of seniors age 65 and older had health insurance.<sup>309</sup> Health insurance coverage for each age group was lower than the Healthy People 2030 (HP2030) national target of 92.4% for all individuals under age 65, with the exception of children ages 0 to 18 years.<sup>312</sup> See **Table 59** for health insurance coverage in SDC in 2021.

**Table 59: Health Insurance Coverage in SDC, 2021<sup>309309</sup>**

Description	Rate	HP2030 Target
<b>Current Health Insurance Coverage</b>		
Children 0 to 18 years	96.1%	92.4%
Young adults 19 to 25 years	88.1%	92.4%
Adults 26 to 44 years	88.5%	92.4%
Adults 45 to 64 years	91.7%	92.4%
Seniors 65+ years	98.9%	N/A <sup>313</sup>

According to the California Health Interview Survey, in 2022, 17.5% of SDC’s population was covered by Medi-Cal.<sup>314</sup> See **Table 60** for details.

**Table 60: Medi-Cal (Medicaid) Coverage in SDC, 2022<sup>314</sup>**

Description	Rate
Covered by Medi-Cal	17.5%
Not covered by Medi-Cal	82.5%

CHIS data also revealed that 12.4% of individuals in SDC did not have a usual place to go when sick or in need of health advice (see **Table 61**).<sup>314</sup>

**Table 61: Regular Source of Medical Care in SDC, 2022<sup>314</sup>**

Regular Source of Medical Care	Rate	HP2030 Target
Has a usual source of care	85.2%	84.0%
Has no usual source of care	14.8%	16.0%

<sup>312</sup> The U.S. Department of Health and Human Services’ [Healthy People 2030](#) (HP 2030) initiative represents the nation’s prevention agenda for the third decade of the 21st century. HP2030 has four overarching goals: to attain healthy, thriving lives and well-being free of preventable disease, disability, injury, and premature death; to achieve health equity, eliminate disparities, and attain health literacy to improve the health and well-being of all; to create social, physical, and economic environments that promote attaining the full potential for health and well-being for all; to promote healthy development, healthy behaviors, and well-being across all life stages; and to engage leadership, key constituents, and the public across multiple sectors to take action and design policies that improve health and well-being of all.

<sup>313</sup> HP2030 does not include targets for individuals ages 65 and older.

<sup>314</sup> University of California Los Angeles Center for Health Policy Research. (2023). [AskCHIS](#). AskCHIS is an online health query system that allows you to quickly search for health statistics on your county, region, and state. AskCHIS draws upon the responses of more than 20,000 Californians interviewed each year by [The California Health Interview Survey \(CHIS\)](#) – the largest state health survey in the U.S.

Cancer and diseases of the heart were the top two leading causes of death in SDC in 2021.<sup>315</sup> See **Table 62** for a summary of leading causes of death in SDC.

**Table 62: Leading Causes of Death in SDC, 2021<sup>315</sup>**

Cause of Death	Number of Deaths	Percent of Total Deaths
Malignant Neoplasms (Overall Cancer)	5,050	19.3%
Diseases of the Heart	4,961	19.0%
COVID-19	2,825	10.8%
Accidents/Unintentional Injuries	1,795	6.9%
Cerebrovascular Diseases	1,710	6.5%
Alzheimer’s Disease	1,391	5.3%
Diabetes Mellitus	895	3.4%
Chronic Lower Respiratory Diseases	887	3.4%
Essential Hypertension and Hypertensive Renal Disease	501	1.9%
Chronic Liver Disease and Cirrhosis	472	1.8%
All Other Causes	5,681	21.7%
<b>Total Deaths</b>	<b>26,168</b>	<b>100.0%</b>

For additional demographic and health data for communities served by SMH, please refer to the SMH 2022 CHNA at <https://www.sharp.com/about/health-needs-assessments>.

### **Community Benefit Planning Process**

In addition to the steps outlined in **Section 3: Community Benefit Planning Process** regarding community benefit planning, SRSMC:

- Incorporates community priorities and community relations into its strategic plan and develops entity-specific goals
- Consults with representatives from a variety of departments to discuss, plan and implement community activities

### **Priority Community Needs Addressed in Community Benefit Report — Sharp Rees-Stealy Annual Population Assessment**

SRSMG’s Population Health Department is accredited by the National Committee for Quality Assurance (NCQA). NCQA Population Health Program Accreditation helps organizations align their operations with industry best practices in population health

<sup>315</sup> County of San Diego, HHS, PHS, CHSU. (2023). *Leading Causes of Death Among San Diego County Residents Dashboard | Tableau Public*. Retrieved 11/28/23 from [www.SDHealthStatistics.com](http://www.SDHealthStatistics.com)

management. In compliance with NCQA standards, SRSMG conducts a population health assessment annually to identify the characteristics and needs of its member population, including data on social determinants of health — the conditions under which people live, learn, work and play. The assessment findings are used to identify population changes and establish priorities for program support. The annual population assessment informs guidelines and resource planning for programming to address chronic health conditions and case management.

SRSMG's most recent population health assessment<sup>316</sup> identified the following characteristics and health needs for its patient population:

- Nearly half (47.5%) of SRSMG patients reside in communities of highest need in SDC. Further, 56.9% of patients with diabetes, 51.9% of patients with hypertension and 58.9% of patients who had a stroke reside in these communities.
- Among SRSMG's senior patients, 42.4% have multiple (two or more) chronic health conditions.
- Patients identified as Hispanic or Latino accounted for 21% of SRSMG patients in 2022 but represented 31% of patients with diabetes and 29% of stroke patients.
- Among SRSMG patients with a behavioral health encounter in 2022, the top three diagnosis categories were anxiety or stress disorders, substance use disorders, and mood disorders.

SRSMG's Population Health Department promotes resources and community programs to patients residing in those communities (ZIP codes) of higher need. Patients residing in ZIP codes of highest need are sent an outreach letter containing information about available community resources to address a broad range of issues, including food, financial, housing and other types of socioeconomic assistance. Patients in these communities are also provided with the department's contact information should they require further assistance in accessing community resources. Please refer to **Patient Access to Care Programs** in **Section 1: An Overview of Sharp HealthCare** for additional entity and systemwide programs designed to address access to health care.

### **SRSMC Community Benefit Programs and Services, FY 2023**

SRSMG addresses the needs of its community through the programs and services listed below. For each of these areas, the following pages describe the group's community benefit objective(s), activities conducted in FY 2023, and plans for FY 2024. Please refer to **Section 4: Description of Community Needs** for supporting data on each of these program and services areas:

- **Health Education, Screening, Support and Wellness Activities**
- **Health Professions Education and Training, and Collaboration with Local Schools to Promote Interest and Career Pathways in Health Care**
- **Access to Health Care and Community and Social Support**

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<sup>316</sup> SRSMG published its most recent population health assessment on February 3, 2023. This assessment covers the period from December 1, 2021 through November 30, 2022.

## ***Health Education, Screening, Support and Wellness Activities***

For community data and statistics related to these efforts, please see **Access to Health Care, Aging Care & Support, Behavioral Health, Chronic Health Conditions, Children & Youth Well-being and Community Safety** in **Section 4: Description of Community Needs** of this report.

### **Objectives**

- Host community education classes addressing chronic conditions and other identified health needs including wellness and disease prevention
- Provide health education, screenings and resources at community-sponsored health fairs and events
- Provide fundraising support for nonprofit health organizations

### **FY 2023 Report of Activities**

In FY 2023, SRSMC Center for Health Management reached nearly 700 patients and community members through free health education classes. Live, online educational classes covered various aspects of health and wellness, including heart health, tobacco cessation and stress management.

One of these programs, Be Well for Life (previously called New Weigh), is a free 10-week webinar series that emphasizes nutrition education and healthy lifestyle development. Participants receive individual coaching, telephone follow-up, and support and assistance from a trained SRSMC health educator, who also helps develop a semi-structured food and exercise plan. During FY 2023, approximately 450 community members, patients and Sharp employees participated in the program.

In addition, SRSMC providers continued partnership with several organizations to provide community classes, event support, and free screenings and resources. This included San Diego Oasis, a unique educational program for adults age 50 and over who want to continue to learn and be productive throughout their lives. In 2023, an SRSMC physical therapist offered a free class at the Oasis Grossmont Lifelong Learning Center about improving balance and coordination and an SRSMC family and culinary medicine physician offered a free class about eating well for optimal health. Dozens of community members attended these classes.

In May, SRSMC staff participated in the Sharp Women's Health Conference. Clinicians with the Center for Health Management provided free comprehensive screenings (total cholesterol, HDL,<sup>317</sup> blood glucose, blood pressure, height, weight, body mass index and tobacco use status) to nearly 120 conference attendees.

For the past seven years, SRSMG's Dermatology division has attended The La Jolla Cove 10 Mile Relay, which raises funds for the American Diabetes Association and the Prevent Drowning Foundation of San Diego. During the event, SRSMC providers offered more than 120 free skin cancer screenings to relay participants and attendees.

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<sup>317</sup> High levels of HDL (high-density lipoprotein) cholesterol, sometimes called "good" cholesterol, can lower your risk for heart disease and stroke. (CDC, 2023).

Additional skin cancer screenings were provided to seniors in partnership with YMCA during Active Aging Week.

SRSMG physicians and health professionals from SRSMC also provided health and wellness education to the broader San Diego community through more than 75 interviews with local and national media outlets, including 10News – San Diego, CBS News 8 – San Diego, KPBS, KUSI News, NBC 7 San Diego, *East County Magazine*, *The San Diego Union-Tribune*, *Times of San Diego*, *Medtech Insight* and *The Wall Street Journal*. Professionals offered expertise in various disciplines, including cardiology, family medicine, ophthalmology, pharmacy, obstetrics/gynecology (OBGYN), pediatrics, sleep medicine and oncology.

Throughout FY 2023, SRSMC staff and leaders regularly led and attended various community and professional health boards, committees and advisory and work groups, including Advanced Care at Home Coalition, American Medical Group Association, APG, Be There San Diego, California Association of Physician Groups, California Doctor of Physical Therapy Advisory Committee, Integrated Healthcare Association, North San Diego Business Chamber, San Diego County Meth Strike Force, and Climate Action Campaign Public Health Advisory Council.

### **FY 2024 Plan**

SRSMC will do the following:

- Provide education for community members on a variety of health topics, with a focus on lifestyle medicine, wellness and disease prevention
- Provide health education, screenings and first-aid services at community events

### ***Health Professions Education and Training***

For community data and statistics related to these efforts, please see **Workforce Development** in **Section 4: Description of Community Needs** of this report.

### **Objectives**

- Collaborate with local schools, colleges and universities to offer opportunities for students to explore and train for a vast array of health care professions
- Collaborate with local schools to promote interest and provide career pathways in health care
- Provide training for local and national health care professionals

### **FY 2023 Report of Activities**

In FY 2023, SRSMC collaborated with local, state and national schools, colleges and universities to provide opportunities for students to explore and train for a variety of careers in health care.

SRSMC offered various placement and professional development opportunities for students and interns throughout SDC. Nearly 140 nursing students and more than 150 ancillary (non-nursing) students from a variety of colleges and universities spent more than 53,000 hours at SRSMC locations. Program partners included Azusa Pacific University, California State University (CSU) Long Beach, CSU Northridge, Grossmont College, Grossmont Health Occupations Center, Keck Graduate Institute, Midwestern University, MiraCosta College, Mount Saint Mary's University, Pacific University, Palomar Community College, Pima Community College, San Diego Mesa College, Southwestern College, University of California San Diego, University of Massachusetts Global, University of San Francisco, University of Southern California, Western Governors University and Western University of Health Sciences.

Additionally, in FY 2023, SRSMC served as the primary training location within the Sharp system for 60 advanced practice provider students, including individuals studying to become nurse practitioners and physician assistants. Students represented a variety of specialties, including dermatology, family medicine, internal medicine, OBGYN, ophthalmology, palliative care, pediatrics, podiatry, pulmonary medicine, urgent care and ear, nose and throat. Training was provided at several SRSMC facilities, including Carmel Valley, Del Mar, Genesee, La Mesa, Otay Ranch, Rancho Bernardo, San Diego, Santee, Scripps Ranch and Sorrento Mesa. Students specializing in urgent care also had the opportunity to shadow physicians in all five Sharp Rees-Stealy urgent care centers.

SRSMC hosted students from Health Sciences High and Middle College (HSHMC). This program prepares students in grades nine through 12 for future careers in health care through a combination of classroom learning and on-location job shadowing at various Sharp locations. In FY 2023, 23 HSHMC students spent time on campus at SRSMC La Mesa, Santee and Genesee, where they rotated through departments including primary care, radiology, physical therapy and OBGYN. Students spent time observing staff and assisted with tasks such as patient wayfinding and clerical work.

In addition, SRSMG physicians from a variety of specialties contributed to the larger health care community through participation in clinical research studies published in medical journals throughout the year, including but not limited to *American Journal of Gastroenterology*, *Clinical Infectious Diseases*, *American Journal of Lifestyle Medicine*, *Journal of Clinical Microbiology*, *American Journal of Cancer Research*, and *International Journal of Surgical Pathology*.

### **FY 2024 Plan**

SRSMC will do the following:

- Provide professional development opportunities for health professions students and interns throughout SDC

- Provide one student from University of Massachusetts Global's Department of Social Work Field Division with an internship focused on maternal child health and postpartum depression screening
- Collaborate with HSHMC to provide opportunities for high school students to explore careers in health care
- Share clinical research and best practices with the larger health care community

### ***Access to Health Care and Community and Social Support***

For community data and statistics related to these efforts, please see **Access to Health Care** in **Section 4: Description of Community Needs** of this report.

### **Objectives**

- Collaborate with community partners to connect individuals experiencing homelessness, food insecurity and other health equity barriers to community-based services
- Assist economically disadvantaged individuals through transportation and pharmaceutical assistance

### **FY 2023 Report of Activities**

SRSMC provided programs and services throughout the year to help improve care coordination and access to health care for thousands of underserved or economically disadvantaged patients.

In FY 2023, SRSMC provided transportation assistance to ensure that patients were able to attend their medical appointments. SRSMC's free shuttle service connected a variety of clinic locations and related services (e.g., imaging) along four routes. Patient service representatives helped patients schedule appointments that coincided with shuttle routes, enabling individuals to arrive at their doctor's office safely and on time. In FY 2023, more than 2,640 individuals were served by SRSMC's shuttle service.

The cost of prescription medication can be unaffordable for economically disadvantaged patients, particularly those experiencing unemployment or other challenges. In FY 2023, SRSMC continued to use funding from the Sharp HealthCare Foundation to provide resources to patients with medication-related financial burdens. The effort included SRSMC pharmacy staff from all nine locations, as well as the Clinical Pharmacy Services (CPS) team. CPS pharmacists reviewed patient referrals and evaluated them for urgency, alternative therapies and qualification for various financial assistance programs. Since its inception in 2020, this program has covered more than 2,000 copays for more than 700 patients, valued at almost \$340,000.

SRSMC also used Sharp HealthCare Foundation funds in FY 2023 to provide blood pressure cuffs to underserved patients with hypertension. SRSMC pharmacy staff, the CPS and Population Health departments collaborated throughout the year to identify patients who would benefit from having a blood pressure cuff at home to help report

accurate measurements. Team members from the Population Health department identified eligible patients and referred them to CPS to receive an affordable blood pressure cuff through SRSMC pharmacies. Qualifying patients received these blood pressure cuffs at no cost. Since its inception in 2021, nearly 1,180 SRSMC patients have received assistance through this initiative.

According to the World Health Organization, in the first year of the pandemic, global prevalence of anxiety and depression increased by 25%, creating additional strain on the availability of mental health services. Recognizing that patients were experiencing delays in receiving timely behavioral health care, the Population Health department collaborated with Agile Health to create a text messaging program to support individuals with anxiety or depression. Launched in May and funded by the Sharp HealthCare Foundation, this program is designed to support individuals experiencing mood changes or anxiety. Further, it offers inspiring and motivating techniques and helpful information on starting therapy and choosing the right personalized treatment plan. The interactive program also helps connect individuals enrolled with SRSMC care specialists or medical social worker case managers to address their questions or concerns. In total, this program reached more than 450 individuals in FY 2023.

Sharp entities, including SRSMC, also leverage 211 San Diego's Community Information Exchange (CIE) to provide more informed, holistic care to patients with facing health inequities, and to connect them directly to community resources to meet their needs. For more information on the CIE, please refer to **Community Information Exchange** in **Section 1: An Overview of Sharp HealthCare**.

### **FY 2024 Plan**

SRSMC will do the following:

- Provide free shuttle services to those in need of transportation assistance
- Provide financial assistance for prescription copayments and other needed medical supplies, including blood pressure cuffs

## **SRSMC Program and Service Highlights**

- Allergy and immunology
- Anticoagulation clinic
- Audiology and hearing services
- Cancer treatment
- Cardiology
- Dermatology
- Endocrinology
- ENT services
- Executive health and wellness
- Family and internal medicine
- Gastroenterology
- Health education, including diabetes and breast cancer education
- Imaging and radiology, including mammography
- Infectious disease
- Laboratory services
- Lymphedema program
- Nephrology
- Neurology
- Nuclear medicine
- Nutrition
- OBGYN
- Occupational health and work injury
- Ophthalmology
- Optometry, including the Optical Shop
- Orthopedics
- Pathology
- Pediatrics
- Pharmacy services, including chronic health condition management
- Podiatry
- Pulmonary medicine
- Rehabilitation and physical therapy, including upper extremity and pediatric rehabilitation
- Rheumatology and musculoskeletal medicine
- Speech therapy
- Surgery
- Travel Clinic
- Urgent care
- Urology
- Weight management
- Wound care

# Sharp Health Plan



## Section

# 14 Sharp Health Plan

*Sharp Health Plan volunteers time and provides financial support for a variety of local community programs. The Sharp Health Plan family is proud to do its part to ensure that our community continues to be a vibrant and healthy home for all San Diegans.*

— Stephen Chin, Manager of Account Management and Community Relations,  
Sharp Health Plan

Sharp Health Plan (SHP) is located at 8520 Tech Way, Suite 200, in San Diego, ZIP code 92123. SHP is not required to develop a community benefit plan as part of Senate Bill 697 (SB 697), nor is SHP required to conduct a community health needs assessment (CHNA). However, SHP partnered with and provided support to a variety of organizations in the San Diego community during fiscal year (FY) 2023, a selection of which are highlighted in this section. SHP services include health plans for both large and small employers, individual family plans and Medicare.

### FY 2023 Community Benefit Program Highlights

SHP provided a total of **\$116,921** in community benefit in FY 2023. See **Table 63** in this section for a summary of unreimbursed costs for SHP based on the categories identified in SB 697, and **Figure 27** for the distribution of SHP’s community benefit among those categories.

**Table 63: Economic Value of Community Benefit Provided  
Sharp Health Plan — FY 2023<sup>318</sup>**

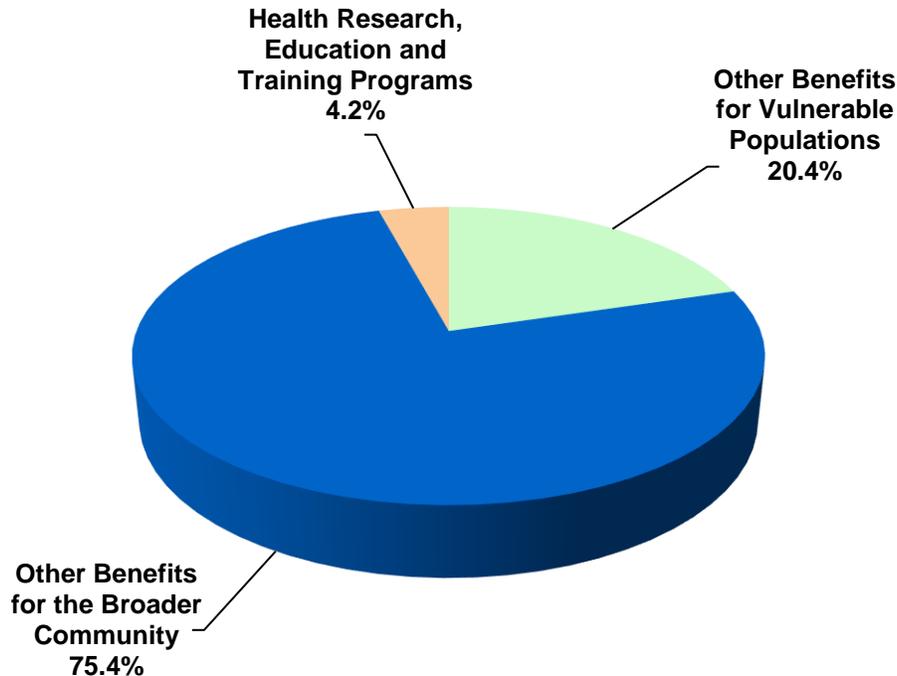
SB 697 Category	Programs and Services Included in SB 697 Category	Estimated FY 2023 Unreimbursed Costs
Other Benefits for Vulnerable <sup>319</sup> Populations	Donations to community health centers and other agencies serving the vulnerable <sup>320</sup>	\$23,810
Other Benefits for the Broader Community	Health education programs, donations to community organizations, meeting room space, and participation in community organizations <sup>320</sup>	88,194
Health Research, Education and Training Programs	Support of education and training programs for students, interns and health care professionals <sup>320</sup>	4,917
<b>TOTAL</b>		<b>\$116,921</b>

<sup>318</sup> Economic value is based on unreimbursed costs.

<sup>319</sup> [“Vulnerable populations” means any population that is exposed to medical or financial risk by virtue of being uninsured, underinsured, or eligible for Medi-Cal, Medicare, California Children’s Services Program, or county indigent programs.](#)

<sup>320</sup> Unreimbursed costs may include an hourly rate for labor and benefits and costs for supplies, materials and other purchased services. Any offsetting revenue (such as fees, grants, and/or external donations) is deducted from the costs of providing services. Unreimbursed costs were estimated by each department responsible for providing the program or service.

**Figure 27: Percentage of Community Benefit by SB 697 Category  
Sharp Health Plan — FY 2023**



Key highlights:

- **Other Benefits for Vulnerable Populations** included donations to community health centers and other agencies to support low-income and underserved populations, and other assistance for vulnerable community members.
- **Other Benefits for the Broader Community** included health education, donations to community organizations, and participation by senior leadership and other staff on community boards, committees and civic organizations, including, but not limited to 211 San Diego (211), Asian Business Association of San Diego Board of Directors, Arc of San Diego, AHIP,<sup>321</sup> Barney & Barney Foundation, Boys & Girls Clubs of East County, Cal Coast Cares Foundation, Chicano Federation, California Association of Health Plans, Community Information Exchange (CIE) Advisory Board, Electrical Workers Minority Caucus, Episcopal Community Services, Girl Scouts San Diego, Healing Wave Aquatics, Health Plan Alliance, Health Sciences High and Middle College (HSHMC), Health Transformation Alliance Strategic Advisory Group, Home Start, Inc., La Maestra Community Health Centers, MAAC, Mama’s Kitchen, McAlister Institute for Treatment & Education, Pacific Arts Movement Advisory Board, San Diego Community College District Corporate Council, Jacobs &

<sup>321</sup> AHIP was formerly known America’s Health Insurance Plans.

Cushman San Diego Food Bank (Food Bank), San Diego Food System Alliance, Second Chance Board of Directors, SAY San Diego, The Nonprofit Institute at the University of San Diego (USD) Advisory Board, Urban Life and others. See **Appendix A** for a listing of Sharp HealthCare's involvement in community organizations in FY 2023. The category also includes costs associated with community benefit planning and administration.

- **Health Research, Education and Training Programs** included time devoted to intern supervision.

## **SHP Community Benefit Programs and Services, FY 2023**

The following pages describe SHP's objective(s), community benefit activities conducted in FY 2023, and plans for FY 2024. Please refer to **Section 4: Description of Community Needs** for supporting data.

### ***Support for Community-Based Nonprofit Organizations***

For community data and statistics related to these efforts, please see **Access to Health Care, Children and Youth Well-being**, and **Economic Stability** in **Section 4: Description of Community Needs** of this report.

### **Objectives**

- Participate in community-sponsored events
- Support nonprofit community organizations that address identified community needs through financial donations, board service and other contributions

### **FY 2023 Report of Activities**

SHP supports San Diego's community organizations through a variety of activities, including participation in and coordination of community-sponsored events, service on community boards and committees, and financial support and fundraising for health and social causes.

SHP team members served on boards and committees for the following organizations in FY 2023: Asian Business Association of San Diego Board of Directors, AHIP,<sup>321</sup> California Association of Health Plans, CIE Advisory Board, Girl Scouts San Diego, Health Plan Alliance, HSHMC, Health Transformation Alliance Strategic Advisory Group, Pacific Arts Movement Advisory Board, San Diego Community College District Corporate Council, Second Chance Board of Directors and The Nonprofit Institute at USD Advisory Board.

In addition, in FY 2023, SHP provided financial support to the following organizations: 211, Arc of San Diego, Barney & Barney Foundation, Boys & Girls Clubs of East County, Cal Coast Cares Foundation, Chicano Federation, Electrical Workers Minority Caucus, Episcopal Community Services, Food Bank, Girl Scouts San Diego, Healing Wave Aquatics, Home Start, Inc., La Maestra Community Health Centers, MAAC,

Mama's Kitchen, McAlister Institute for Treatment & Education, San Diego Food System Alliance, SAY San Diego, The Nonprofit Institute at USD, Urban Life and more.

As part of its commitment to the community, SHP proudly supported local organizations, schools, families and individuals in FY 2023. SHP remained dedicated to the needs, health and well-being of local families, including access to childcare, health services, education and reuniting disrupted families. Further, SHP provided community members with opportunities for advancement by supporting several local social service agencies through financial giving and volunteerism.

The Chicano Federation provides the community with access to childcare, early childhood education and affordable housing. SHP continued to support the organization by sponsoring the 2023 Chicano Federation Annual Unity Luncheon at Hilton San Diego Bayfront in May. Each year, this event unites community, business and civic leaders to share updates about critical family issues and needs of the San Diego community.

Girl Scouts San Diego — the local chapter of the Girl Scouts of the USA (Girl Scouts) — provides innovative programs and activities for more than 24,000 girl and adult members throughout San Diego and Imperial counties. Girl Scouts empowers their members to explore their strengths, tackle new challenges, be themselves, and build the skills to become confident and courageous regardless of background or ability. The 2023 Girl Scouts Urban Campout: Adventures Await event featured fun recreational activities, including archery, games and dancing, as well as a silent and live auction at the Girl Scouts San Diego's headquarters in Balboa Park. SHP sponsored the 2023 Urban Campout fundraiser to support the program's mission.

Home Start, Inc. is a nonprofit organization that prevents and treats child abuse by addressing the conditions that can contribute to risky or abusive situations, including poverty, unsafe neighborhoods, lack of affordable housing and unemployment, while concurrently addressing individual self-sufficiency and emotional needs. In FY 2023, SHP sponsored Home Start, Inc.'s Blue Ribbon Gala, which celebrated the services Home Start, Inc. has provided to the San Diego community, helping families and individuals thrive. The gala is held every April in recognition of Child Abuse Prevention Month.

SAY San Diego's programs and services address the comprehensive needs of the entire child, individual or family, rather than focusing on one symptom or a specific problem. SAY San Diego engages the San Diego community to work collaboratively and partners with schools, community coalitions, local government and other organizations to create positive change and empower community members. In October, SHP sponsored PLAY 4 SAY, a fundraiser where teams of supporters "compete" in a lawn games tournament, including bocce ball, ladder golf and cornhole, to help ensure local kids, families and youth — especially the most vulnerable — have every opportunity to thrive and reach their full potential.

## **FY 2024 Plan**

SHP will do the following:

- Provide health information and education at community-sponsored events to address identified health needs for San Diegans
- Provide coordination, financial support and fundraising activities for local nonprofit organizations — particularly organizations that support vulnerable communities throughout San Diego County
- Serve on various community boards that support the health and well-being of the community

# Appendices

## **Appendix A**

### **Sharp HealthCare Involvement in Community Organizations**

Community boards, committees and civic organizations where Sharp HealthCare executive leadership and staff participated on the organization's behalf.

## **Appendix B**

### **Map of Sharp HealthCare Locations**

## **Appendix C**

### **Map of the County of San Diego**

A map of San Diego County communities and regions served by Sharp HealthCare.

## Appendix

# **A Sharp HealthCare Involvement in Community Organizations**

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The list below includes organizations that Sharp executive leadership and other staff were involved with in Fiscal Year 2023. This involvement included but is not limited to program collaboration, volunteer service, donations, student placement partnerships, and board or committee leadership. Community organizations are listed alphabetically.

- 211 San Diego
- A Healthier Me
- A New PATH (Parents for Addiction Treatment and Healing)
- Adult Protective Services
- Advanced Care at Home Coalition
- AHIP
- Alpha Project
- Alzheimer's San Diego
- American Association of Critical-Care Nurses – San Diego Chapter
- American Cancer Society
- American Case Management Association
- American Diabetes Association
- American Foundation for Suicide Prevention
- American Heart Association
- American Holistic Nurses Association
- American Hospital Association
- American Lung Association
- American Medical Group Association
- American Red Cross
- America's Physician Groups
- Angels Foster Family Network
- Arc of San Diego
- Asian Business Association of San Diego
- Association for Ambulatory Behavioral Healthcare
- Association for Clinical Pastoral Education
- Association for Contextual Behavioral Science – Aging in Context Special Interest Group
- Association of Black Psychologists – San Diego Chapter
- Association of California Nurse Leaders
- Association of Community Cancer Centers Head & Neck Cancer Advisory Committee
- Association of Fundraising Professionals – San Diego Chapter
- Association of Oncology Social Work
- Association of Women's Health, Obstetric and Neonatal Nurses
- Azusa Pacific University

- Balboa Institute of Transplantation
- Barney & Barney Foundation
- Be There San Diego
- Beacon Council's Patient Safety Collaborative
- Borrego Health
- Boys & Girls Club of East County
- Cal Coast Cares Foundation
- California Academy of Nutrition and Dietetics – San Diego District
- California Association Medical Staff Services – San Diego Chapter
- California Association of Health Plans
- California Association of Hospitals and Health Systems
- California Association of Physician Groups
- California Department of Public Health
- California Doctor of Physical Therapy Advisory Committee
- California Health Care Foundation POLST (Physician Orders for Life-Sustaining Treatment) eRegistry Implementation Committee
- California Highway Patrol's Every 15 Minutes Program
- California Hospice and Palliative Care Association
- California Hospital Association
- California Maternal Quality Care Collaborative
- California Perinatal Quality Care Collaborative
- California School-Age Families Education
- California Society for Clinical Social Work Professionals
- California State University (CSU) Fresno
- CSU Long Beach
- CSU Northridge
- California State University San Marcos
- Caregiver Coalition of San Diego
- Casa Loma College
- Chapman University
- Chicano Federation
- Chula Vista Chamber of Commerce
- City of Chula Vista
- City of La Mesa
- City of San Diego
- City of San Diego Homelessness Response Center
- Climate Action Campaign Public Health Advisory Council
- Coalition for Compassionate Care of California
- Coast Center for Orthopedic and Arthroscopic Surgery Board of Directors
- Colorado Technical University
- Community Center for the Blind and Visually Impaired
- Community Health Improvement Partners
- Community Information Exchange
- Comprehensive Treatment Centers
- Concorde Career College
- Connect Foundation

- Coronado Chamber of Commerce
- Coronado Public Library
- Coronado Senior Planning Committee
- Council of Women's and Infants' Specialty Hospitals
- County of San Diego
  - Aging and Independence Services
  - Breastfeeding Coalition Advisory Board
  - Cardiac Advisory Committee
  - ECPR Pilot Program
  - Emergency Medical Care Committee
  - Emergency Medical Services
  - Health and Human Services Agency
  - Health Services Capacity Task Force
  - Public Health Nursing Advisory Board
- County Service Area – 69 Advisory Board
- Crisis House
- Downtown San Diego Partnership
- East County Action Network
- East County Chamber of Commerce
- East County Pregnancy Clinic
- East County Senior Service Providers
- East County YMCA
- Electrical Workers Minority Caucus
- Emergency Nurses Association – San Diego Chapter
- Emory University
- EMSTA College
- Episcopal Community Services
- Equality Alliance of San Diego County
- Evidence-Based Practice Institute
- Experience Camps
- Family Health Centers of San Diego (FHCS D)
- FHCS D Downtown Homeless Navigation Center
- Father Joe's Villages
- Feeding San Diego
- Friends With Purpose
- Gary and Mary West Senior Wellness Center
- George G. Glenner Alzheimer's Family Centers, Inc.®
- Girl Scouts San Diego
- Glendale Career College
- Gonzaga University
- Grand Canyon University
- Grossmont College
- Grossmont Health Occupations Center
- Grossmont Healthcare District
- Grossmont Imaging
- Grossmont Surgery Center LP

- Grossmont Union High School District
- Healing Wave Aquatics
- Health and Science Pipeline Initiative
- Health, Education, Advocacy Linkage (HEAL) Trafficking
- Health Information and Management Systems Society
- Health Plan Alliance
- Health Sciences High and Middle College
- Health Transformation Alliance Strategic Advisory Group
- High Desert Medical College
- Home Start, Inc.
- Hospice and Palliative Nurses Association — San Diego Chapter
- Hospital Association of San Diego and Imperial Counties
- I Love a Clean San Diego
- Institute on Violence, Abuse and Trauma
- Integrated Healthcare Association
- Integrated Network Cancer Program
- Integrative Therapies Collaborative
- International Bipolar Foundation
- International Medical Relief
- Jackie Robinson Family YMCA
- Jacobs & Cushman San Diego Food Bank
- Jewish Family Service of San Diego
- John D. Spreckels Center & Bowling Green
- Keck Graduate Institute
- La Maestra Community Health Centers
- La Mesa Park & Recreation Foundation
- La Mesa Rotary Club
- Lantern Crest Senior Living Advisory Board
- Las Primeras
- Life Perspectives
- Life Rolls On Foundation
- Live Well San Diego Check Your Mood Committee
- MAAC
- Mama's Kitchen
- March of Dimes
- McAlister Institute for Treatment & Education
- Meals on Wheels San Diego County
- Midwestern University
- MiraCosta College
- Mission Edge
- Mothers' Milk Bank
- Mount St. Mary's University
- National Alliance on Mental Illness
- National Association of Behavioral Healthcare
- National Association of Orthopedic Nurses
- National Hospice and Palliative Care Organization

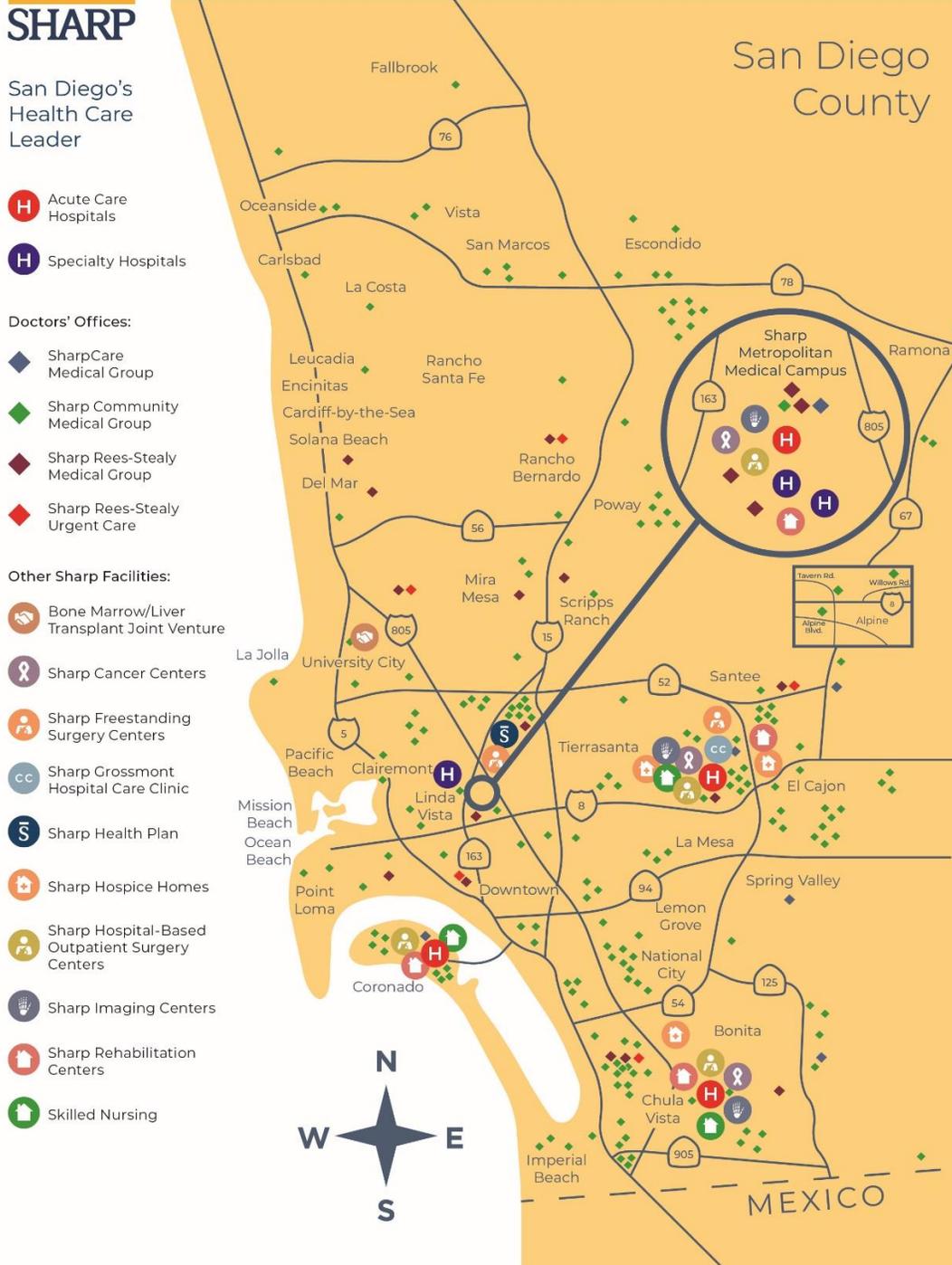
- National Medical Education & Training Center
- National University
- Neighborhood Healthcare
- Neonatal Research Network
- Noah Homes, Inc.
- North San Diego Business Chamber
- North-West College
- Olivewood Gardens and Learning Center
- Pacific Arts Movement Advisory Board
- Pacific University
- Palomar College
- Pan African Family Union
- Partnership for Smoke-Free Families
- Peninsula Shepherd Senior Center
- Perinatal Care Network
- Perinatal Social Work Cluster
- Philippine Nurses Association of San Diego County, Inc.
- Pima Community College
- Point Loma Community Presbyterian Church
- Point Loma Nazarene University
- Poway Chamber of Commerce
- Private Essential Access Community Hospitals
- Psychiatric Emergency Response Team
- Purdue Global
- Renewing Life
- Revive Pathway
- Rotary Club of Chula Vista
- Rotary Club of Coronado
- Safe Harbor Coronado
- Samuel Merritt University
- San Diego Academy of Child and Adolescent Psychiatry
- San Diego Academy of Family Physicians
- San Diego Adolescent Pregnancy and Parenting Program
- San Diego & Imperial Counties Community Colleges Regional Consortium
- San Diego Blood Bank
- San Diego Brain Injury Foundation
- San Diego City College
- San Diego Coalition for Compassionate Care
- San Diego Coalition for Mental Health
- San Diego Committee on Employment for People with disABILITIES
- San Diego Community Action Network
- San Diego Community College District Corporate Council
- San Diego County
  - Breastfeeding Coalition Advisory Board
  - Coalition for Improving End-of-Life Care
  - Council on Aging

- Hospice Veteran Partnership
- Medical Society Bioethics Commission
- Meth Strike Force
- Office of Education
- Older Adult Behavioral Health System of Care Council
- Stroke Consortium
- San Diego Economic Development Council
- San Diego Family Care
- San Diego Fire-Rescue Department Paramedic Program
- San Diego Food System Alliance
- San Diego Freedom Ranch
- San Diego Housing Commission
- San Diego Imaging – Chula Vista
- San Diego Imaging – Kearny Mesa
- San Diego-Imperial County Council of Hospital Volunteers
- San Diego Mesa College
- San Diego National Association of Hispanic Nurses
- San Diego Oasis
- San Diego Public Library
- San Diego Pride
- San Diego Psychological Association Membership and Public Education Media Committees
- San Diego Regional Human Trafficking and Commercial Sexual Exploitation of Children Advisory Council
- San Diego River Park Foundation
- San Diego State University (SDSU)
- SDSU Institute for Public Health
- San Diego Women, Infants and Children (WIC)
- San Diego WIC Dietetic Internship program
- San Diego Workforce Partnership
- San Joaquin Valley College
- San Ysidro Health
- Santee Chamber of Commerce Government Affairs Committee
- SAY San Diego
- Second Chance
- Sentimental Journey program
- Serra Mesa Planning Group Board
- Serving Seniors
- Sharp and University of California (UC) San Diego Health’s Joint Venture
- Soroptimist International of Coronado
- South Bay Community Services
- South Bay Family YMCA
- South County Economic Development Council
- Southern California Association of Neonatal Nurses
- Southern California VOICe (Vascular Outcomes Improvement Collaborative)
- Southern Caregiver Resource Center

- Southwestern College
- Special Needs Trust Foundation
- St. Paul's PACE
- St. Vincent de Paul Village
- SunCoast Market Co-op
- Surfrider Foundation
- Survivors of Suicide Loss
- The California Society for Respiratory Care
- The Campanile Foundation (SDSU)
- The Doris A. Howell Foundation for Women's Health Research
- ThinkFirst National Injury Prevention Foundation
- UC San Diego
- University of Arizona
- University of Massachusetts Global
- University of Puget Sound
- University of San Diego (USD)
- USD – The Nonprofit Institute
- University of San Francisco
- University of Southern California
- University of St. Augustine for Health Sciences
- Urban Life
- Utah State University
- VA (U.S. Department of Veterans Affairs) San Diego Healthcare System
- Vista Hill Foundation
- Vista Hill ParentCare
- We Honor Veterans
- West Coast University Los Angeles
- Western Governors University
- Western University of Health Sciences
- Wreaths Across America
- YMCA of San Diego County
- Young Enthusiastic Stroke Survivors
- YWCA of San Diego County

**Appendix**

**B Map of Sharp HealthCare Locations**



Appendix

C

# Map of Community and Region Boundaries in San Diego County

