

# Sharp HealthCare Community Benefit Plan and Report

Fiscal Year 2024



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



**Sharp HealthCare**  
**Community Benefit Plan and**  
**Report**  
**Fiscal Year 2024**

Submitted to:

Department of Health Care Access and Information  
Healthcare Information Division – Accounting and Reporting Systems Section  
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*"I am of the opinion that my life belongs to the whole community, and as long as I live it is my privilege to do for it whatever I can." — George Bernard Shaw*

At Sharp HealthCare, it is our privilege to serve the San Diego community, which defines our purpose and inspires our commitment to be the best place to work, the best place to practice medicine and the best place to receive care.

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

The Sharp HealthCare Community Benefit Plan and Report, Fiscal Year (FY) 2024 reflects our promise 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 FY 2024, Sharp's community benefit contributions totaled **\$622,598,584**. 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 FY 2024 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 greatest 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.

## **Commonly Used Terms and Abbreviations**

### **ACE**

Adverse Childhood Experience

### **ACP**

Advance Care Planning

### **ADAPT**

Accessible Depression and Anxiety  
Peripartum Treatment Program

### **AHA**

American Heart Association

### **AIM**

Advanced Illness Management

### **AIS**

(County of San Diego) Aging and  
Independence Services

### **ALA**

American Lung Association

### **ASA**

American Stroke Association

### **AIDET**

Acknowledge, Introduce, Duration,  
Explanation and Thank You

### **ARES®**

Amateur Radio Emergency Service

### **Barnhart Cancer Center**

Douglas & Nancy Barnhart Cancer  
Center at SCVMC

### **BIPOC**

Black, Indigenous and People of Color

### **BMI**

Body Mass Index

### **Cancer Centers of Sharp**

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

### **CHAMPVA**

Civilian Health and Medical Program of  
the Department of Veterans Affairs

### **CHIP**

Community Health Improvement  
Partners

### **CHNA**

Community Health Needs Assessment

### **CIE**

Community Information Exchange

### **CME**

Continuing Medical Education

### **CMS**

County Medical Services

### **CNI**

Community Need Index

### **COVID-19**

Coronavirus disease 2019

### **CPR**

Cardiopulmonary Resuscitation

### **CSUSM**

California State University San Marcos

### **CT**

Computed Tomography

### **CTI**

Care Transitions Intervention

**David and Donna Long Cancer Center**

David and Donna Long Center for Cancer Treatment at SGH

**EBPI**

Evidence-Based Practice Institute

**ED**

Emergency Department

**EMS**

Emergency Medical Services

**EMSTA**

EMSTA College

**EV**

Electric vehicle

**GHD**

Grossmont Healthcare District

**HASD&IC**

Hospital Association of San Diego and Imperial Counties

**HEAL**

Health, Education, Advocacy, Linkage

**HHSA**

(County of San Diego) Health and Human Services Agency

**HICS**

Hospital Incident Command System

**HIPAA**

Health Insurance Portability and Accountability Act

**HP2030**

Healthy People 2030

**HSHMC**

Health Sciences High and Middle College

**HRPP**

Human Research Protection Program

**IRB**

Institutional Review Board

**Laurel Amtower Cancer Institute**

Laurel Amtower Cancer Institute and Neuro-Oncology Center

**MAT**

Medications for Addiction Treatment

**MAAT**

Memory and Attention Adaptation Training

**NBB**

New Beginnings Boutique

**NH**

Non-Hispanic

**NICU**

Neonatal Intensive Care Unit

**NIMS**

National Incident Management System

**NRI**

Neonatal Research Institute

**NRN**

Neonatal Research Network

**ORI**

(Sharp) Outcomes Research Institute

**PACE**

Program of All-Inclusive Care for the Elderly

**PEARR Tool**

Provide Privacy, Educate, Ask, Respect and Respond Tool



**Project HELP**

Project Hospital Emergency Liaison  
Program

**SANDAG**

San Diego Association of Governments

**SB 697**

Senate Bill 697

**SBH**

Sharp Best Health

**SCHHC**

Sharp Coronado Hospital and  
Healthcare Center

**SCVMC**

Sharp Chula Vista Medical Center

**SDC**

San Diego County

**SDCOE**

San Diego County Office of Education

**SDSU**

San Diego State University

**SGH**

Sharp Grossmont Hospital

**SGHWN**

Sharp Grossmont Hospital for Women &  
Newborns

**Sharp**

Sharp HealthCare

**SHP**

Sharp Health Plan

**SLAH**

Sharp Lends a Hand

**SMBHWN**

Sharp Mary Birch Hospital for Women &  
Newborns

**SMC**

Sharp McDonald Center

**SMH**

Sharp Memorial Hospital

**SMV**

Sharp Mesa Vista Hospital

**SRSMC**

Sharp Rees-Stealy Medical Centers

**SRSMG**

Sharp Rees-Stealy Medical Group

**ThinkFirst**

ThinkFirst San Diego (chapter of the  
ThinkFirst National Injury Prevention  
Foundation)

**UC**

University of California

**VIPs**

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

**WIC**

Special Supplemental Nutrition Program  
for Women, Infants and Children

# An Overview of Sharp HealthCare



## Section

# 1 An Overview of Sharp HealthCare

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*At Sharp, we believe that being a health care leader first and foremost means being a dedicated community member, working to do the right thing every day to improve the health and well-being of all San Diegans.*

— 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; 27 medical centers; five urgent care centers; three skilled nursing facilities; two inpatient rehabilitation centers; 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 HMO coverage through Sharp Health Plan (SHP). Serving a population of approximately 3.3 million in San Diego County (SDC), as of September 30, 2024, Sharp is licensed to operate 2,210 beds and has 2,839 Sharp-affiliated physicians and 20,283 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, and cancer treatment. SCVMC is also the largest provider of health care services for women and infants in the south region, and offers the only bloodless medicine program 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 (160 licensed beds)**

As the most comprehensive behavioral health hospital in SDC, 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 SDC, 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. 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 and Values

Sharp's vision is to transform the health care experience and be the best place to work, the best place to practice medicine and the best place to receive care. Sharp will become the best health system in the universe.

Sharp's core values are Integrity, Caring, Safety, Innovation and Excellence.

## Culture: The Sharp Experience

For over two decades, Sharp has been transforming 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. Sharp is San Diego's health care leader because it remains focused on the most important element of the health care equation: the people. 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 70 years and will continue to do so.

To learn more about The Sharp Experience and its impact, please visit <https://www.sharp.com/about/the-sharp-experience>.

## Pillars of Excellence

In support of Sharp's organizational commitment to transform the health care experience, Sharp's Pillars of Excellence guide its team members, providing framework and alignment for everything Sharp does.

Sharp is a seven-pillar organization: Quality, Safety, Service, People, Finance, Growth and Community. Notably, the Community Pillar emphasizes being an exemplary public citizen by elevating health equity and wellness in our community and environment.



## Awards

Below please find a selection of recognitions Sharp has received in recent years for its service to the community:



In 2024, Sharp was recognized by The Lown Institute Hospitals Index for Social Responsibility among the top 20 hospital systems in the nation. In 2022 and 2023, SCVMC was recognized 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 burden during the first year of the pandemic. 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 for tremendous service provided to the community during the COVID-19 pandemic, including its vaccination superstation at Grossmont Center.

For a comprehensive list of Sharp’s awards and recognitions, please visit <https://www.sharp.com/about/awards>.

## 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 provides services to help 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 2024, Sharp used PointCare to assist nearly 3,800 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 2024, Sharp secured this benefit for more than 2,760 unfunded patients in the ED.

In support of Covered California's annual open-enrollment period in FY 2024, Sharp's registration staff included Certified Application Counselors to better assist patients and the larger 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 offers small loans to insured and uninsured patients to help pay medical expenses. Since 2010, ClearBalance has assisted nearly 9,800 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. The program allows participating hospitals to purchase outpatient drugs at reduced prices. Savings generated by this program offset costs for Sharp's most vulnerable patients and helps patients afford medication through Sharp's Patient Assistance Program.

Sharp's Patient Assistance Program helps patients access free or low-cost medications. Patients are referred to the program 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 Sharp foundations, copay assistance and other low-cost alternatives. In FY 2024, the Patient Assistance Program helped patients access more than \$14.3 million worth of prescriptions.

Sharp also assists underinsured individuals who are unable to pay their medical bills. Through the Maximum Out of Pocket Program, team members meet with patients at 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.

Finally, Sharp's Patient Access Services team works 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. Approximately 58,000 Sharp patients have applied for CalFresh benefits since efforts began in 2016.

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

## Community Information Exchange

In 2019, Sharp became the first health system in the region to partner with 211 San Diego's Community Information Exchange (CIE) to better address patient health barriers and refer them to social services.

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 social determinants of health<sup>4</sup> needs and service utilization history, as well as make direct referrals to community resources. Sharp case managers and social workers across the system use CIE training tools to better serve vulnerable patients in the acute care setting, including those experiencing economic insecurity.

CIE has a client database of over 350,000 individuals who have consented to receive resource and referral assistance from community partners. Approximately 13,000 of these individuals are known Sharp patients, which provides valuable insight into social determinants of health needs and vulnerable populations in Sharp service areas. About 40% of these patients are insured by SHP. According to monthly reports from 211 San Diego, the top ZIP codes of Sharp patients with matching CIE client records are in the south and east regions of SDC. Last year, nearly 370 direct patient referrals were initiated through the CIE database for almost 70 unique community services. The top community referrals include housing, utilities, food and economic support.

Following the establishment of a new systemwide electronic health record in FY 2024, Sharp's Integrated Care Management team continued to enroll individuals into the CIE program and work closely with 211 San Diego on opportunities for data integration. Sharp is evaluating system utilization of CIE, referral tracking, case management efficiency and successful connection to community referrals.

## 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 2024, nearly 3,100 student interns dedicated over 468,000 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

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<sup>4</sup> Centers for Disease Control and Prevention (CDC). (2024). [Social Determinants of Health \(SDOH\)](#).

colleges, including 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, San Diego State University (SDSU), University of California (UC), San Diego, University of San Diego 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 2024. **Figure 1** presents the distribution of students at Sharp by internship type in FY 2024.

**Table 1: Sharp HealthCare Internships — FY 2024**

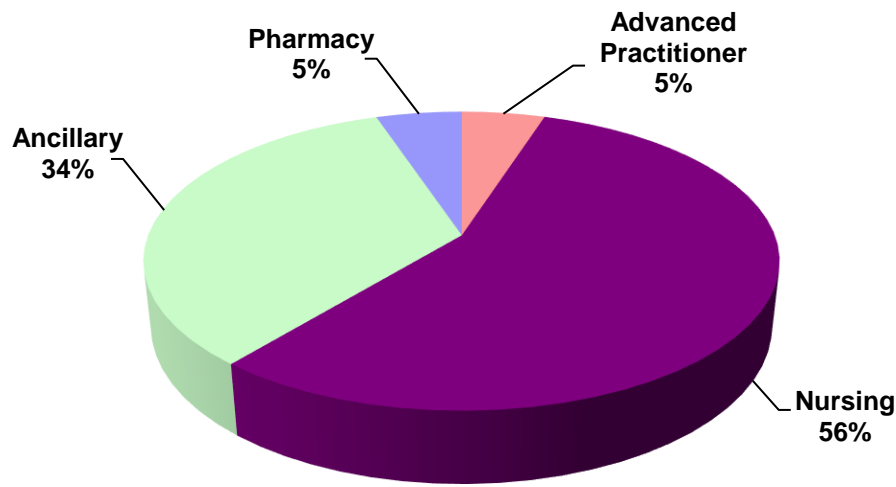
Sharp HealthCare Entity	Nursing		Advanced Practice Provider		Ancillary		Total	
	Students	Hours <sup>5</sup>	Students	Hours	Students	Hours	Students	Hours
Sharp Chula Vista Medical Center	464	47,349	24	4,437	121	40,492	609	92,278
Sharp Coronado Hospital and Healthcare Center	83	11,296	3	450	22	6,530	108	18,276
Sharp Grossmont Hospital	767	69,544	25	3,026	216	50,705	1008	123,275
Sharp Mary Birch Hospital for Women & Newborns	154	12,309	-	-	4	1,008	158	13,317
Sharp Memorial Hospital	210	30,710	20	2,989	208	55,654	438	89,353
Sharp Mesa Vista Hospital	270	19,905	10	2,075	57	36,425	337	58,405
Sharp HospiceCare	2	141	1	180	-	-	3	321
Sharp HealthCare <sup>6</sup>	274	26,161	16	1,820	146	44,945	436	72,926
<b>Total</b>	<b>2,224</b>	<b>217,415</b>	<b>99</b>	<b>14,977</b>	<b>774</b>	<b>235,759</b>	<b>3,097</b>	<b>468,151</b>

<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.



**Figure 1: Sharp HealthCare Interns by Student Type — FY 2024**



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 2024, the partnership provided nearly 20 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 for their unique roles that promotes 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 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. In FY 2024, HSHMC students dedicated their time to the following campuses: SCVMC, SGH, SMBHWN, SMH and three SRSMC sites located in Kearny Mesa, La Mesa and Santee.

All students begin their internship with a systemwide orientation to Sharp. This includes CPR, HIPAA (Health Insurance Portability and Accountability Act), infection prevention and AIDET (acknowledge, introduce, duration, explanation and thank you) training. Students shadow 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 a student's skill level. 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 2024, 222 HSHMC students — including 58 Level I students and 164 Level II students — were supervised 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, 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-two 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 95% attendance rate and excels in preparing students for high school graduation, college entrance and a future career. In June 2024, 126 students graduated from HSHMC and 60% of the graduating class went on to attend two- or four-year colleges. Further, 48% of students stated they wanted to pursue a career in health care. HSHMC has a 97% graduation rate, which is higher than the state average (87%).

HSHMC has received numerous awards for its educational innovation, vision and impact. HSHMC has been recognized as an Apple Distinguished School for the 2024–2027 term due to its commitment to continuous innovation in education and the use of Apple products to enhance teaching and learning. Apple Distinguished Schools are known for their leadership and educational excellence and use of technology to support learning goals and achieve documented academic accomplishments. HSHMC also 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.

Sharp and HSHMC continue to explore ways to enhance 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. Throughout the year, topics included advance care planning, cybersecurity, diabetes, careers in dietetics, health economics, health information technology, end-of-life care and spirituality, trauma-informed approaches to human trafficking, POLST<sup>7</sup> (Physician Orders for Life-Sustaining Treatment), public health and health careers and more.

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 broad range of topics essential to health care administration and strategic business operations at large health systems.

## **Sharp Continuing Medical Education**

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 2024, CME invested more than 1,150 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 generational health; primary care; and specialty conferences for Sharp medical group clinicians. New educational series were developed related to kidney-pancreas transplant best practices, general surgery case review, and neonatal intensive care unit case review. Additional presentation topics included primary care strategies to prevent readmissions; neonatology, heart disease, cardiology, advance care planning, management of metastatic brain tumors, diabetes complications, Alzheimer's and dementia, addiction medicine, women's mental health, wellness, obesity and more.

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<sup>7</sup> Physician Orders for Life-Sustaining Treatment (POLST) is 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.

CME also develops and implements online learning modules and performance improvement projects to enhance clinical practices and optimize patient care. In FY 2024, Sharp's CME online learning modules provided education in a variety of areas including blood transfusion, geropalliative care, anesthesiology, pharmacy, stroke and cancer care, and Lean Six Sigma. Additionally, CME initiated three performance improvement projects focused on clinical documentation improvement, physician wellness and pneumonia mortality improvement.

For a list of upcoming Sharp CME classes, please visit <https://www.sharp.com/health-classes/category/continuing-education-11>.

## **Evidence-Based Practice Institute**

The Terrence and Barbara Caster Institute for Nursing Excellence provides 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 diversity, equity and inclusion. Among its efforts is the Evidence-Based Practice Institute (EBPI), offered by the San Diego Consortium for Excellence in Nursing and Allied Health. 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 nonprofit partnership between Sharp, Rady Children's Hospital, UC San Diego Health, VA San Diego Healthcare System, Kaiser Permanente, Scripps Health, Point Loma Nazarene University, SDSU, Azusa Pacific University and University of San Diego.

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. 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 EBPI program held its 17th annual graduation ceremony in FY 2024, at which fellows and mentors shared their project results. Forty-two project teams, composed of mentors and fellows, graduated from the program. Projects addressed issues in clinical

practice and patient care, including Latino representation in the intensive care setting, noise reduction and healing, patient mobility, diabetic transitional care, healthy work environments, patient satisfaction with medication communication, fall prevention, human trafficking, ventilator management, environment hygiene to reduce hospital-acquired infections, employee injury reduction and end-of-life care.

For more information on the Terrence and Barbara Caster Institute for Nursing Excellence, please visit <https://www.sharp.com/caster>.

## **Research**

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

### **Human Research Protection Program**

The Sharp Center for Research'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 2024, 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 170 clinical trials and other studies 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 2024, this included 82 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 Sharp Center for Research 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 and also develops and disseminates best practices for health care delivery. The ORI collaborates with Sharp team members to aid in the design of research projects focused on patient-centered outcomes; assists with study protocol development, data collection and analysis; explores funding mechanisms for research projects; and facilitates IRB applications.

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 2024, the ORI engaged in several continuing research projects. This includes collaboration with Sharp ophthalmology researchers to evaluate a Sharp-developed smartphone app that is designed to improve cataract patient compliance with pre- and post-surgery care instructions. A publication regarding the study results is in progress. 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." In consultation with oncology researchers, a new project for FY 2025 plans to evaluate the impact of nutrition interventions on patient outcomes, including preventable inpatient hospitalizations and survival rates.

### **Volunteer Service**



#### **Sharp Lends a Hand**

In FY 2024, 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 2024, SLAH identified improving cardiovascular health in SDC's underserved communities as its



area of focus, with a goal of providing 10,750 volunteer hours or food units<sup>8</sup> throughout the year.

SLAH selected several activities during the year with an emphasis on nutrition insecurity, including food drives in support of the Jacobs & Cushman San Diego Food Bank as well as volunteer events in partnership with Father Joe's Villages, Feeding San Diego and Mama's Kitchen. Through the support of Sharp employees, family and friends,<sup>9</sup> SLAH contributed more than 17,700 units throughout the year (nearly 16,000 pounds of food and 1,700 volunteer hours), surpassing its goal by over 10,000 units.

Each month, the Jacobs & Cushman San Diego 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 the Spring and Holiday SuperFood Drives to support the Jacobs & Cushman San Diego Food Bank's efforts to provide nutritious food for people in need and has encouraged employees to donate. Through these SuperFood Drives, 28 locations throughout the Sharp system collected more than 5,400 pounds of nutritious food and over \$4,200 (equivalent to more than 4,500 meals) for the Jacobs & Cushman San Diego Food Bank.

For decades, Father Joe's Villages has been a trusted name in San Diego. Established in 1950 to serve San Diegans experiencing homelessness and poverty, Father Joe's Villages has grown to include a comprehensive campus and programs across SDC that house over 2,000 people nightly. Throughout the year, nearly 25 SLAH volunteers served meals at Father Joe's Villages.

As a member of the Feeding America network, Feeding San Diego partners with hundreds of local food donors throughout SDC to distribute millions of meals to local children, families, seniors and military members each year. In FY 2024, more than 30 volunteers set up and provided meal service.

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, nearly 20 SLAH volunteers helped Mama's Kitchen serve meals by preparing and packaging snack and vegetable items for delivery.

SLAH selected several additional volunteer projects for FY 2024, 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:

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<sup>8</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>9</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.

- American Lung Association
- County of San Diego Health and Human Services Agency
- I Love a Clean San Diego
- Life Rolls on Foundation
- San Diego River Park Foundation
- Surfrider Foundation
- USS Midway Museum
- Wreaths Across America

For more information on SLAH projects, please visit [sharp.com/about/lends-a-hand](https://sharp.com/about/lends-a-hand).

### **Sharp Humanitarian Service Program**

The Sharp Humanitarian Service Program offers paid leave for Sharp employees to volunteer for programs that provide health care or other supportive services to underserved or adversely affected populations worldwide. In FY 2024, the program funded nearly 30 employees for various humanitarian trips to Kenya, Madagascar, Malawi, Mexico, Uganda and other locations. Seven of these opportunities are highlighted below.

Joyce Meyer Ministries' Hand of Hope is a faith-based nonprofit organization that assists people in need through various initiatives, including medical and dental outreach in hospital and clinic settings. During the summer, a Sharp advanced clinician joined a team of over 20 medical and dental providers collaborating with local doctors to deliver care to individuals in Kenya and Malawi. The mission served more than 7,600 individuals, which included 7,070 medical and 604 dental patients, and provided approximately 38,370 prescriptions.

Living Room International, a non-governmental organization, aims to provide dignity and quality of life to Kenyans affected by life-threatening illnesses through holistic care and education. During the summer, a Sharp physical therapist and a group of Azusa Pacific University Doctor of Physical Therapy students spent two weeks providing physical therapy to approximately 200 patients in rural Kenya across inpatient, outpatient and home care settings.

Church of the Nazarene USA/Canada Region's Nazarene Missions Teams work to bring compassion and healing to communities in need through various projects, including medical missions. In the summer, a Sharp nurse participated in a medical mission with the church for over two weeks in Kenya. The care team, consisting of medical professionals and a firefighter, worked with ministers and volunteers to provide medical support, construction and technical help to schools and low-income neighborhoods. Medical support efforts included education on blood pressure, glucose and cholesterol levels; arthritis and joint pain; and safe water stations. Volunteers provided blood pressure screenings and offered information on accessing health care and participating in Kenya's Building Resilient and Responsive Health Systems Project, which educates the public on topics such as HIV and tuberculosis prevention, water and

vector-borne disease, where to find affordable health care and immunization awareness. Nearly 20 staff members and over 120 students were reached through the mission.

Led by SMV staff, Helping Hands is a community outreach committee dedicated to assisting vulnerable groups throughout SDC and beyond, including a humanitarian mission in Uganda. In the fall, six Helping Hands nurses spent five days in Uganda providing various services to impoverished communities. These services included clinical assessments and medical care for diabetes, hypertension, and wounds, as well as eye and ear care. Further, Helping Hands assisted with financing for medications as needed. They also educated 100 nurses and students at a Ugandan psychiatric hospital on facilitating gratitude groups with patients. Overall, Helping Hands's Uganda Humanitarian Mission provided over 200 hours of service and reached approximately 200 people.

Hope Imaging Inc. is a 501(c)(3) non-profit organization dedicated to training medical professionals in ultrasound technology to support life-affirming medical missions worldwide. In the fall, a Sharp ultrasound technician joined a mission to teach midwives at Sarobidy Maternity Clinic in Mahajanga, Madagascar. Over a period of two weeks, two sonographers trained six midwives in obstetrics/gynecology ultrasound, equipping them with enhanced skills to provide more effective obstetric care. More than 100 women received scans through this effort.

The Mercy Outreach Surgical Team is a group of San Diego-based physicians, nurses, medical translators and other health care professionals who conduct week-long pediatric surgical missions in Mexico multiple times a year. Each trip includes 40 or more medical professionals. In the fall, a Sharp nurse joined a week-long mission in Pachuca, Mexico, supported by a local rotary club. Most surgeries were for children and young adults, primarily involving plastic surgery for cleft lips/palates, scar revisions, circumcisions, hypospadias corrections and hernias. A Sharp pharmacist also partnered with this team on multiple occasions to provide pharmacy support and handled pharmacy preparation services throughout the year.

LIGA International (The Flying Doctors of Mercy) is a non-profit organization providing free health care and education in Sonora, Sinaloa and Baja California, Mexico, through a multidisciplinary care team consisting of medical professionals and pilots. This year, a Sharp nurse assisted with surgeries at the El Fuerte clinic in Sinaloa. Built by volunteers, the clinic offers medical care to those in need. The team provided surgical care in various specialties, including oral/dental, obstetrics/gynecology, ophthalmology, urology and reconstructive surgeries for adults and children with deformities, and more.

## Community Walks



Heart disease is the leading cause of death in the U.S. and the second leading cause of death in SDC.<sup>10</sup> Sharp proudly supports the American Heart Association's annual San Diego Heart & Stroke Walk, which promotes physical activity to build healthier lives, free of cardiovascular disease and stroke. In FY 2024, more than 100 teams across the Sharp system helped raise more than the goal of \$250,000 for the walk, through activities such as auctions, prize drawings, a chili cook-off, bake sales and plant sales. Held at Balboa Park, 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 28 years, Sharp has maintained its position as the first-place fundraising team in San Diego. In 2024, Sharp was second place nationally in the Health Care Systems category and eighth place nationally for all companies. Sharp has raised approximately \$4 million since its support of the American Heart Association Heart & Stroke Walk began.



Lung cancer is the leading cause of cancer death in the U.S.<sup>11</sup> In FY 2024, Sharp served as the exclusive health care partner of the American Lung Association in SDC to raise awareness about the benefits of early lung cancer screening for those who are at highest risk for the disease. Sharp raised more than \$53,250 and participated in the LUNG FORCE Walk, which was held at Liberty Station.

## Sharp Volunteers<sup>12</sup>

Volunteers are a critical component of Sharp's dedication to the San Diego community. 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, nearly 1,100 individuals actively volunteered at Sharp each month between October 2023 and September 2024.<sup>13</sup> This included 1,100 auxiliary members, individual volunteers from the San Diego community and volunteers for Sharp's foundations and boards. During this time, volunteers contributed more than 139,000 hours of service to

<sup>10</sup> County of San Diego's Health and Human Services Agency (HHSA), Public Health Services (PHS), Community Health Statistics Unit (CHSU). (2024). *2011-2022 Leading Causes of Death among San Diego County Residents Dashboard* [Tableau Dashboard]. Retrieved from [www.SDHealthStatistics.com](http://www.SDHealthStatistics.com).

<sup>11</sup> National Center for Chronic Disease Prevention and Health Promotion, Division of Cancer Prevention and Control. (2024). *Lung Cancer Statistics*. CDC.

<sup>12</sup> Sharp volunteer programs are not financially valued in this community benefit report.

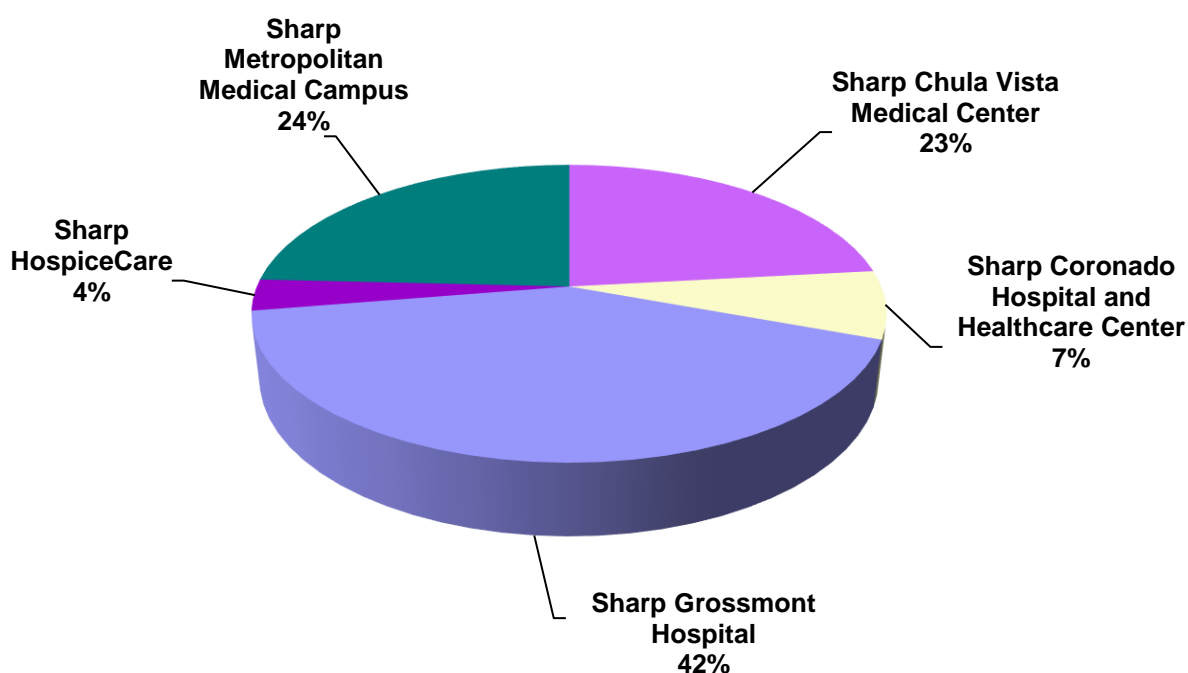
<sup>13</sup> The total represents the average number of active volunteers at Sharp per month, including volunteers from Sharp Rees-Stealy Medical Group (SRSMG).

Sharp and its initiatives.<sup>14</sup> More than 9,200 of these hours were dedicated to activities in the community, such as delivering meals to homebound seniors and assisting with events. See **Table 2** and **Figure 2** for volunteer participation at Sharp in FY 2024.

**Table 2: Sharp HealthCare Volunteers and Volunteer Hours — FY 2024**

Sharp HealthCare Entity	Average Active Volunteers Per Month	Total Volunteer Hours
Sharp Chula Vista Medical Center	256	32,330
Sharp Coronado Hospital and Healthcare Center	50	10,242
Sharp Grossmont Hospital	394	58,047
Sharp HospiceCare	60	4,706
Sharp Metropolitan Medical Campus	334	33,665
<b>TOTAL</b>	<b>1,094</b>	<b>138,990</b>

**Figure 2: Sharp HealthCare Volunteer Hours by Entity — FY 2024**



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.

<sup>14</sup> The total represents the number of volunteer hours at Sharp in FY 2024, including hours from SRSMBG.

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 addition, junior volunteers also supported and encouraged staff by offering gifts and crafts on holidays and throughout the year.

In FY 2024, more than 490 high school students contributed over 44,300 hours to the Junior Volunteer Program. This included nearly 160 junior volunteers who dedicated over 12,700 hours of service at SCVMC, nearly 210 junior volunteers who contributed over 24,300 hours of service at SGH and more than 120 junior volunteers who provided over 7,200 hours of service at SMH and SMBHWN.

In FY 2024, SMBHWN and SMH initiated a collaboration with two high schools that offer health care programs for students aspiring to pursue careers in the health field. As part of their volunteer onboarding, 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 2024, junior volunteers served as 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. These events included a drive-in movie featuring *Moana* and hosted holiday events such as an Easter Egg Hunt and Saturday with Santa. In honor of Veteran's Day, six 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 2024 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. SCHHC has partnered with Meals on Wheels San Diego County since 2016 to create the Sharp Coronado Hospital Auxiliary Meals on Wheels Adopt-a-Route. This program provides more extensive services, including meals with



enhanced nutritional quality, 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 2024, SCHHC auxiliary members and volunteers provided over 8,400 meals to more than 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. Eleven volunteers contributed approximately 200 hours in FY 2024.

In FY 2024, 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 22 junior, two 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 2024.

### *SGH*

SGH volunteers continued to support the hospital's Discharge with Dignity Program. This initiative is designed to assist patients who may be experiencing homelessness, transferring to skilled nursing facilities or lacking friends or family to provide support. The Discharge with Dignity Program ensures that these patients receive clothing, shoes and other essential personal items upon discharge from the hospital. SGH's junior, college and adult volunteers helped sort items donated by staff, fellow volunteers and 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 health care 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 organization.

In FY 2024, Sharp HospiceCare trained more than 50 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, as well as provided continuing education and support for volunteers throughout the year. Volunteers provided a variety of nonmedical services at skilled nursing facilities, 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 more than 1,800 miles throughout SDC to provide approximately 210 haircuts to Sharp HospiceCare patients. During the year, volunteers contributed more than 4,700 hours to patient care and support, including both in-person activities as well as telephone assistance depending on patient preference.

More than 20 high school students participated in Sharp HospiceCare's Teen Volunteer Program in FY 2024, all of whom were enrolled in medical pathway programs at their schools. The volunteers 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, seven nursing and premedical students from SDSU, UC San Diego and University of Southern California volunteered by supporting family caregivers in private homes. Nearly a dozen 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 2024, 11th Hour program volunteers served nearly 30 patients.

Sharp HospiceCare volunteers also help 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 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 2024, Sharp HospiceCare volunteers accompanied two patients and their family members on their sentimental journeys, which included a trip to the beach and attending a daughter's wedding.

Eight volunteers supported Sharp HospiceCare's partnership with We Honor Veterans in FY 2024. We Honor Veterans 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 We Honor Veterans 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 We Honor Veterans pin and a certificate of appreciation for their service. In celebration of Veterans Day, 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 2024, volunteers dedicated more than 2,400 hours to sewing approximately 620 bears for over 470 families.

Sharp HospiceCare recognizes volunteers' valuable impact on patients and their families and caregivers. During National Volunteer Week, Sharp HospiceCare celebrated its volunteers with an appreciation breakfast and awards ceremony.

### **Other Sharp Community Efforts<sup>15</sup>**

In FY 2024, employees across the Sharp system engaged in a variety of community service projects to improve the well-being of community members throughout SDC. The following are just a few examples of these efforts:

- Sharp participated in the U.S. Marine Corps Toys for Tots program and Holiday Food Drive for Pets.
- SGH teams provided gifts to more than 40 East County families through their annual Santa's Korner effort during the holidays.
- SCVMC staff continued their annual tradition of adopting families in need through South Bay Community Services' Hope for the Holidays program, which reached 10 families.
- SGH's Obstetrics and Gynecology Unit Practice Council and Volunteer Services, along with other staff, collaborated to provide diaper bags and baby items to underserved families with newborns through the annual Sweet Start Family donation program. This effort yielded nearly 60 diaper bags filled with baby products and supplies.
- SCHHC staff hosted a toiletry drive in the spring to collect supplies for San Diego PATH (People Assisting the Homeless).
- SGH held its annual summer backpack drive in collaboration with Christie's Place, a local nonprofit organization. Since 2005, more than 3,000 backpacks filled with school supplies have been donated to local students impacted by HIV and AIDS.

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<sup>15</sup> Other Sharp community efforts are not financially valued in this community benefit report.

## **Emergency and Disaster Preparedness**

Sharp contributes to the health and safety of the San Diego community through essential emergency and disaster planning activities and services. Sharp's disaster preparedness team provides education to staff, community members and community health professionals, as well as collaborates with numerous state and local organizations to prepare the community for a potential emergency or disaster.

In FY 2024, Sharp's disaster preparedness team provided several training opportunities for community health care professionals. This included monthly trainings on ARES® (Amateur Radio Emergency Service), which consists of licensed volunteers who provide advanced radio operations during severe region-wide disasters. Sharp also offered free, online and in-person NIMS (National Incident Management System) and HICS (Hospital Incident Command System) classes. These trainings orient health professionals to the concepts of the NIMS and HICS standardized on-scene emergency management systems, which allow for an integrated organizational structure for single or multiple incidents without being hindered by jurisdictional boundaries. In addition, Sharp hosted and facilitated trainings for pediatric surge readiness and mass casualty triage in FY 2024. Further, throughout the year, multiple Sharp entities hosted personnel from the County's Public Health Preparedness and Response Branch and Office of Emergency Services to educate these community partners on Sharp's disaster preparedness efforts.

In FY 2024, Sharp participated in local and state disaster preparedness exercises in collaboration with public health agencies and other health care partners. This included the Statewide Medical and Health Exercise, which is facilitated annually by the California Department of Public Health and the California Emergency Medical Service Authority. During the exercise, Sharp joined more than 100 regional health care partners to test readiness to respond to a mass evacuation event due to wildfires. The exercise earned Sharp special recognition by the San Diego Healthcare Disaster Coalition for its outstanding achievements and best practices. In addition, Sharp collaborated in leading the region-wide Pediatric Surge Drill with the County of San Diego and health care partners. This drill focused on caring for children and families after an active shooter incident.

In FY 2024, Sharp participated in a mass evacuation of a local skilled nursing facility following severe rainstorms and flooding. Following the event, Sharp's disaster leadership team presented lessons learned from the incident in collaboration with the County of San Diego at the California Hospital Association's 2024 Disaster Planning Conference. The presentation provided evacuation and surge education and training to hundreds of emergency managers around the state.

Members of Sharp's disaster leadership team donate their time to various state and local organizations and committees. In FY 2024, this included the County of San Diego Emergency Medical Care Committee, the California Hospital Association's Emergency Management Advisory Committee, the California Department of Public Health Joint

Advisory Committee, the Ronald McDonald House Operations Committee, the California Department of Public Health Statewide Medical and Health Exercise Workgroup and the San Diego International Airport Aviation Security and Public Safety Department.

Through participation in the U.S. Department of Health and Human Services' Public Health Emergency Hospital Preparedness Program, Sharp provides resources, trainings and information to prepare non-hospital entities in SDC for a collaborative response to an emergency or disaster. The Hospital Preparedness Program seeks to continually identify and develop relationships with health care entities, nonprofit organizations, law enforcement, military installations and other organizations that serve SDC and are located near partner health care facilities. This includes Sharp's participation in the San Diego Healthcare Disaster Coalition, a multi-agency group of representatives who assist the county in improving mitigation, preparedness, response and recovery activities during emergencies and disasters. As part of this coalition, in FY 2024, Sharp's disaster preparedness team participated in the Hospital Preparedness Program budget, decontamination, and SharePoint subcommittees, as well as led a decedent management initiative to improve planning and operations in the event of high-risk or mass decedents.

In recent years, the COVID-19 pandemic reinforced the importance of Sharp's existing relationships with other hospital systems and health organizations in SDC. To collaboratively address public health threats, Sharp continued to participate in a workgroup alongside Scripps Health, Palomar Health, UC San Diego Health, Kaiser Permanente San Diego, Hospital Association of San Diego and Imperial Counties, and California Hospital Association to share best practices in patient care; strategies to ensure provider safety and well-being; and plans for a continuously successful disaster response that aligns with current public health guidelines. The group collaborates with federal partners to formalize a cybersecurity readiness plan for San Diego hospitals and other health care delivery systems to effectively respond to a potential cybersecurity incident. Additionally, Sharp is an active participant in a statewide collaborative focused on planning and training for high consequence infectious diseases. Further, through its Highly Infectious Disease Advisory Committee, Sharp's disaster leadership prepares its workforce for handling COVID-19 and other infectious diseases. The committee collaborates with health officials to monitor cases, secure supplies, and provide guidance to the workforce, community partners, and patients.

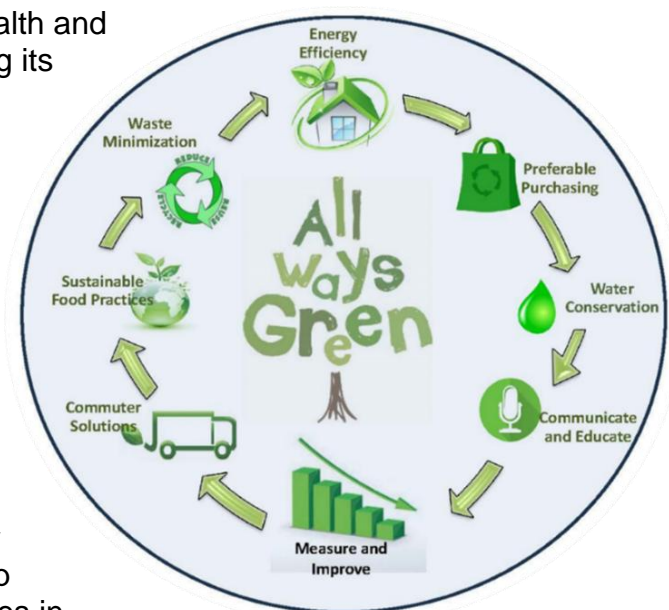
Sharp supports the safety efforts of California and the County of San Diego through maintenance and storage of a federally funded decontamination trailer at SGH for use during mass decontamination events. Although the trailer is strategically located at SGH to respond to the needs of East County, it can be relocated elsewhere in the event of an emergency. Additionally, all Sharp hospitals are prepared for an emergency with backup water supplies that will last up to 96 hours in the event of an interruption to the system's normal water supply. Sharp also supports the community's response capabilities in the event of chemical or biological disasters by hosting federally supervised CHEMPACKs, which contain medications that can be used to treat symptoms of exposure to nerve

agents. Further, Sharp hosts and maintains multiple disaster ventilators in addition to critical supplies necessary to care for patients who may present with a high consequence infectious disease. In FY 2024, Sharp began storing and maintaining disaster ventilators to ensure ready-to-use ventilators are available throughout the region in the event of a widespread respiratory disaster.

## 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 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 established a comprehensive Environmental Health, Wellness and Sustainability Plan that identifies systemwide improvements to reduce the organization's carbon footprint. The plan details nearly 30 building efficiency standards 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: good health and well-being, efficient energy, water conservation, green building and construction, waste minimization, sustainable purchasing, transportation and safer chemicals. Special committees are responsible for each of these domains (see **Table 3**), while representatives to the systemwide All Ways Green Team 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	Good Health and Well-Being, Sustainable Purchasing, Alternative Transportation, Safer Chemicals
Natural Resource Subcommittee	Efficient Energy, Water Conservation, Green Building and Construction
Waste Minimization Committee	Waste Minimization

All Ways Green uses online, real-time dashboards to track Sharp's energy consumption, greenhouse gas emissions and key sustainability projects by entity throughout the system. These dashboards show where Sharp has achieved desired results and helps identify opportunities for improvement to strategically plan future initiatives. Key sustainability metrics are updated every month and include current electricity, natural gas and water usage, as well as waste output. In addition, the dashboards track waste in terms of what is landfilled and what is diverted. At electric vehicle (EV) charging stations, users can track reductions in carbon dioxide emissions, gasoline avoided and electric miles provided. Sharp's accomplishments and goals within each All Ways Green committee/subcommittee and domain are highlighted in the following pages.

### **Natural Resource Conservation**

Given the significant amount of energy and water required to operate today's health facilities, it is important to understand what drives energy consumption and how to implement cost-effective solutions. A decrease in energy consumption not only reduces greenhouse gas emissions, but also reduces the cost of providing health care. Sharp's Natural Resource Subcommittee continually invests in numerous conservation initiatives, including infrastructure changes and best practices, to ensure Sharp's energy and water consumption are optimized. 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 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. From FY 2019 to FY 2024, Sharp reduced its carbon consumption by more than 19%.

All Sharp hospitals participate in the U.S. Environmental Protection Agency's Energy Star database and monitor their Energy Star scores on a monthly basis, following an international standard for energy efficiency created by the Environmental Protection

Agency. Buildings that are Energy Star-certified must earn a 75 or higher on the Environmental Protection Agency's energy performance scale, indicating that the building performs better than at least 75% of similar buildings nationwide without sacrificing comfort or quality.

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<sup>16</sup> efficiency by identifying faulty equipment, integrating software that monitors system performance, optimizing heating and cooling operations and increasing the useful life of equipment. Across the six sites, the analytics-based commissioning projects will reduce building energy use by nearly 4 million kWh<sup>17</sup> and save over 53,000 therms of natural gas, 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% per building.

Sharp adopted a systemwide water conservation program, which primarily uses low-flow fixtures and 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 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 measures focus on lighting and HVAC system upgrades, with a potential annual reduction of over 2 million kWh of electricity and over 23,000 therms of natural gas, saving Sharp more than \$525,000 in operating costs each year. Sharp has initiated lighting request for proposals to implement some of these measures. In addition, Sharp will be initiating HVAC system upgrades in FY 2025; this will be a keystone project consisting mainly of installing networked thermostats at approximately 10 high priority sites.

## **Waste Minimization**

According to Practice Greenhealth, hospitals produce more than 5 million tons of waste each year and over 29 pounds 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 2024, Sharp's waste minimization initiatives — including programs focused on recycling, donating, composting, reprocessing and reusing — helped divert more than

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<sup>16</sup> Refers to heating, ventilation and air conditioning.

<sup>17</sup> Kilowatthour (kWh): A measure of electricity defined as a unit of work or energy, measured as 1 kilowatt (1,000 watts) of power expended for 1 hour ([U.S. Energy Information Administration](https://www.eia.gov/energyexplained/electricity/kilowatt-hours.php)).

3,566 tons of waste (greater than one-third of all waste). See **Table 4** for Sharp's waste diversion rates in FY 2024.

**Table 4: Sharp HealthCare Waste Diversion — FY 2024**

Entity	Total Waste Per Year (lbs)	Diverted Waste Per Year (lbs)	Percent Diverted
Sharp Metropolitan Medical Campus	7,053,494	2,437,441	34.6%
SCVMC	3,763,337	1,045,227	27.8%
SGH	4,801,245	2,610,202	54.4%
SCHHC	802,076	302,700	37.7%
SRSMC	1,382,270	320,810	23.2%
System Offices	1,426,082	416,303	29.2%
<b>Total Sharp HealthCare</b>	<b>19,228,504</b>	<b>7,132,682</b>	<b>37.1%</b>

Sharp achieved the following in waste reduction in FY 2024:

- Sharp's single-waste stream recycling program diverted more than 5.2 million pounds of trash from local landfills, including non-confidential paper, cardboard, exam table paper, plastic, batteries, electronic waste), aluminum cans and glass containers.
- Sharp continued to help reduce plastic water bottle waste with its touchless, water refill stations at its Spectrum, Sharp Prebys Innovation and Education Center, and Tech Way system offices, as well as at Sharp Metropolitan Medical Campus, 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 2024, more than 200 pounds of medication were collected through these kiosks.

## Sustainable Food Practices

Sharp's commitment to sustainable food practices began 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 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<sup>18</sup> suppliers, which includes dollars spent on local,<sup>19</sup> sustainable, organic animal proteins and produce.

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, SCHHC, SMH, SMV and SGH use Leanpath, advanced food waste tracking software that helps kitchen teams measure food prior to discarding or donating to prevent unnecessary waste from entering landfills. In addition to these measures, the use of self-audit checklists helps kitchen teams across the system reduce waste between food preparation and cleanup. During FY 2024, Sharp diverted more than 919,000 pounds of food waste.

Sharp's All Ways Green Committee supports these efforts by promoting awareness of sustainable food practices within the health system and the greater San Diego community.

## Commuter Solutions

Sharp encourages employees to participate in commuter alternatives that reduce carbon dioxide emissions, such as public transit, carpooling, vanpooling, biking, walking and telecommuting. Through participation in SANDAG's<sup>20</sup> iCommute Program, employees can sign up for rideshare matching for their commute based on work schedule, departure location and destination. In addition, employees can enroll 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.

<sup>18</sup> 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.

<sup>19</sup> Local food refers to any agriculture produced within 250 miles.

<sup>20</sup> San Diego Association of Governments. ([SANDAG - About](#)).

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 2024 Bike Anywhere Day, during which participants could explore 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. Sharp hosted pitstops at its Ruffin Road office location and at SCVMC.

Sharp replaced fuel inefficient 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 EV chargers to support the creation of a national EV chargers' infrastructure and help reduce carbon emissions and dependence on petroleum. As part of the nationwide Electric Vehicle Project, Sharp has installed 192 EV chargers at its corporate office, SCVMC, Sharp Metropolitan Medical Campus, SGH and some SRSMC sites. To encourage use of these chargers, Sharp has also been able to offer a lower price per kWh of electricity than the market rate, essentially providing a discount on charging costs to employees. In 2024, Sharp's EV chargers generated the energy equivalent of approximately 51,000 gallons of gasoline. In FY 2025, Sharp will install 40 to 60 additional EV chargers.

## **Sharp Equality Alliance**

The Sharp Equality Alliance is a network of Sharp employees who work together to advance diversity, equity, inclusion and belonging initiatives, educate the Sharp workforce on cultural competency topics, and develop partnerships to help achieve health equity across the Sharp system and the San Diego community. In FY 2024, the Sharp Equality Alliance celebrated its ten-year anniversary.

To accomplish its work, the Sharp Equality Alliance hosts regular opportunities in a variety of formats for Sharp employees and Sharp-affiliated physicians to learn and engage in meaningful conversations about current topics regarding diversity, equity, inclusion and belonging and health equity, listed below.

The Breakfast Forum program is an online education series that highlights a health equity-related topic where disparities are impacting patients, their families, clinicians and staff, as well as their ability to achieve optimal health.

The Safe Speak program offers support sessions to provide Sharp employees and Sharp-affiliated physicians with a confidential 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).

The Current Conversations program is an online forum moderated by a Sharp Equality Alliance 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.

Annual Multicultural and Diversity Fairs are organized and hosted by Sharp Equality Alliance chapters to raise awareness among Sharp employees about diverse cultures and populations in SDC. Each event features community-based organizations and social service providers as well as food, dance and other demonstrations of local cultures.

Further, Sharp Equality Alliance leadership and support has consistently helped Sharp hospitals achieve recognition for their quality of care for diverse populations. In FY 2024, each of Sharp's seven hospitals was designated as an LGBTQ+ Healthcare Equality Leader in the Human Rights Campaign Foundation's 2024 Healthcare Equality Index for the second time in two years. The Healthcare Equality Index is the national LGBTQ+ benchmarking tool that evaluates health care facilities' policies and practices related to the equity and inclusion of their LGBTQ+ patients, visitors and employees. With a score of 100 at every hospital, Sharp received the maximum rating possible for its nondiscrimination and staff training, patient services and support, employee benefits and policies, and patient and community engagement initiatives.

In the community, Sharp Equality Alliance represents Sharp at numerous events annually. In FY 2024, these events included the Dr. Martin Luther King Jr. Day Parade, San Diego Pride and community fundraising walks for organizations such as National Alliance on Mental Illness San Diego and American Foundation for Suicide Prevention.

The Sharp Equality Alliance will continue to play an integral role not only in the development and rollout of Sharp's internal diversity, equity, inclusion and belonging standards, but also the development of community partnerships that advance health equity.

For more information on the Sharp Equality Alliance, please visit <https://www.sharp.com/about/diversity>.

## **Employee Well-Being: Sharp Best Health<sup>21</sup>**

Sharp is committed to employee well-being and believes that a healthy team leads to a healthier community. Since 2010, the Sharp Best Health (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. In FY 2024, SBH educated nearly 4,400 employees about its programs and services through in-person events throughout the system.

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<sup>21</sup> Sharp Best Health programs are not financially valued in this community benefit report.



In FY 2024, SBH continued to encourage employees to stay active by offering onsite fitness classes and daily virtual stretch breaks led by a certified yoga instructor. 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, SBH partnered with Charity Miles, an innovative app dedicated to converting physical activity to monetary donations, to host two physical activity challenges for Sharp employees. By tracking their movement with the Charity Miles app, Sharp team members unlocked charitable contributions to the Sharp Foundation and the American Heart Association. More than 650 employees joined Charity Miles' Move with Purpose campaign and raised close to \$2,200.

Sharp's employee assistance program provides employees and their household members and eligible dependents access to a confidential 24-hour hotline to help manage stress and daily challenges, highlighting Sharp's commitment to the mental health and well-being of its team members. In FY 2024, 10% of the Sharp workforce used the hotline.

SBH also offered several virtual employee wellness initiatives in FY 2024:

- The Three Good Things Project encouraged approximately 400 participants to intentionally write down three positive things that happened each day during the two-week challenge. This activity helped participants practice gratitude with a goal of reducing burnout and increasing 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. More than 230 Sharp team members participated in the Better Than Yesterday Challenge.
- The Thanks & Planks Challenge promoted physical fitness and mental wellness by encouraging staff to complete a daily plank while also reflecting on what they are thankful for. Almost 400 team members participated in the two-week challenge.
- Mindfulness sessions helped participants practice mindfulness and was offered three times per week. Nearly 400 employees engaged in guided mindfulness sessions, creating a collaborative environment and contributing to improved mental well-being and stress reduction.
- SBH partnered with On the Goga, a worksite wellness company, to offer staff members a variety of 30-minute educational workshops, including How Money Talks, Boundary Setting and The Power of Authenticity. These workshops aimed to enhance employees' mental, physical and social well-being, engaging hundreds of team members in FY 2024.
- SBH provided a monthly, 30-minute Mindful Journaling Workshop through which approximately 150 team members used journaling and different writing techniques to improve sleep habits and mental health and regulate blood pressure.

- SBH partnered with Sharp's nutrition experts to provide Wellness Bites Webinars. This nutrition education series taught employees how food can be like medicine and how to plan and prepare meals when they are busy.

In FY 2024, SBH continued to oversee the CAREforYou Program — a network of peer supporters trained to help Sharp team members with challenges in working in a healthcare setting. In FY 2024, SBH and CAREforYou hosted four peer supporter trainings for staff, adding 50 new peer supporters to the network to ensure essential emotional and psychological support for employees.

SBH also continued to provide its text-based messaging service in FY 2024 to keep Sharp team members updated on program offerings as well as well-being updates and news. As of November 2024, 650 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 2024, the WellnessDirect Program reached approximately 920 employees from 35 teams across the system.

In FY 2024, SBH offered RethinkCare's digital mindfulness and yoga training platform, featuring hundreds of free sessions for employees to manage stress and enhance well-being. The platform has been used during meetings and shift changes across the Sharp system. Since its launch in 2019, over 3,000 employees have participated, dedicating more than 1,500 hours in FY 2024 to developing skills in areas such as sleep, resilience, anxiety, stress and one-minute breaks.

SBH continued to provide Wellness on Wheels, which brings employees quick and relevant wellness resources directly to their workplace. 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. Sessions include an educational component, an interactive activity and a call to action. In FY 2024, SBH conducted more than 10 Wellness on Wheels rounds during both day and night shifts, engaging with approximately 950 employees. Employees learned about a variety of topics, such as healthy snacks and beverages, sleep health, essential oils and self-care.

In FY 2024, SBH provided weekly, bi-weekly and rounding chair massage services to more than 1,500 employees and added five massage chairs to select Sharp locations to help employees combat stress and fatigue.

In FY 2024, SBH hosted one Art of Wellness event at the Sharp Copley office. This half-day retreat provided more than 70 employees with wellness activities, including sound healing, gentle yoga, art and mindful journaling. The event fostered social connection

among Sharp team members and promoted a supportive community within the workplace.

In FY 2024, SBH prioritized leadership education and engagement to enhance the health and well-being of its staff. SBH developed several leader-focused toolkits and trainings, including the following: Leading with Wellness – Guide for Leaders to Support Wellness at Work, Manager Toolkit Tips for Mental Health Support, Leading Powerfully During Time of Transition and Supporting Staff After Traumatic Events.

Employee feedback and participation data indicate that SBH programs and resources deliver a positive impact on various aspects of Sharp's organizational success, supporting Sharp's vision to being the "Best Place to Work." This includes employee workplace satisfaction (81%), reduced stress levels (96%), support to stay physically active and illness free (86%) and increased focus and energy (91%).

# Executive Summary



## Section

# 2 Executive Summary

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*Sharp is deeply honored to bring care to the entire region, particularly to individuals with difficulty in accessing health care. We look forward to adding even more services and caregivers to meet the community's needs.*

*— 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) 2024 (Oct. 1, 2023, through Sept. 30, 2024). The summary also reports the economic value of community benefit provided by Sharp according to the framework 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 2024***

- 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 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 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 2024

The following are examples of community benefit programs and services provided by Sharp hospitals and entities in FY 2024.

- **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>22</sup>
- **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.

<sup>22</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.



- **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.

## Economic Value of Community Benefit Provided in FY 2024

In FY 2024, Sharp provided a total of **\$622,598,584** in community benefit programs and unreimbursed services. **Table 5** 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 5: Sharp HealthCare Total Community Benefit — FY 2024<sup>23</sup>**

SB 697 Category	Programs and Services Included in SB 697 Category	Estimated FY 2024 Unreimbursed Costs
Medical Care Services	Shortfall in Medi-Cal <sup>24</sup>	\$124,323,262
	Shortfall in Medicare <sup>24</sup>	427,069,591
	Shortfall in CMS <sup>24</sup>	2,749,635
	Shortfall in CHAMPVA/TRICARE <sup>24</sup>	16,857,872
	Shortfall in Workers' Compensation <sup>24</sup>	249,953
	Charity Care <sup>25</sup>	23,503,957
	Bad Debt <sup>25</sup>	18,099,628
Other Benefits for Vulnerable <sup>26</sup> Populations	Patient transportation and other assistance for vulnerable populations <sup>27</sup>	3,976,771
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>27</sup>	2,269,264
Health Research, Education and Training Programs	Education and training programs for students, interns and health care professionals <sup>27</sup>	3,498,651
<b>TOTAL</b>		<b>\$622,598,584</b>

<sup>23</sup> Economic value is based on unreimbursed costs.

<sup>24</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.

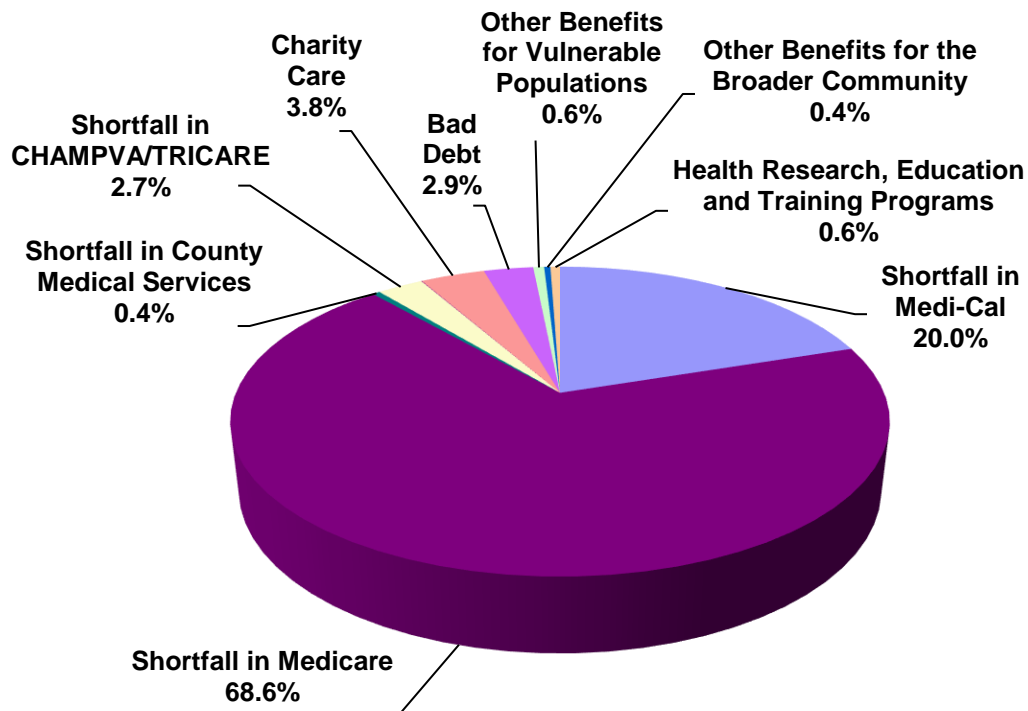
<sup>25</sup> Charity care and bad debt reflect the unreimbursed costs of providing services to patients without the ability to pay for services at the time the services were rendered.

<sup>26</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.

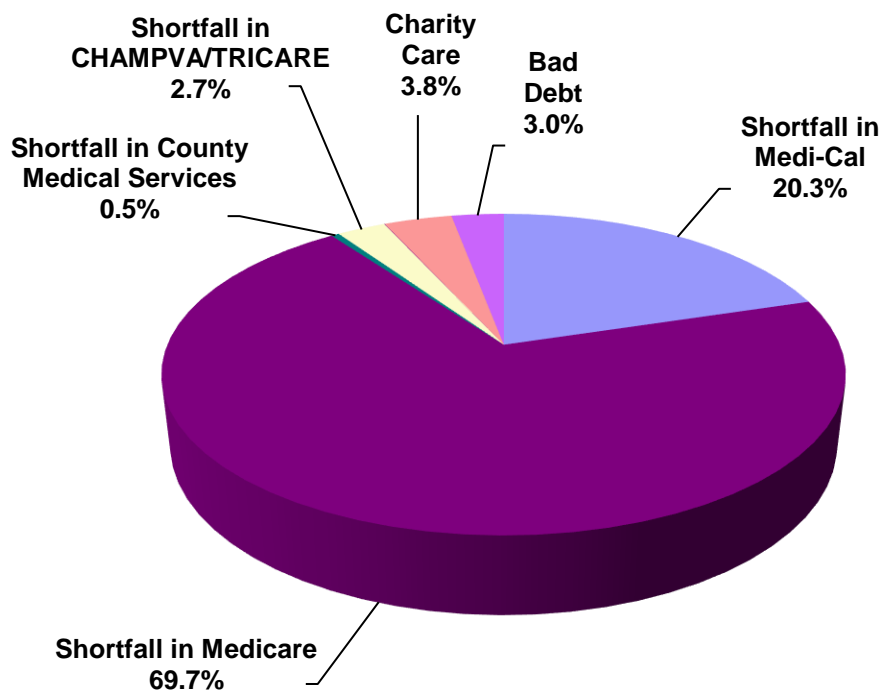
<sup>27</sup> Unreimbursed costs may include an hourly rate for labor and benefits plus costs for supplies, materials and other purchased services. Any offsetting revenue (such as fees, grants or external donations) is deducted from the costs of providing services. Unreimbursed costs were estimated by each department responsible for providing the program or service.



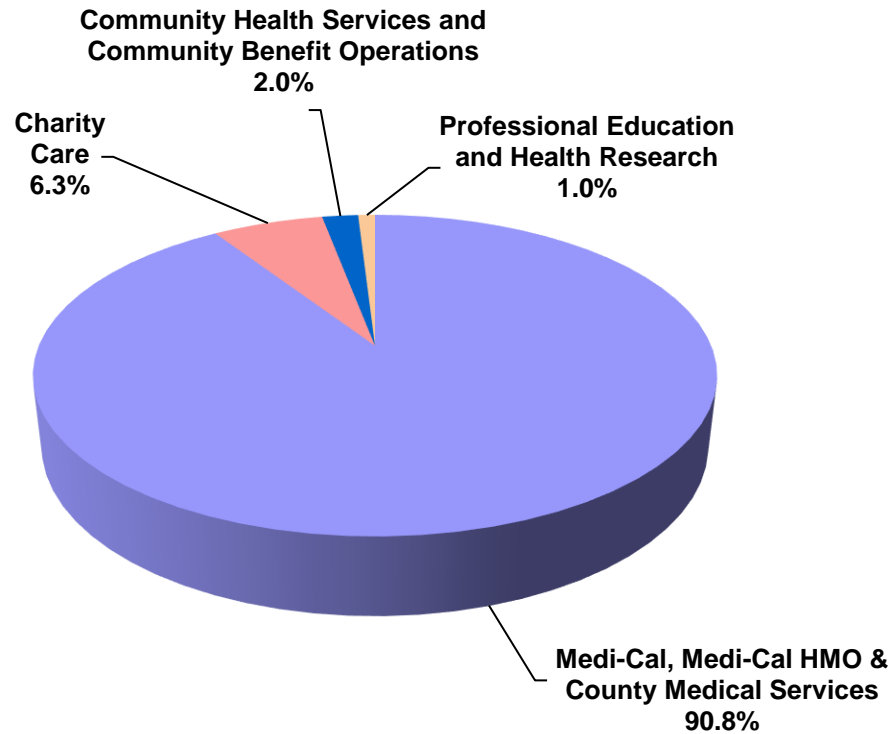
**Figure 3: Sharp HealthCare Community Benefit  
by SB 697 Category — FY 2024**



**Figure 4: Sharp HealthCare Medical Care Services — FY 2024**



**Figure 5: Sharp HealthCare Community Benefit  
by IRS Form 990 Schedule H Category — FY 2024**

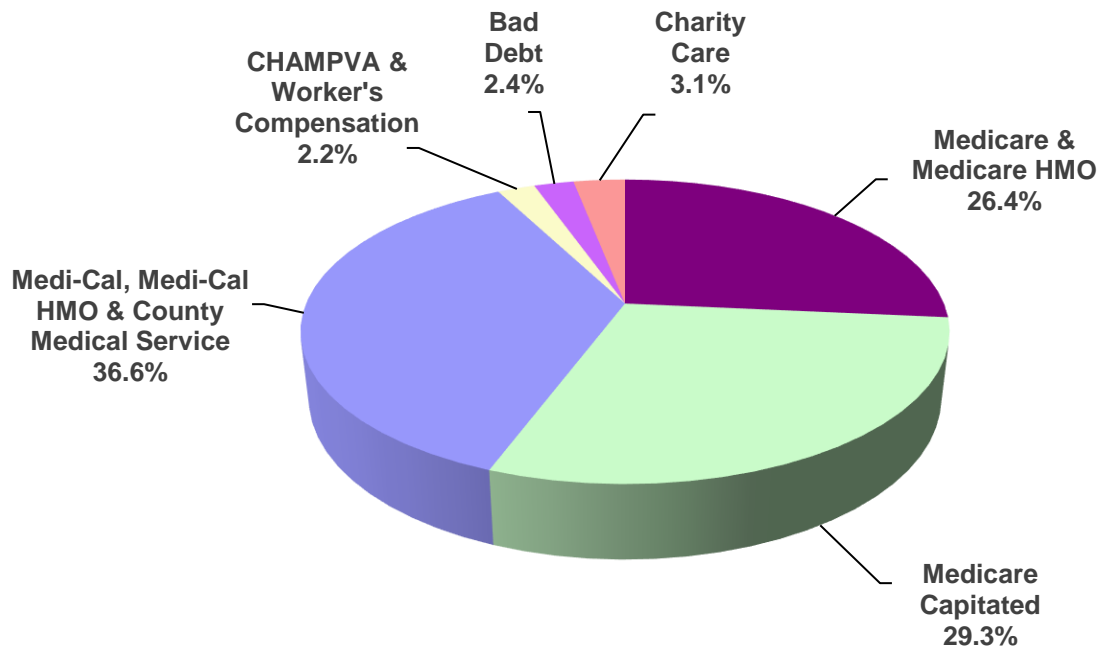


In FY 2024, the State of California and the Centers for Medicare and Medicaid Services approved a Medi-Cal Hospital Fee Program for the time period of January 1, 2023 through December 31, 2024. This resulted in recognition of supplemental revenues totaling \$348.3 million and quality assurance fees and pledges totaling \$192.4 million in FY 2024. The net FY 2024 impact of the program totaling \$155.9 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 2024 understate the true unreimbursed medical care services performed for the past FY. **Table 6** and **Figure 6** illustrate the impact of the Medi-Cal Hospital Fee Program on Sharp's unreimbursed medical care services in FY 2024.

**Table 6: Sharp HealthCare Unreimbursed Medical Care Services:  
Medi-Cal Hospital Fee Program Impact — FY 2024**

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	\$202,829,200	\$224,240,391	\$280,679,977	\$17,107,825	\$18,099,628	\$23,503,957	<b>\$766,460,978</b>
Provider Fee			\$(153,607,080)				\$(153,607,080)
Net Unreimbursed Medical Care Services After Provider Fee	\$202,829,200	\$224,240,391	\$127,072,897	\$17,107,825	\$18,099,628	\$23,503,957	<b>\$612,853,898</b>

**Figure 6: Sharp HealthCare Unreimbursed Medical Care Services  
Before Medi-Cal Hospital Fee — FY 2024**

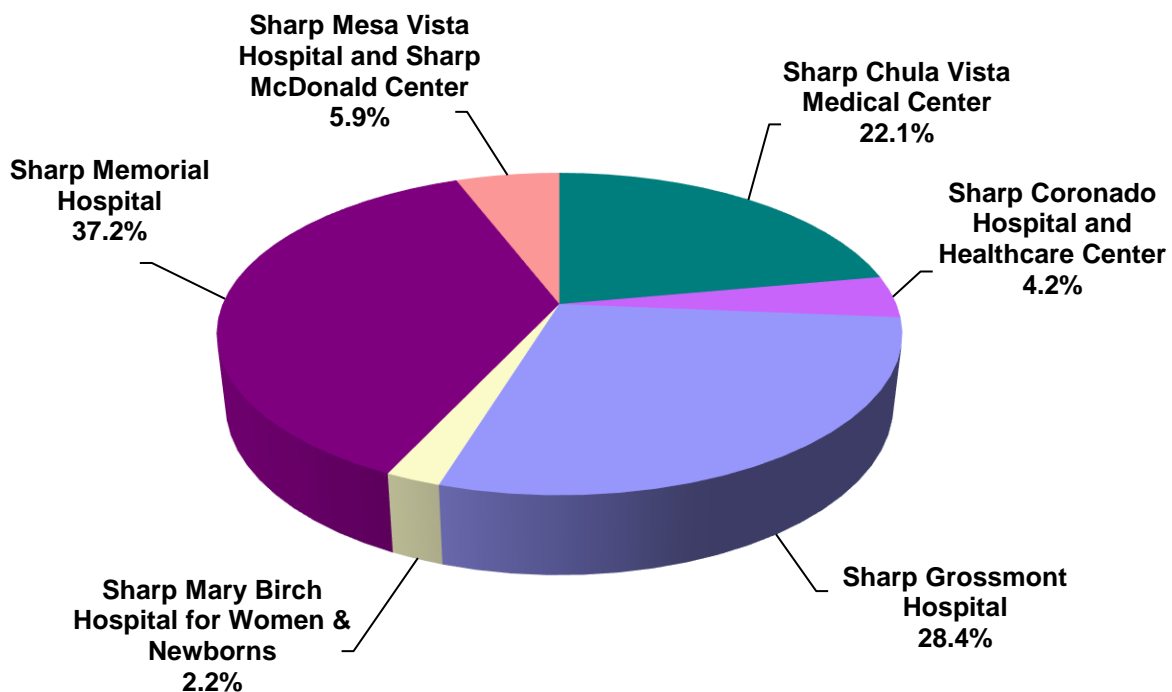


**Table 7** lists community benefit costs provided by each Sharp entity and **Figure 7** shows the percentage distribution by Sharp hospital entity.

**Table 7: Total Economic Value of Community Benefit Provided<sup>23</sup>  
By Sharp HealthCare Entities — FY 2024**

Sharp HealthCare Entity	Estimated FY 2024 Unreimbursed Costs
Sharp Chula Vista Medical Center	\$137,734,456
Sharp Coronado Hospital and Healthcare Center	26,135,468
Sharp Grossmont Hospital	176,955,168
Sharp Mary Birch Hospital for Women & Newborns	13,768,020
Sharp Memorial Hospital	231,447,432
Sharp Mesa Vista Hospital and Sharp McDonald Center	36,420,863
Sharp Health Plan	137,177
<b>TOTAL</b>	<b>\$622,598,584</b>

**Figure 7: Percentage of Community Benefit Provided by  
Sharp HealthCare Hospital Entities — FY 2024**



**Table 8** 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 2024, see tables presented in **Sections 5** through **12**.

**Table 8: Detailed Economic Value of SB 697 Categories<sup>23</sup> — FY 2024**

Sharp HealthCare Entity	SB 697 CATEGORY				Estimated FY 2024 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	\$136,045,388	\$417,808	\$329,428	\$941,832	\$137,734,456
Sharp Coronado Hospital and Healthcare Center	25,721,159	161,455	120,185	132,669	26,135,468
Sharp Grossmont Hospital	174,018,249	1,369,756	765,634	801,529	176,955,168
Sharp Mary Birch Hospital for Women & Newborns	13,271,365	62,478	272,660	161,517	13,768,020
Sharp Memorial Hospital	228,957,629	820,766	549,273	1,119,764	231,447,432
Sharp Mesa Vista Hospital and Sharp McDonald Center	34,840,108	1,102,645	142,020	336,090	36,420,863
Sharp Health Plan	–	41,863	90,064	5,250	137,177
<b>TOTAL</b>	<b>\$612,853,898</b>	<b>\$3,976,771</b>	<b>\$2,269,264</b>	<b>\$3,498,651</b>	<b>\$622,598,584</b>

# Community Benefit Planning Process



## Section

# 3 Community Benefit Planning Process

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*Giving back to the community is an opportunity to pay it forward — to share our passion, expertise and time to make a difference in the lives of others.*

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

Sharp HealthCare (Sharp) bases 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 at each Sharp hospital and input from communities served by those hospitals, to provide a foundation for community benefit program planning and implementation. This section summarizes Sharp's most recent CHNA process and findings (completed in September 2022), and describes the steps completed to prepare Sharp's Community Benefit Plan and Report.

## Sharp HealthCare Community Health Needs Assessments

Sharp participates 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 develops a CHNA for each of its individually licensed hospitals. This process gathers both hospital data and the perspectives of community-based organizations and residents to identify and prioritize health and social needs for residents across the county, with an emphasis on special populations. 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 chaired the collaborative effort facilitated by the Hospital Association of San Diego and Imperial Counties (HASD&IC). The objectives, methodology and findings in the HASD&IC CHNA significantly informed the process and findings of Sharp's individual hospital CHNAs. The complete HASD&IC 2022 CHNA is available at <https://hasdic.org/chna/>.

To develop its individual hospital CHNAs, Sharp supplemented HASD&IC CHNA activities with additional quantitative and qualitative research expressly for 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
- Sharp McDonald Center
- Sharp Mesa Vista Hospital



In accordance with federal regulations, the Sharp Memorial Hospital 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 the California Department of Health Care Access and Information.

Sharp hospital CHNAs include all applicable elements of the HASD&IC CHNA and are available on Sharp.com: <https://www.sharp.com/about/health-needs-assessments>.

## Findings

**Figure 8** illustrates the top community needs identified by Sharp's 2022 CHNA process (in alphabetical order).

**Figure 8: Sharp 2022 CHNA Top Community Needs<sup>28</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. Specifically, the foundational challenges (health disparities and workforce shortages) and underlying themes (stigma and trauma) interact with each other to amplify the identified community needs as well as disrupt efforts that advance health equity and improve community well-being.

<sup>28</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.

## Community Recommendations

During qualitative data collection, HASD&IC CHNA community engagement participants were asked about the most important things that hospitals and health systems could do to improve health and well-being in our community.

Most responses fell into four categories: navigation and support, culturally appropriate care, workforce development and community collaboration. See **Table 9** for the types of recommendations identified by HASD&IC's community engagement participants.

**Table 9: 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>	

Additional recommendations from Sharp CHNA community engagement activities are included below.

- Increase connection and support for community members, including more follow-up calls, home visits, support for caregivers and community resources.
- Promote community awareness about Sharp programs and services among certain populations within SDC.
- Improve employee well-being and retention with a focus on improved communication, work-life balance, compensation, new graduate programs and the hiring process.
- Offer employee education opportunities focused on care for the senior community, cultural humility and implicit/unconscious bias.
- Increase the availability of behavioral health care providers and improve access to behavioral health care and community based behavioral health services.

## Next Steps

CHNA findings help inform and guide Sharp's community health programs and services and are a critical component of Sharp's community benefit report process, outlined in the following section.

Sharp hospitals' fiscal year (FY) 2025 - 2028 Implementation Strategies, which track community benefit program and service outcomes, are publicly available at: <http://www.sharp.com/about/community/health-needs-assessments.cfm>.

## 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**, considering 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 the prior FY — **FY 2024 Report of Activities**
- Develops a plan for the upcoming FY, including specific steps to be undertaken — **FY 2025 Plan**
- Reports and categorizes the **economic value of community benefit provided in FY 2024**, according to the framework identified in California Senate Bill 697
- Reviews and approves a community benefit plan
- Makes the Community Benefit Plan and Report publicly available on sharp.com
- 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 9** outlines Sharp's community benefit process.

**Figure 9: Sharp HealthCare Community Benefit Plan and Report Process**





# Description of Community Needs



## Section

# 4 Description of Community Needs

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*Being an exemplary public citizen means putting our community first. I'm proud of Sharp's work to connect and build programs for and with our community members and partners who share a commitment to making San Diego County a healthy place.*

— Elly Maienschein, Vice President of Government Relations, Sharp HealthCare

The following pages include data describing the demographic characteristics of the communities served and 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 demographic characteristics of the communities served by Sharp's community benefit programs and services.

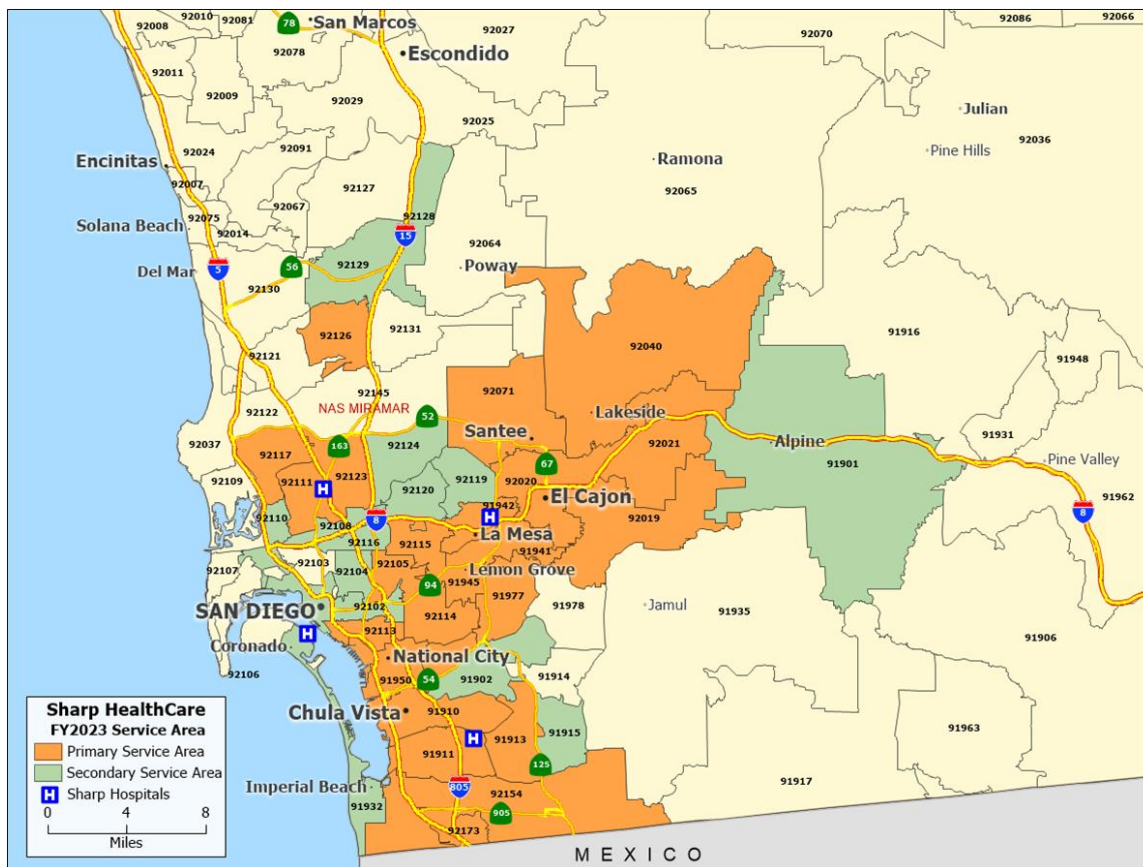
- [Sharp HealthCare Service Area](#)
- [Population](#)
- [Sex](#)
- [Race/Ethnicity](#)
- [Language](#)
- [Veterans](#)

## Communities Served Demographics

### *Sharp HealthCare Service Area*

Communities within Sharp's service area include San Diego County's (SDC) central, north central, north inland, east and south regions, as defined by the County of San Diego's Health and Human Services Agency (HHSA). See **Figure 10** below for information on the primary and secondary service areas served by Sharp. For further information on the HHSA defined regions, please refer to **Appendix C** of this report.

**Figure 10: Sharp HealthCare Inpatient Service Area Map  
(all hospitals combined), Fiscal Year (FY) 2023<sup>29</sup>**



### Population

In 2022, there were approximately 3.3 million residents in SDC, making it the second most populous county in the state.<sup>30</sup> Please refer to **Table 10** below for more information.

<sup>29</sup> Sharp Fiscal Year (FY) 2023, Centricity HPA via Merlin (internal data warehouse. Map produced by Sharp Strategic Planning Department, 2024). Based on FY 2023 inpatient discharges, excluding normal newborns, the Primary Service Area is defined as the set of ZIP codes where 65% of inpatients reside and Secondary Service Area is defined as the set of ZIP codes where the next 15% of inpatients reside.

<sup>30</sup> County of San Diego, HHSA, PHS, CHSU. (2024). [2018-2022 Demographic Profiles](#).



**Table 10: SDC Population by Age, 2022<sup>30</sup>**

HHSA Region	0-14	15-24	25-44	45-64	65+
East	18.9%	12.7%	27.9%	24.9%	15.6%
Central	14.9%	14.6%	36.7%	21.6%	12.2%
North Central	15.3%	14.0%	32.8%	23.3%	14.7%
North Coastal	18.5%	15.1%	27.3%	24.0%	15.1%
North Inland	19.5%	11.7%	26.6%	25.6%	16.6%
South	19.2%	14.3%	28.7%	24.5%	13.3%
<b>SDC Total</b>	<b>581,402</b>	<b>450,679</b>	<b>986,522</b>	<b>789,105</b>	<b>481,993</b>
<b>% of Total</b>	<b>17.7%</b>	<b>13.7%</b>	<b>30.0%</b>	<b>24.0%</b>	<b>14.7%</b>

Between 2024 and 2029, it is anticipated that SDC's senior population will grow by 15.0%. Further, between 2024 and 2029, it is anticipated that the number of women of childbearing age in SDC will increase by 1.6%.<sup>31</sup>

### Sex

In 2022, SDC had a total population of nearly 3.3 million, 49.3% (1.6 million) females and 50.7% (nearly 1.7 million) males.<sup>30</sup> Additionally, in 2023, 2.0% of adults ages 18 and over were transgender and/or gender expansive.<sup>32</sup> In addition, there were 594,610 women ages 18 to 44 residing in SDC, representing 17.8% of the population.<sup>30</sup> Please refer to **Table 11** below for more information.

**Table 11: SDC Population by Sex, 2022<sup>30</sup>**

HHSA Region	Female	Male
East	50.5%	49.5%
Central	48.4%	51.6%
North Central	48.9%	51.1%
North Coastal	48.6%	51.4%
North Inland	49.8%	50.2%
South	49.6%	50.4%
<b>SDC Total</b>	<b>1,621,850</b>	<b>1,667,851</b>
<b>% of Total</b>	<b>49.3%</b>	<b>50.7%</b>

<sup>31</sup> SpeedTrack®, Inc.; U.S. Census Bureau.

<sup>32</sup> University of California (UC) Los Angeles Center for Health Policy Research. (2024). [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.

## Race/Ethnicity

In 2022, SDC's population was 34.5% Hispanic. Among the non-Hispanic (NH) population, 43.6% were White, 4.5% Black, 11.8% Asian, 0.4% Native Hawaiian or Pacific Islander, 0.3% American Indian/Alaska Native, 4.5% two or more races, and 0.4% other. The SDC regions with the largest Hispanic populations, by percentage of the population, are the south and central regions (62.1% and 41.5%, respectively). Additionally, SDC's central and east regions had higher percentages of NH Black residents (10.0% and 5.6%, respectively) compared to SDC (4.5%). SDC's south region had the lowest proportion of NH White residents (17.2%), while SDC's east region had the highest (54.9%) compared to other HHSA regions.<sup>30</sup> Please refer to **Table 12** below for more information.

**Table 12: SDC Population by Race/Ethnicity, 2022<sup>30</sup>**

HHSA Region	NH White	Hispanic	Black	Asian	Native Hawaiian or Pacific Islander	American Indian/Alaska Native	Other	Two or More Races
East	54.9%	28.8%	5.6%	4.7%	0.4%	0.3%	0.4%	4.9%
Central	30.6%	41.5%	10.0%	12.6%	0.6%	0.2%	0.4%	4.2%
North Central	53.3%	17.4%	3.2%	19.7%	0.3%	0.2%	0.5%	5.5%
North Coastal	53.4%	31.2%	2.9%	6.3%	0.5%	0.3%	0.4%	5.0%
North Inland	47.8%	31.7%	1.9%	12.7%	0.2%	0.6%	0.4%	4.6%
South	17.2%	62.1%	4.5%	12.6%	0.4%	0.1%	0.4%	2.7%
<b>SDC Total</b>	<b>1,433,598</b>	<b>1,134,647</b>	<b>149,105</b>	<b>387,969</b>	<b>12,385</b>	<b>9,338</b>	<b>13,667</b>	<b>148,992</b>
<b>% of Total</b>	<b>43.6%</b>	<b>34.5%</b>	<b>4.5%</b>	<b>11.8%</b>	<b>0.4%</b>	<b>0.3%</b>	<b>0.4%</b>	<b>4.5%</b>

## Language

The majority (63.4%) of the population age 5 years and older in SDC spoke only English at home in 2022. Compared to SDC overall, south and central regions had the lowest percentage of residents who spoke English at home (41.4% and 55.4%, respectively). These two regions also had a higher percentage of residents who reported speaking English less than "very well" (20.4% and 17.1%, respectively) compared to SDC (13.0%).<sup>30</sup> Please refer to **Table 13** below for more information.

**Table 13: SDC Population Age 5+ by Language Spoken at Home and English-Speaking Ability, 2022<sup>30</sup>**

HHSA Region	Speak English Only	Speak a Non-English Language at Home and Speak English “Very Well”	Speak Spanish at Home and English Less Than “Very Well”	Speak API* Language at Home and English Less Than “Very Well”	Speak Other Language at Home and English Less Than “Very Well”
East	70.3%	18.7%	5.7%	1.4%	3.9%
Central	55.4%	27.5%	10.9%	4.6%	1.6%
North Central	70.5%	19.9%	2.4%	5.3%	1.9%
North Coastal	72.6%	18.0%	7.0%	1.7%	0.7%
North Inland	67.0%	21.1%	7.7%	2.9%	1.3%
South	41.4%	38.2%	17.1%	3.1%	0.2%
<b>SDC Total</b>	<b>63.4%</b>	<b>23.6%</b>	<b>8.1%</b>	<b>3.3%</b>	<b>1.6%</b>

#### *Veterans*

In 2022, there were 194,517 veterans in SDC, accounting for 7.8% of the population. Of these veterans, 88.7% were male and 11.3% were female.<sup>30</sup> Please refer to **Table 14** below for more information.

**Table 14: Veterans in the SDC Population by Sex, 2022<sup>30</sup>**

HHSA Region	Veterans in SDC		% of Veterans by Sex	
	#	%	Male	Female
East	33,743	8.8%	88.2%	11.8%
Central	25,922	6.5%	88.1%	11.9%
North Central	37,422	7.4%	88.8%	11.2%
North Coastal	30,453	7.9%	88.1%	11.9%
North Inland	37,452	8.1%	90.2%	9.8%
South	29,525	8.0%	88.1%	11.9%
<b>SDC Total</b>	<b>194,517</b>	<b>7.8%</b>	<b>88.7%</b>	<b>11.3%</b>

For more detailed information on the demographic profiles of SDC communities, please visit [the San Diego County Community Health Statistics Unit page](#).

## Communities Served Identified Needs

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, the CHNA findings emphasize workforce development as a recommended strategy to address the severity of each identified community need. This is crucial because workforce shortages deepen the primary health and social needs of the community served by Sharp hospitals.

- [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 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*.
- The following logistical challenges were described 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 accessing an appropriate level of care, such as locating after-hours urgent care.
- A primary theme identified across CHNA community engagement was the need for increased access to culturally competent and linguistically appropriate care.
  - This item also addresses the following identified need(s): *Workforce Development*.
- The lack of post-acute services has created long wait times for appropriate levels of care, especially following discharge from the hospital. Hospital staff face significant challenges in finding timely follow-up care or a safe place to discharge people with complex behavioral health needs. Additionally, 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*.
- Recommendations for addressing priority health needs are categorized as follows: navigation and support, culturally appropriate care, workforce development and community collaboration.

### Regional Data

- The Healthy People 2030 (HP2030) national target for health insurance coverage for individuals under the age of 65 is 92.4%. Within SDC, insurance coverage rates fell short of this target in all age groups except children ages 0 to 18,<sup>33</sup> with 88.7% of young adults ages 19 to 25, 88.9% of adults ages 26 to 44 and 91.8% of adults ages 45 to 64 insured in 2022. Young adults ages 19 to 25 in SDC's south region had the lowest rate of health insurance coverage (85.8%). **Table 15** shows health insurance coverage rates by HHSA region in 2022.<sup>30</sup>
- The overall estimated uninsured rate in SDC in 2022 was 7.3%. This rate was highest among residents in central and south regions (10.0% and 8.7%, respectively).<sup>30</sup> **Figure 11** shows estimated uninsurance rates by HHSA region in 2022.

**Table 15: Health Insurance Coverage by HHSA Region, 2022<sup>30</sup>**

HHSA Region	Current Health Insurance Coverage Rate				
	Children 0-18	Young adults 19-25	Adults 26-44	Adults 45-64	Older adults 65+
East	95.9%	91.0%†	90.4%†	92.9%	98.8%*
Central	94.8%	86.5%†	86.4%†	88.2%†	98.6%*
North Central	97.6%	93.3%	92.5%	94.8%	99.2%
North Coastal	96.0%	87.8%†	87.3%†	91.5%†	99.1%
North Inland	96.1%	86.6%†	88.7%†	92.1%†	99.0%
South	95.0%	85.8%†	87.2%†	89.9%†	98.3%*
<b>SDC Total</b>	<b>96.0%</b>	<b>88.7%†</b>	<b>88.9%†</b>	<b>91.8%†</b>	<b>98.9%</b>
<b>HP2030 Target</b>	<b>92.4%</b>	<b>92.4%</b>	<b>92.4%</b>	<b>92.4%</b>	<b>NA</b>

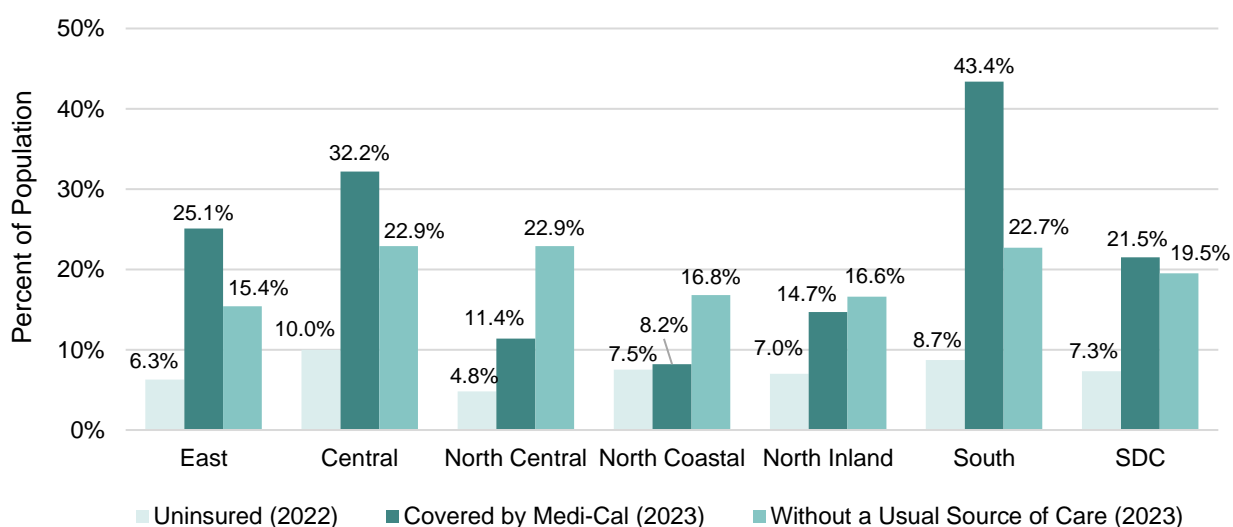
† Does not meet HP2030 target. \* Worse than SDC overall.

- In 2023, 21.5% of SDC's population was covered by Medi-Cal, 6.4 percentage points below the statewide rate of 27.9%. Among HHSA regions, south region had the highest proportion of residents covered by Medi-Cal (43.4%).<sup>32</sup> **Figure 11** shows Medi-Cal coverage rates by HHSA region.

<sup>33</sup> Office of Disease Prevention and Health Promotion. (n.d.). [Healthy People 2030 \(HP2030\)](#). U.S. Department of Health and Human Services. The U.S. Department of Health and Human Services' 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 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.

- In 2023, 19.5% of individuals in SDC did not have a usual place to go when sick or in need of health advice, an increase by 4.7 percentage points from 2022. SDC's central, north central and south regions had the highest proportions of residents without a usual source of care (22.9%, 22.9% and 22.7%, respectively).<sup>32</sup> Statewide, 21.2% of all Californians reported not having a usual source of care.<sup>32</sup> **Figure 11** shows the percentage of the population in each HHSA region who reported not having a usual source of care.
- In 2023, 26.9% of Latino SDC residents and 24.4% of Asian residents reported not having a usual source of care, the highest proportions among any racial and ethnic group.<sup>32</sup>

**Figure 11: Percent of Population Uninsured,<sup>30</sup> Covered by Medi-Cal (Medicaid), or Without a Regular Source of Health Care,<sup>32</sup> by HHSA Region**

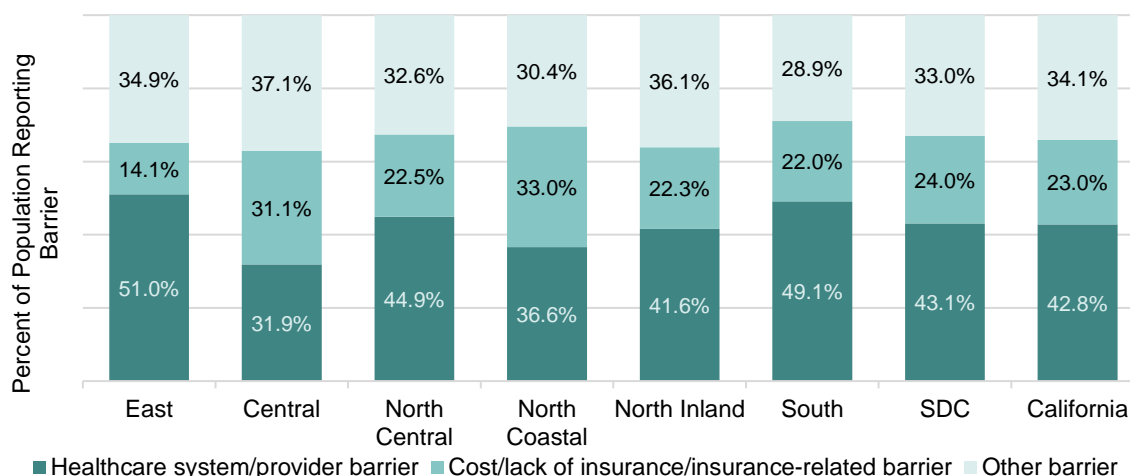


- In 2023, over one-third (37.8%) of SDC residents reported receiving care through video/telephone conversation in the past year, a 9.9 percentage point decrease from 2022 (47.7%). The largest reduction of telemedicine services between 2022 and 2023 was in east region, from 51.1% of residents reporting telemedicine utilization in 2022 to 35.6% in 2023, a decrease of over 15 percentage points. In 2023, residents in central region were most likely to report telemedical care (42.0%).<sup>32</sup>
- In 2023, 15.0% of SDC residents either did not obtain or delayed necessary medical care. Among this group, almost twice as many people reported health care system or provider-related barriers (43.1%) than cost or insurance-related reasons (24.0%). Across HHSA regions, residents in east, south and north central regions were more likely to report health care system or provider-related barriers as the reason for delayed or forgone care (51.0%, 49.1% and 44.9% respectively).<sup>32</sup> **Figure 12** compares reasoning for delayed or forgone care across HHSA regions.
- In 2023, 22.3% of adults in SDC reported acting as a caregiver to a family member or friend with an illness or disability in the past year. In east region, this figure is

31.7%. Among this group, across SDC, nearly 40% reported experiencing a physical or mental health problem in the past year related to caregiving.<sup>32</sup>

- This item also addresses the following identified need(s): *Aging Care and Support and Behavioral Health*.
- Preventable hospitalization rates can indicate patients' level of access to high-quality primary health care. In SDC in 2021, 1,965 hospital stays per 100,000 Medicare enrollees could have been prevented by outpatient treatment. This was lower than the statewide rate of 2,153 per 100,000 enrollees.<sup>34</sup>

**Figure 12: Primary Reason Reported for Delayed or Forgone Medical Care by HHSA Region, 2023<sup>32</sup>**



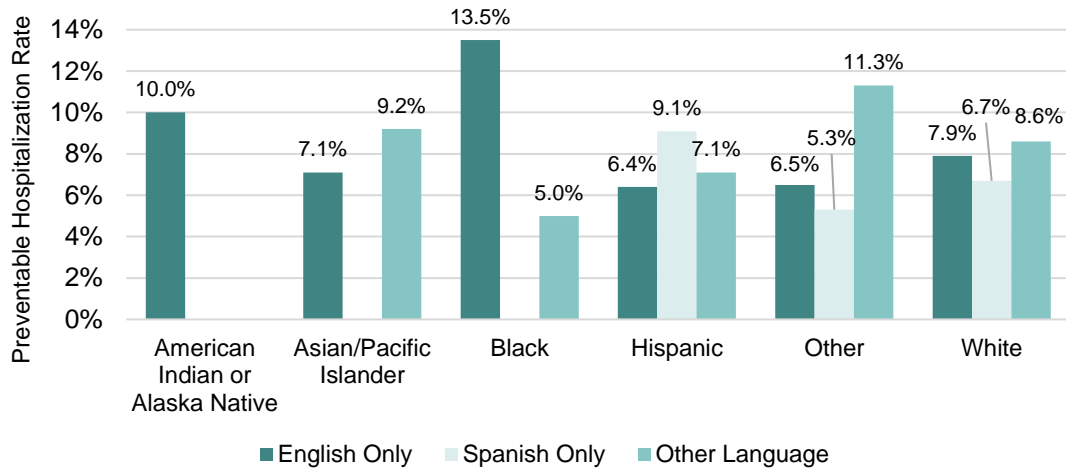
- Comparing racial/ethnic groups in SDC in 2021, Black patients who spoke English experienced the highest rate of preventable hospitalizations (13.5%), similar to the statewide rate (13.7%). Patients who identified as Other and spoke a language other than English or Spanish experienced the second highest rate of preventable hospitalizations (11.3%), which was 0.5 percentage points above the statewide rate of 10.8%.<sup>35</sup> **Figure 13** compares preventable hospitalization rates between various racial/ethnic groups in SDC.

<sup>34</sup> University of Wisconsin Population Health Institute. (2024). [Preventable Hospital Stays | County Health Rankings & Roadmaps](#). [Interactive Dashboard].

<sup>35</sup> California Department of Health Care Access and Information (2024). [Patient Discharge Data, Prevention Quality Indicators, 2017-2021](#). [Interactive Dashboard].

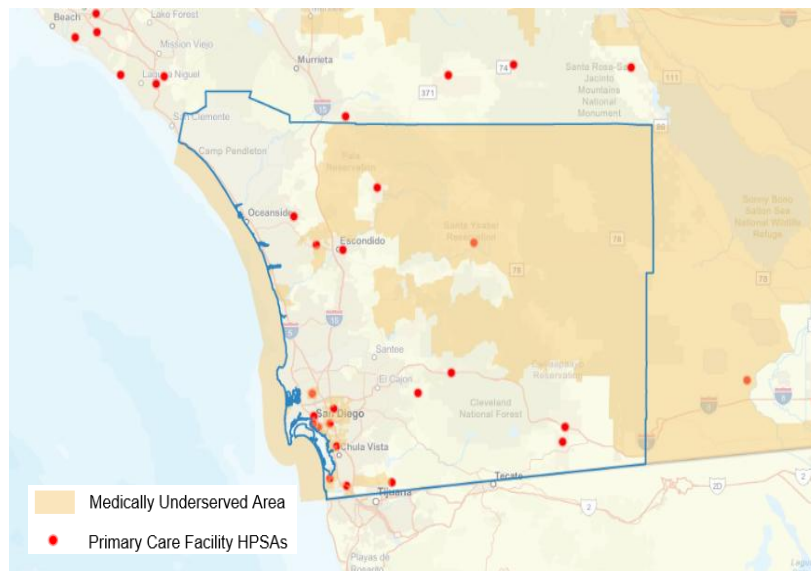


**Figure 13: Preventable Hospitalizations by Race/Ethnicity and Preferred Language Spoken in SDC, 2021<sup>35</sup>**



- Medically Underserved Areas/Populations are designated by the Health Resources & Services Administration as geographic areas or populations having too few primary care providers, high infant mortality, high poverty or a high elderly population.<sup>36</sup> A Health Professional Shortage Area is designated by the Health Resources & Services Administration as a geographic area with a shortage of providers for residents. **Figure 14** shows a map of the medically underserved areas in SDC, including the nine primary care facility Health Professional Shortage Area.

**Figure 14: Map of Medically Underserved Areas and Primary Care Facility Health Professional Shortage Areas in SDC, 2024<sup>37</sup>**



<sup>36</sup> Bureau of Health Workforce. (2024). [What Is Shortage Designation?](#). Health Resources and Services Administration.

<sup>37</sup> Health Resources and Services Administration. (2024). [HRSA Interactive Map Tool]. Retrieved November 11, 2024 from [Map Tool | HRSA Data Warehouse](#).

## Aging Care and Support

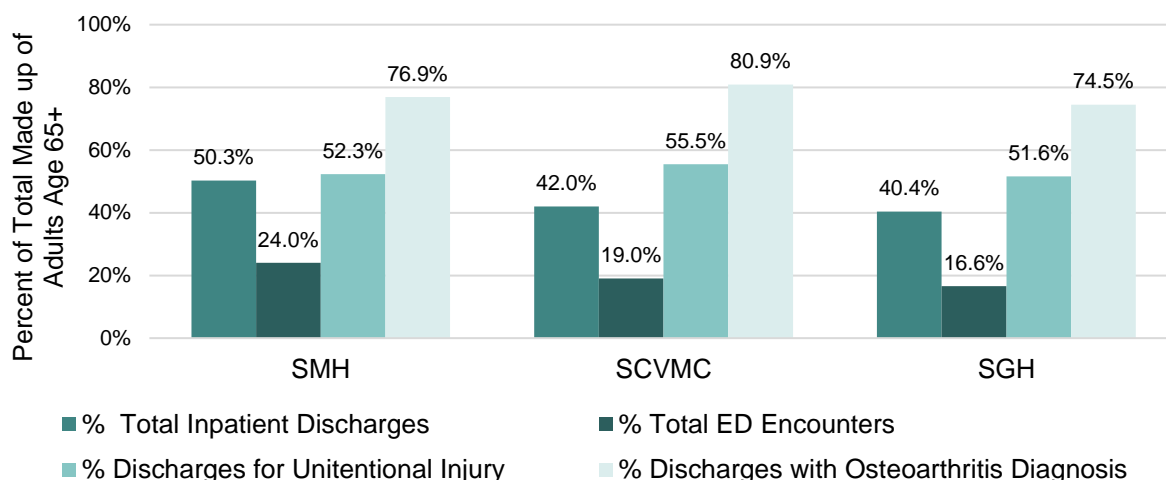
### 2022 CHNA Data

- The HASD&IC and Sharp 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*.
- Palliative care programs offering culturally diverse services are limited, which can be particularly challenging for community members who are LGBTQ+, veterans and people of color.
- Financial stability, especially among seniors, was identified as a significant barrier to aging at home with dignity, as they may be unable to afford necessary health-related home modifications or equipment.
  - This item also addresses the following identified need(s): *Economic Stability*.
- Several factors 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).
  - This item also addresses the following identified need(s): *Access to Health Care, Behavioral Health, Chronic Health Conditions, and Economic Stability*.
- The following strategies were recommended to address increased isolation among seniors/older adults: 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

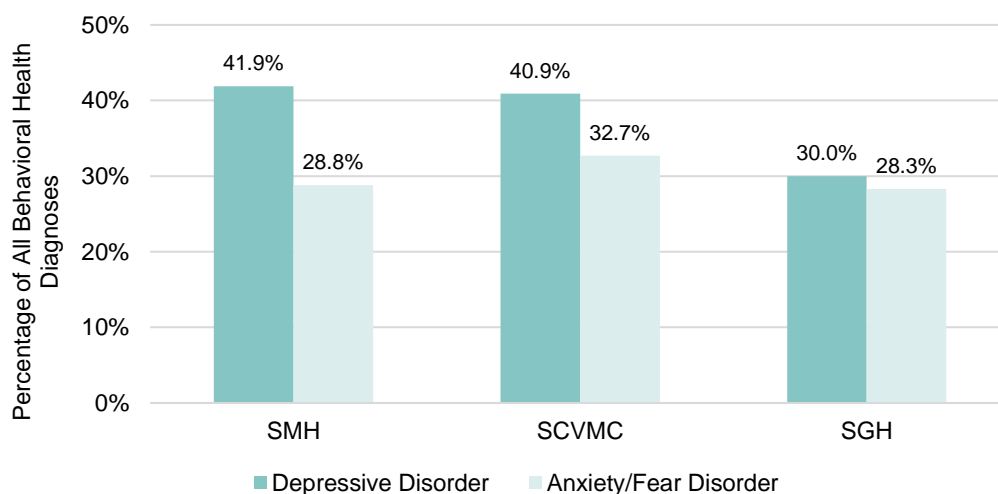
- Adults age 65 and over accounted for half (50.3%) of all inpatient discharges and nearly a quarter (24.0%) of emergency department (ED) encounters at Sharp Memorial Hospital (SMH) in 2022. **Figure 15** highlights the proportion of total inpatient discharges and ED encounters represented by older adults age 65 and over at SMH, Sharp Chula Vista Medical Center (SCVMC) and Sharp Grossmont Hospital (SGH) in 2022. **Figure 15** also shows the proportion of inpatient discharges for unintentional injury and osteoarthritis diagnoses represented by this population at each entity. Among adults age 65 and over discharged for unintentional injury at SMH, SCVMC and SGH, respectively, 72.4%, 70.3% and 70.4% were fall-related injuries.

**Figure 15: Inpatient Discharges, ED Encounters, Unintentional Injury, and Osteoarthritis Diagnosis Among Older Adults at SMH, SCVMC and SGH, 2022**



- In 2022, over one-third (38.3%) of adults age 65 and over admitted to SGH, 30.4% at SMH and 24.8% at SCVMC had a behavioral health diagnosis. **Figure 16** highlights the most common diagnoses among these patients at each entity.
  - This item also addresses the following identified need(s): *Behavioral Health*.

**Figure 16: Most Common Behavioral Health Diagnoses Among Inpatient Older Adults at SMH, SCVMC and SGH, 2022**



### Regional Data

- In 2022, adults age 65 and over made up 14.7% of the population in SDC.<sup>30</sup>

- In 2022, adults age 60 and over accounted for close to one-third (30.8%) of total morbidity<sup>38</sup> and 43.5% of all hospitalizations in SDC.<sup>39</sup>
- In 2022, most of the leading health conditions impacting adults age 60 and over in SDC were chronic diseases, with overall heart disease and overall cancer being the top two leading causes of death for this population across HHSA regions.<sup>40</sup> Alzheimer's disease, chronic kidney disease and stroke were also among the top five leading causes of death for this age group across nearly all regions.
- Comparing HHSA regions, SDC's east region had the highest death rates for heart disease, cancer and chronic obstructive pulmonary disease/chronic lower respiratory diseases, while south region had the highest death rates related to chronic kidney disease, stroke and diabetes among older adults age 60 and over.<sup>40</sup>
  - This item also addresses the following identified need(s): *Chronic Health Conditions*.
- In 2022, the top two causes of hospitalization among SDC adults age 60 and over were overall heart disease and falls. Older adults in east and south regions experienced higher rates of hospitalization for these conditions compared to other regions.<sup>40</sup>
  - This item also addresses the following identified need(s): *Chronic Health Conditions*.
- In 2022, the top four causes of ED utilization among SDC adults age 60 and over, were, in rank order: falls, overall heart disease, COVID-19 and urinary tract infections. Older adults in SDC's east region had the highest rate of ED discharges due to falls, while older adults in the south region had the highest rates of ED use due to overall heart disease, COVID-19 and urinary tract infections.<sup>40</sup>
  - This item also addresses the following identified need(s): *Chronic Health Conditions* and *Community Safety*.
- In 2023, over one-third of adults (38.2%) age 65 and over were living alone and 45.0% of households with older adults were married-couple households in SDC.<sup>41</sup>
  - This item also addresses the following identified need(s): *Behavioral Health*.
- In 2022, a single older adult relying on Social Security benefits was unable to afford rent in SDC, where rent accounts for approximately 52% of the total income needed for a single senior to cover basic living expenses.<sup>41</sup> Older adult couples relying on Social Security benefits would have about \$1,000 remaining after rent to pay for groceries, health care, transportation and other basic needs.<sup>41</sup>
- In 2024, 21% of SDC residents age 60 and older were eligible for Medi-Cal, slightly lower than the state average of 25.1%.<sup>42</sup>
  - This item also addresses the following identified need(s): *Economic Stability*.
- Pooled 2022 and 2023 data<sup>43</sup> showed that east region residents age 65 and older were most likely to report unstable housing (10.8%), 6.2 percentage points higher than SDC (4.6%).<sup>32</sup>

<sup>38</sup> Morbidity refers to the amount of disease within a population. In this analysis, total morbidity is defined as the sum of all inpatient and outpatient discharges.

<sup>39</sup> County of San Diego, HHSA, PHS, CHSU. (2022). [2022 San Diego County Morbidity Dashboard](#) [Tableau Dashboard]. Retrieved 11/5/24.

<sup>40</sup> County of San Diego, HHSA, PHS, CHSU. (2024). *Leading Health Conditions Among Older Adults by HHSA Region in San Diego County, 2022*. Retrieved from [www.SDHealthStatistics.com](http://www.SDHealthStatistics.com).

<sup>41</sup> County of San Diego, HHSA, PHS, CHSU. (2023). [Cost of Living for Older Adults San Diego County, 2023](#).

<sup>42</sup> California Department of Aging. (2024). [2024 IFF Population Demographic Projections](#).

<sup>43</sup> This data point was pooled between 2022 and 2023 to remain statistically significant.

- This item also addresses the following identified need(s): *Economic Stability*.
- Between 2021 and 2023, the number of adults over the age of 55 being served by SDC's homeless crisis response system increased, from 9,710 to 11,313 (an increase of 16.5%).<sup>44</sup>
  - This item also addresses the following identified need(s): *Economic Stability*.

### *State and National Data*

- By 2025, there will be approximately 840,000 Californians age 65 and older living with Alzheimer's disease, a 21.7% increase from 2020.<sup>45</sup>
  - This item also addresses the following identified need(s): *Aging Care and Support*.
- In 2021, an estimated 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>46</sup>
  - This item also addresses the following identified need(s): *Economic Stability*.
- Approximately 44.0% of Medicare beneficiaries in California who died in 2022 were enrolled in hospice care, an increase of 1.7 percentage points from 2020, but 5.1 percentage points lower than the national rate of 49.1%, suggesting potential opportunity to increase utilization.<sup>47</sup>
- Research suggests that rates of advance care planning are particularly low (20%) among racial/ethnic minority populations and those with limited health literacy.<sup>48</sup> A 2023 systemic review of literature comparing the presence of advance care planning documentation in patient care records found that White patients in 12 of 15 studies had statistically higher rates of formally documented advance care planning than patients from other ethnic groups.<sup>49</sup> Disparities persist among LGBTQ+ communities, individuals experiencing homelessness and incarcerated populations. Barriers include: a lack of trust,<sup>50</sup> experiential racism<sup>50</sup> and fear of discrimination toward sexual orientation and gender identity.<sup>51</sup>
  - This item also addresses the following identified need(s): *Access to Health Care*.

<sup>44</sup> San Diego Regional Task Force on Homelessness. (2024). [Homeless Crisis Response System 2023 Data and Performance Report](#).

<sup>45</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>.

<sup>46</sup> Reinhard, S.C., Caldera, S., Houser, A., & 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>47</sup> National Hospice and Palliative Care Organization. (2022). *2022 Edition: Hospice Facts and Figures*.

<sup>48</sup> Hickman, S.E., Lum, H.D., Walling, A.M., Savoy, A. & Sudore, R.L. (2023). The care planning umbrella: The evolution of advance care planning. *J Am Geriatr Soc*. 71(7): 2350-2356. doi:[10.1111/jgs.18287](https://doi.org/10.1111/jgs.18287).

<sup>49</sup> Crooks, J., Trotter, S., Patient Public Involvement Consortium & Clarke, G. (2023). How does ethnicity affect presence of advance care planning in care records for individuals with advanced disease? A mixed-methods systematic review. *BMC Palliat Care* 22. <https://doi.org/10.1186/s12904-023-01168-7>.

<sup>50</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>51</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>.

## 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 revealed a higher volume of behavioral health hospital discharges in communities facing greater socioeconomic challenges throughout SDC.<sup>52</sup>
- Timely and appropriate behavioral health services, including counseling or therapy, and psychiatry, is challenging due to workforce shortages, resource unavailability, long wait times, high costs, insurance issues and lack of access to technology and transportation.
- 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.
- There is a need for a trauma-informed approach to care, emphasizing education, training and treating individuals with dignity. By recognizing trauma, strengthening resiliency and preventing re-traumatization, this approach can improve communication, patient engagement and attention to patient needs.
- Recommended strategies for addressing increased anxiety: increase follow-up calls and home visits, expand access to behavioral health care services, support staff, educate patients, and offer 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 FY 2016-2021 showed a steady increase year-over-year, with a 12% increase since FY 2016 and 6% increase since FY 2020, likely the result of both improved documentation and increased disease prevalence in the community.
- Discharge data for Sharp Mesa Vista Hospital showed that approximately one-third (32.4%) of adults age 65 and older admitted in 2022 had a principal diagnosis that was classified as a depressive disorder, while 27.6% of diagnoses were classified as an alcohol-related disorder, and 15.5% as bipolar and related disorders.

### *Regional Data*

- In SDC, 1 in 20 people are currently living with a serious mental illness. Among low-income households, this estimate increases to 1 in 13.<sup>53 54</sup>

<sup>52</sup> Dignity Health and IBM Watson Health CNI. The Dignity Health and IBM Watson CNI was discontinued on January 31, 2023.

<sup>53</sup> Pierce, A. (2024). [UC San Diego Health and San Diego County Partner on Behavioral Health Care Hub](#).

<sup>54</sup> County of San Diego, HHSA, PHS, CHSU. [www.SDHealthStatistics.com](http://www.SDHealthStatistics.com).



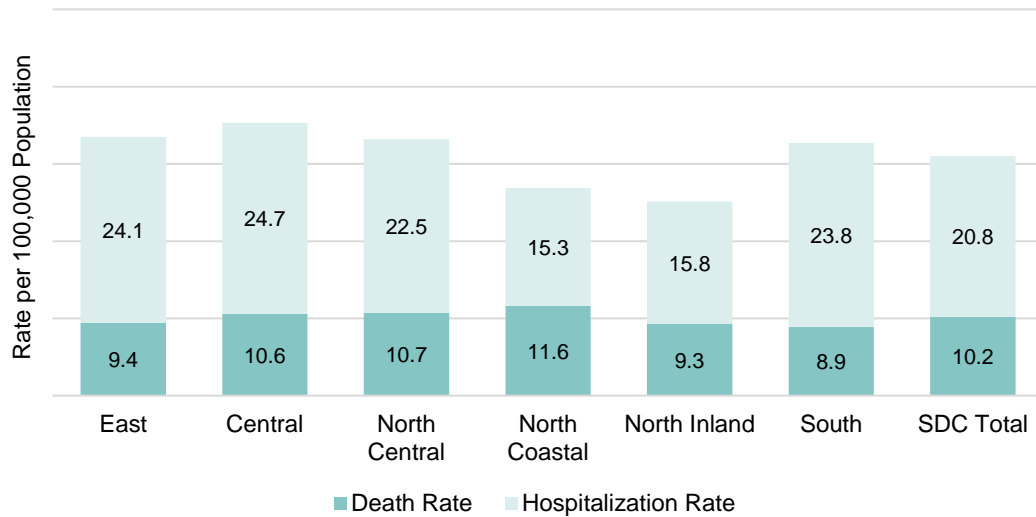
- This item also addresses the following identified need(s): *Economic Stability*.
- In December 2023, the San Diego City Council declared a behavioral health bed crisis in the City of San Diego. Key behavioral health stakeholders identified a need to increase utilization of subacute services by 64%; community-based care by 142%, or 450 beds; and community crisis diversion by 359% to reduce the utilization of acute inpatient services for behavioral health needs by 40%.<sup>55</sup>
  - This item also addresses the following identified need (s): *Workforce Development*.
- In 2023, 29.9% of all SDC 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, less than two-thirds (59.8%) received treatment. Overall, 22.2% of SDC adults ages 18 to 64 reported seeing a health care provider for mental, emotional or substance use issues.<sup>32</sup>
- Among adults ages 18 to 64 who identify as lesbian/gay in SDC, 39.8% reported needing help for emotional or mental health problems or use of alcohol or other substances in 2023. Among adults identifying as bisexual or pansexual, this percentage increases to 63.1%.<sup>32</sup> These figures highlight a disproportionate burden of mental and behavioral health challenges among LGBTQ+ populations as compared to the general population in SDC.
- In 2023, 19.2% of adults in SDC reported they had ever seriously considered taking their own life, a slight decrease of 0.7 percentage points compared to 2022 (19.9%).<sup>32</sup>
- In SDC, the age-adjusted rate of death due to suicide is 15.1 per 100,000 among men, nearly three times the rate in females (5.6 per 100,000).<sup>56</sup>
- In SDC in 2022, the age-adjusted ED discharge rate due to suicide was 242.8 per 100,000. This rate was higher in east and central regions (356.5 and 287.2 per 100,000, respectively).<sup>56</sup>
- Compared to SDC overall, SDC's east region also had higher age-adjusted rates of hospitalization related to suicide in 2022, and SDC's central region had higher rates of death and hospitalization.<sup>56</sup> **Figure 17** below shows the age-adjusted rates of death and hospitalization related to suicide by HHSA region in 2022.

<sup>55</sup> Office of Councilmember Raul A. Campillo. (2023). [San Diego City Council Unanimously Declares Behavioral Health Bed Crisis](#). [Press Release].

<sup>56</sup> County of San Diego, HHSA, PHS, CHSU. (2024). [Age-Adjusted Community Profiles, 2022, Regional](#) [Tableau Dashboard]. Retrieved from [www.SDHealthStatistics.com](http://www.SDHealthStatistics.com).



**Figure 17: Age-Adjusted Death and Hospitalization Rates  
(per 100,000 Population) Related to Suicide by HHSA Region, 2022<sup>56</sup>**



- In 2022, the age-adjusted rates of ED discharge and hospitalization attributed to SUD were highest in east and central regions (see **Table 16**). Further, Black individuals living in central region had an age-adjusted ED discharge rate of 484.5 per 100,000 in 2022, over four times higher than the overall SDC rate of 112.2 per 100,000.<sup>56</sup>

**Table 16: Age-Adjusted Rate of Hospitalization and ED Discharge  
(per 100,000 Population) Related to Substance Use/Abuse/Dependency  
by HHSA Region, 2022<sup>56</sup>**

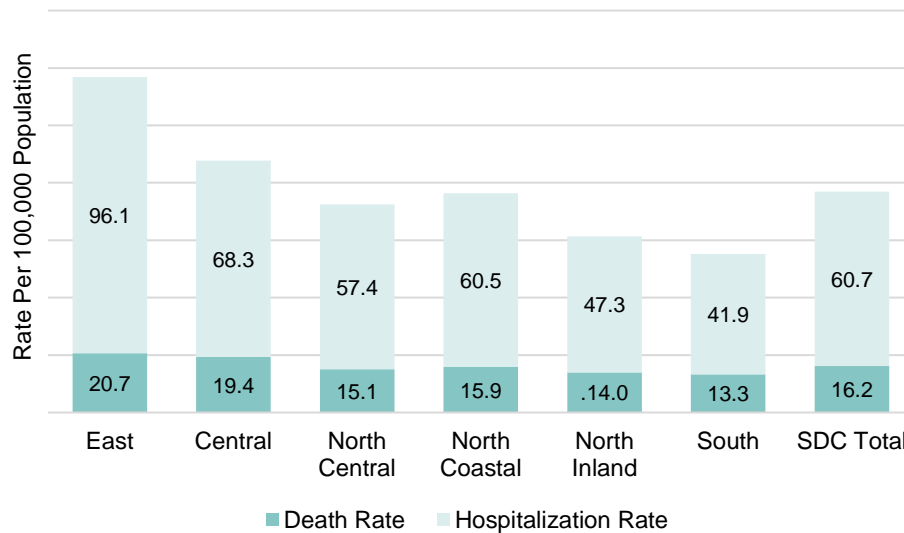
HHSA Region	Hospitalization Rate	ED Discharge Rate
East	8.1*	167.7*
Central	17.6*	190.7*
North Central	3.5	78.5
North Coastal	3.5	75.1
North Inland	**	72.8
South	5.8	114.3*
<b>SDC Total</b>	<b>6.6</b>	<b>112.4</b>

\* Worse than SDC overall. \*\*Rate statistically unstable.

- In 2022, the age-adjusted ED discharge rate attributable to alcohol-related disorders in SDC was 258.1 per 100,000. This rate was highest in central and east regions (355.5 and 326.9 per 100,000, respectively).<sup>56</sup>
- In 2022, there were 596 deaths attributed to alcohol-related disorders in SDC. The age-adjusted rate of death due to alcohol-related disorders was 16.2 per 100,000 population.<sup>56</sup> Compared to SDC overall, SDC's east and central regions had higher

age-adjusted rates of death and hospitalization related to alcohol-related disorders<sup>56</sup> (see **Figure 18**).<sup>56</sup>

**Figure 18: Age-Adjusted Rate of Death and Hospitalization (per 100,000 Population) Related to Alcohol-Related Disorder by HHSA Region, 2022<sup>56</sup>**



- In 2022, there were 2,727 ED discharges related to mood disorders in SDC. The age-adjusted rate of ED discharge due to mood disorders was 82.3 per 100,000 population, a decrease from 103.3 per 100,000 in 2021. Compared to SDC overall, SDC's east and central regions had higher rates of age-adjusted ED discharges related to mood disorders (see **Table 17**). Additionally, residents in central region identifying as NH Other race/ethnicity and Black residents in east region had the highest rates of ED discharges related to mood-disorders in 2022 (224.3 and 210.8 per 100,000 population, respectively), almost three times higher than the overall SDC rate of 82.3.<sup>56</sup>

**Table 17: Age-Adjusted ED Discharge Rate (per 100,000 Population) Related to Mood Disorders, by HHSA Region, 2022<sup>56</sup>**

HHSA Region	ED Discharge Rate
East	109.0*
Central	110.9*
North Central	74.8
North Coastal	63.3
North Inland	73.5
South	71.8
<b>SDC Total</b>	<b>82.3</b>

\* Worse than SDC overall.

## State and National Data

- In 2023, among the 856,000 U.S. adolescents ages 12 to 17 with a co-occurring major depressive episode and an SUD in the past year, almost one-third (28.9%) did not receive treatment for either condition.<sup>57</sup>
  - This item also addresses the following identified need(s): *Children and Youth Well-being*.
- Very few people with an SUD have access to 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>58</sup>
  - This item also addresses the following identified need(s): *Access to Health Care*.
- 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>59</sup>
- In 2021, the rate of suicide among California veterans was over two times higher than among those who did not serve (28.9 compared to 13.2 per 100,000).<sup>60</sup> Males accounted for 96.0% of suicide deaths among California veterans.<sup>61</sup> Further, the suicide rate for veterans in the U.S. in 2020 was 57.3% greater than the rate among non-veterans.<sup>62</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, and traumatic brain injury; and substance use, especially heavy binge drinking.<sup>63</sup>
  - This item also addresses the following Identified Need(s): *Economic Stability*
- Nearly a quarter of adults age 65 and older are considered 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>64</sup>
  - This item also addresses the following identified need(s): *Aging Care and Support and Chronic Health Conditions*.

<sup>57</sup> Center for Behavioral Health Statistics and Quality. (2024). [Key Substance Use and Mental Health Indicators in the United States: Results from the 2022 National Survey on Drug Use and Health](#). Substance Abuse and Mental Health Services Administration.

<sup>58</sup> 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](#). U.S. Department of Health and Human Services, HP2030.

<sup>59</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>60</sup> U.S. Department of Veterans Affairs (VA). (2023). [California Veteran Suicide Data Sheet, 2021](#).

<sup>61</sup> Office of Suicide Prevention. (2021). [Suicide Death Among Veterans in California, 2021](#). California Department of Public Health.

<sup>62</sup> Office of Mental Health and Suicide Prevention. (2022). [2022 National Veteran Suicide Prevention Annual Report](#). U.S. Department of Veterans Affairs (VA).

<sup>63</sup> Office of Research Development. (n.d.). [VA Research on Suicide Prevention](#). VA.

<sup>64</sup> Division of Population Health, National Center for Chronic Disease Prevention and Health Promotion. (2024). [Health Effects of Social Isolation and Loneliness](#). CDC.

- In 2023, 15% of adults, nationally, reported they “always” or “often” felt lonely. The prevalence was more than double among adults ages 18 to 29 (31%), and among LGBT adults (33%).<sup>65</sup>

## 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. The most pressing concerns consistently related to behavioral health needs. The distress was 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*.
- The 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*.
- 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*.

### Regional Data

- In 2022, an estimated 12.7% of youth ages 12 to 17, 12.4% of children ages 6 to 11, and 12.7% of children under age 6 lived below 100% the Federal Poverty Level (FPL)<sup>66</sup> in SDC. Children and youth living in SDC’s east, central and south regions had higher rates of poverty compared to SDC overall, with nearly 1 in 4 youth ages 12 to 17 living below the FPL in central region.<sup>30</sup> The HP2030 target for the percentage of people living below FPL is 8.0%.<sup>33</sup> Children under six living in the north central region were the only group that met this target in 2022. **Table 18** shows the percentage of the population ages 0 to 17 who lived below 100% FPL in 2022 by HHSA region.
  - This item also addresses the following identified need(s): *Economic Stability*.

<sup>65</sup> Schumacher, S., Panchel, N., Hamel, L., Artiga, S. & Presiado, M. (2024). [Loneliness and Social Support Networks: Findings from the KFF Survey of Racism, Discrimination and Health | KFF](#).

<sup>66</sup> A measure of income issued every year by the U.S. Department of Health and Human Services (HHS). Federal poverty levels are used to determine your eligibility for certain programs and benefits.

**Table 18: Percent of Population Ages 0 to 17 Living Below 100% FPL by HHSA Region, 2022<sup>30</sup>**

HHSA Region	Under 6 Years	6-11 Years	12-17 Years
East	18.0%†	14.6%†	13.3%†
Central	19.4%†	21.8%†	24.2%†
North Central	6.1%	8.1%†	8.3%†
North Coastal	10.5%†	10.8%†	11.0%†
North Inland	11.3%†	10.1%†	9.5%†
South	13.3%†	11.9%†	13.3%†
<b>SDC Total</b>	<b>12.7%†</b>	<b>12.4%†</b>	<b>12.7%†</b>
<b>HP2030 Target</b>	<b>8.0%</b>	<b>8.0%</b>	<b>8.0%</b>

† Does not meet HP2030 target.

- In 2023, approximately 70.2% of adults age 18 and over in SDC experienced at least one Adverse Childhood Experience (ACE), and 22.1% of adults reported experiencing four or more ACEs.<sup>32</sup>
  - This item also addresses the following identified need(s): *Access to Health Care, Behavioral Health, and Economic Stability*.
- In 2023, 41.3% of SDC teens ages 12 to 17 reported having experienced an ACE in their lifetime.<sup>32</sup>
- In 2023, 34.3% of teens in SDC ages 12 to 17 reported delaying or not receiving necessary mental health care.<sup>32</sup>
- In 2022, the rate of depression-related ED visits among children ages 10 to 19 in SDC was 84.1 per 100,000 population, compared to 54.5 per 100,000 in the general population. SDC's east region had the highest rate of depression-related ED visits among children ages 10 to 19, 103.6 per 100,000 population.<sup>67</sup>
  - This item also addresses the following identified need(s): *Behavioral Health*.
- In 2022, the rate of ED visits related to suicide in SDC was over three times higher among children ages 10 to 19 than in the general population (778.4 per 100,000 population compared to 238.4 per 100,000 population, respectively). The highest rate of ED visits related to suicide in SDC was among children ages 10 to 19 living in east region (910.1 per 100,000 population).<sup>67</sup>
- In 2023, 21.0% of students grades 9 to 12 had seriously considered suicide within the last year and 22.5% of students reported purposely harming themselves without the intent to die.<sup>68</sup>
- In 2023, 1,256 children<sup>69</sup> under the age of 18 experienced homelessness, 21 of whom were unaccompanied by an adult.<sup>70</sup>
  - This item also addresses the following identified need(s): *Economic Stability*.

<sup>67</sup> County of San Diego, HHSA, PHS, CHSU. (2024). [2022 Community Profiles by HHSA Region](#) [Tableau Dashboard]. Retrieved 11/12/24.

<sup>68</sup> San Diego Unified School District. (2023). [2023 Youth Risk Behavior Survey Data and Reports](#).

<sup>69</sup> This figure is from the 2023 Point-In-Time Count for San Diego County, thus it reflects the number of children experiencing homelessness on a single night in 2023.

<sup>70</sup> County of San Diego, HHSA. (2024). [Persons Experiencing Homeless in San Diego County, 2022-2023](#).

- Between 2023 and 2024, the County of San Diego's Child Welfare Services Department investigated 18,980 reports (representing 36,255 children) of child abuse or neglect. Of these reports, 28% involved a child under the age of five. As of July 2024, there were 2,182 children and youth in SDC in an open child welfare case.<sup>71</sup>
  - This item also addresses the following identified need(s): *Community Safety*.

### *State and National Data*

- A 2024 study showed that adults with ACEs had 20.6% more primary care visits, 34.5% more specialty care visits and 41.1% more ED visits than adults without ACEs. Paralleling these disparities in utilization, health care spending for adults with ACEs was 26.3% higher than adults without. Collectively, the spending difference between adults with ACEs in this study and adults without was \$292 billion in 2021.<sup>72</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. Injuries 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>73</sup>
- Traumatic injury is the leading cause of death among children, with many survivors enduring the consequences of brain and spinal cord injuries. 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 Sharp's ThinkFirst San Diego increase knowledge and awareness of the causes and risk factors of traumatic brain injury and spinal cord injury, injury prevention measures, and the use of safety habits at an early age.<sup>74</sup>
  - This item also addresses the following identified need(s): *Behavioral Health*.

## **Chronic Health Conditions**

### **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.
- Participants described the following challenges related to accessing cancer care: financial stressors, including the cost of health insurance premiums and copays; stigma surrounding a cancer diagnosis; and practical issues to facilitate healing and

<sup>71</sup> County of San Diego, HHS. (2024). [Child and Family Well Being Fiscal Year 23/24 Statistics](#).

<sup>72</sup> Selden, T. M., Bernard, D. M., Decker, S. L. & Fang, Z. (2024). Adverse childhood experiences: health care utilization and expenditures in adulthood. *Health Affairs*. 43(8). <https://doi.org/10.1377/hlthaff.2023.01271>.

<sup>73</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>74</sup> ThinkFirst National Injury Prevention Foundation. (2024). [ThinkFirst National Injury Prevention Foundation](#).



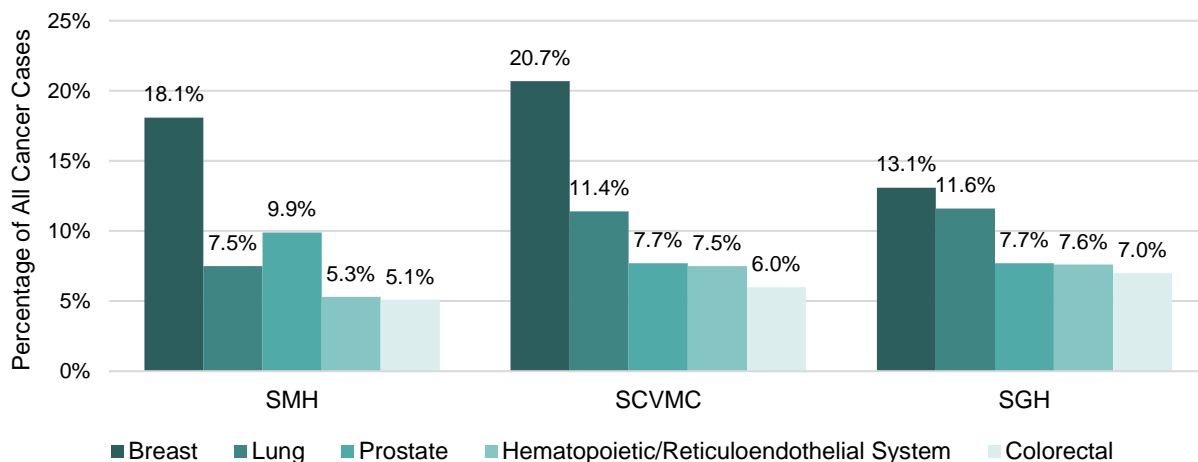
recovery, such as housing and transportation. In addition, undocumented community members with cancer were described as being at a severe disadvantage, as many lack the necessary insurance coverage to enroll in programs and services that could provide financial, logistical and other supportive needs.

- This item also addresses the following identified need(s): *Access to Health Care* and *Economic Stability*.
- Sharp cancer patient navigators and clinical social workers 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 revealed a higher volume of hospital discharges due to cancer in communities within SDC facing greater socioeconomic challenges, especially among SDC's east and south regions.<sup>52</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 SCVMC and 2,675 at SMH. Breast cancer was the most prevalent cancer diagnosis at all three entities. **Figure 19** displays the top five cancer diagnoses as a percentage of all diagnoses among cancer patients at SGH, SCVMC and SMH in 2021.

**Figure 19: Most Prevalent Cancer Diagnoses<sup>75</sup> at SMH, SCVMC and SGH, 2021**



- In 2021, 63.5% of SGH cancer patients who received the cancer psychosocial distress screening were identified as at-risk for anxiety or depression and referred to internal or external resources, such as social workers or community cancer

<sup>75</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.

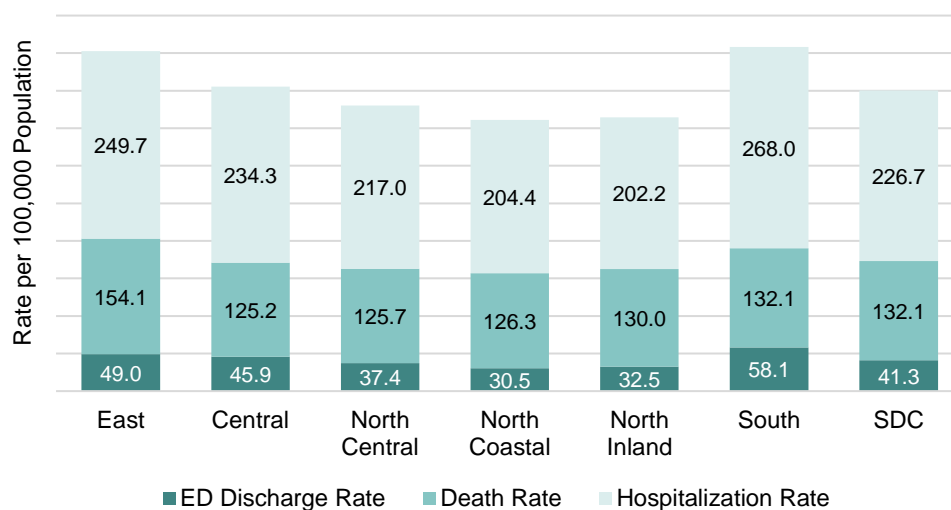
resources. At SCVMC and SMH, 73.7% and 54.5%, respectively, of cancer patients were identified as at-risk and received referrals for these resources.

- This item also addresses the following identified need(s): *Behavioral Health*.
- The following top 10 areas of concern for Sharp cancer patients were identified in 2021: 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*.

### Regional Data

- In 2022, cancer was the leading cause of death for SDC residents and was responsible for 5,179 deaths, or 20.8% of all deaths.<sup>10</sup>
- The age-adjusted rate of death due to cancer in SDC was 132.1 deaths per 100,000 population.<sup>56</sup> This rate was higher than the HP2030 target rate for overall cancer deaths (122.7 per 100,000 population).<sup>33</sup>
- Compared to other racial and ethnic groups in SDC, NH Black residents had the highest age-adjusted death rate due to cancer (197.4 per 100,000 population).<sup>56</sup>
- Compared to other HHSA regions, east region had the highest age-adjusted rate of death due to cancer (154.1 per 100,000 population).<sup>56</sup> Additionally, SDC's south, east and central regions had higher rates of hospitalization and ED discharge related to cancer.<sup>56</sup> **Figure 20** compares rates of death, hospitalization and ED discharge related to any cancer diagnosis by HHSA region in 2022.

**Figure 20: Age-Adjusted Death, ED Discharge and Hospitalization Rates (per 100,000 Population) for Overall Cancer, by HHSA Region, 2022<sup>56</sup>**

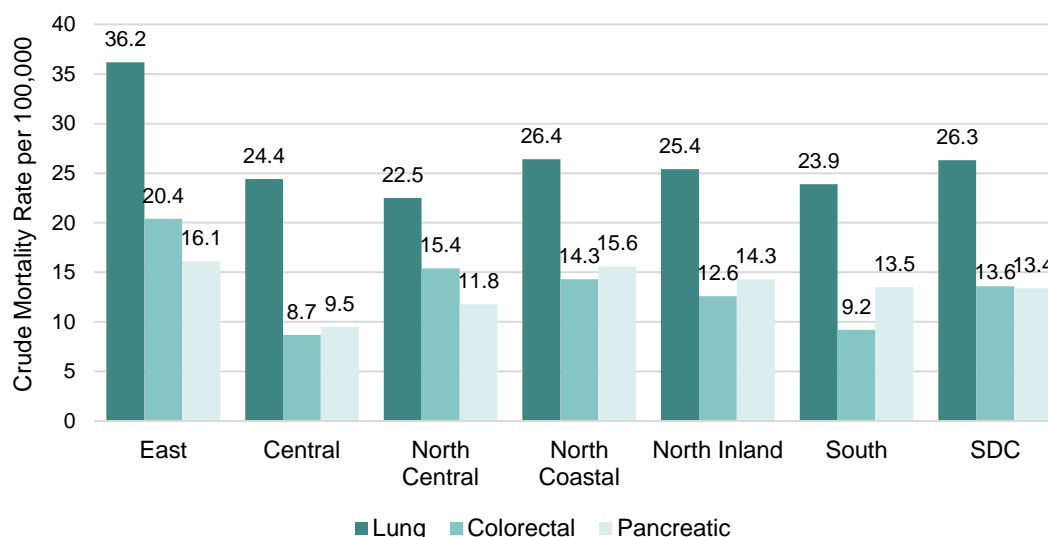


- Between 2020 and 2022, the age-adjusted death rate for breast cancer among women in SDC decreased from 19.4 per 100,000 population to 9.6 per 100,000 population. Despite this decrease, the death rate for Black women in SDC in 2022 remained 20.4 per 100,000 population, over two times higher than the SDC rate overall.<sup>56</sup>
- Lung cancer was the leading cause of cancer death in SDC in 2022, with a crude mortality rate of 26.3 per 100,000 population. This rate was nearly two times higher than colorectal cancer (13.6 per 100,000), the second leading cause of cancer death in SDC. Lung cancer killed more SDC residents than colorectal and breast cancer combined in 2022. Residents in East County had a disproportionately higher rate of death from lung cancer compared to SDC overall (36.2 per 100,000 versus 26.3 per 100,000, respectively).<sup>67</sup> **Figure 21** highlights the top three leading causes of cancer death in SDC and the crude mortality rate of each, by HHSA region.

### State and National Data

- Older age and being female are the strongest risk factors for breast cancer. Potentially modifiable risk factors include being overweight or obese, menopausal hormone therapy, alcohol consumption and physical inactivity.<sup>76</sup>
  - This item also addresses the following identified need(s): *Maternal and Prenatal Care, Including High-Risk Pregnancy.*
- In 2023, at least 42% of newly diagnosed cancer cases in the U.S. were potentially preventable, including the 19% of all cancers caused by smoking and 18% caused by a combination of excess body weight, alcohol consumption, poor nutrition and physical inactivity.<sup>76</sup>

**Figure 21: Crude Death Rates (per 100,000 Population) for Top Three Leading Causes of Cancer Death in SDC, by HHSA Region, 2022<sup>67</sup>**



<sup>76</sup> ACS. (2023). [Cancer Facts & Figures 2023](#).

- Patient navigators contribute to better access and continuity of care. In cancer care, navigators help patients move through the care continuum, from prevention to survivorship. Navigators typically identify individual needs and barriers to care, educate patients and communities, and link patients with different care providers.<sup>77</sup>
  - This item also addresses the following identified need(s): *Access to Health Care*.

## Chronic Health Conditions - Cardiovascular (Including Stroke)

### 2022 CHNA Data

- The HASD&IC and Sharp CHNAs identified chronic health conditions (including cardiovascular disease and cerebrovascular diseases/stroke), as one of the priority health needs affecting the community members served by Sharp hospitals. Additionally, participants in the interviews conducted by community health workers and promotores<sup>78</sup> identified high blood pressure as a major health concern.
- Participants 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*.
- Data analysis revealed a higher volume of hospital discharges for cardiovascular disease in communities within SDC facing greater socioeconomic challenges, especially among SDC's east and south regions.<sup>52</sup>
  - This item also addresses the following identified need(s): *Economic Stability*.

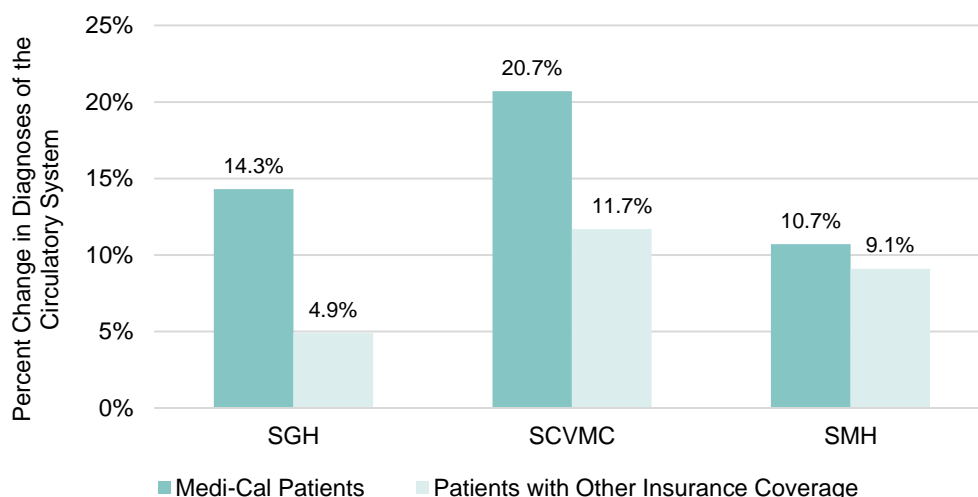
### Sharp Hospital Data

- Between 2020 and 2022, Sharp hospital inpatients insured by Medi-Cal experienced a larger increase in diagnoses of circulatory system diseases compared to those insured by non-Medi-Cal sources. **Figure 22** compares the percent change in diagnoses of the circulatory system between these inpatient groups from 2020 to 2022.

<sup>77</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.

<sup>78</sup> A Promotor/a is a trusted person that empowers their peers through education and connections to health and social resources. They largely work in Latino/x and Spanish-speaking communities (California Health Care Foundation).

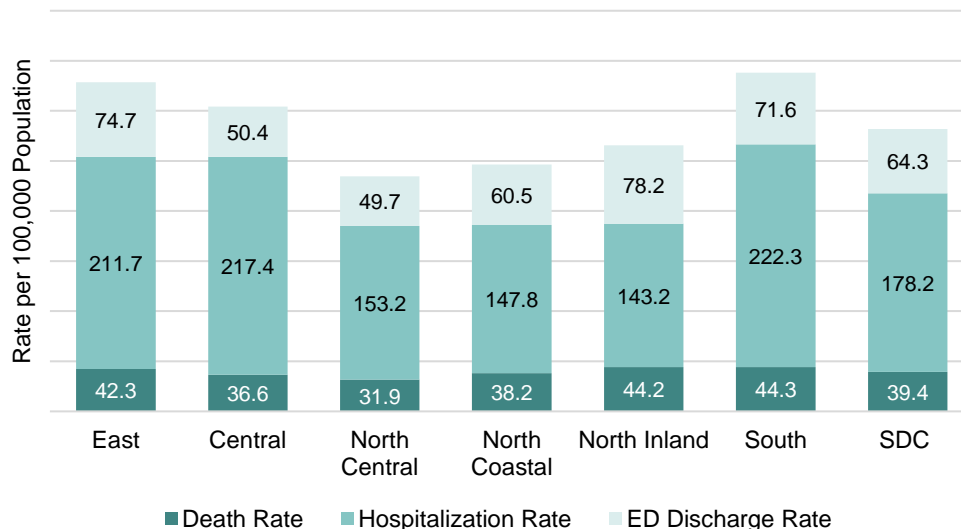
**Figure 22: Percent Change in Diagnoses of the Circulatory System Among Medi-Cal and Non-Medi-Cal Patients at SGH, SCVMC and SMH, 2020-2022**



### Regional Data

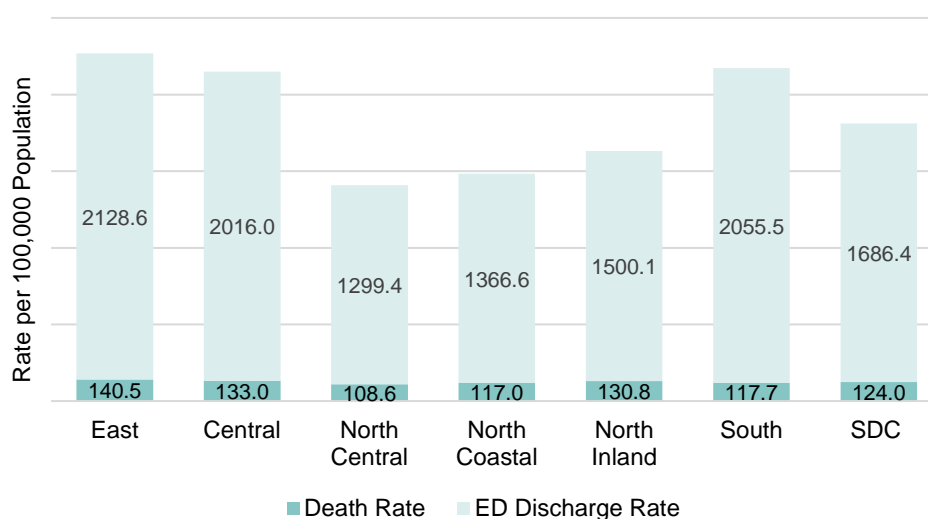
- In 2022, cerebrovascular disease (including stroke) was the fourth leading cause of death for SDC residents and was responsible for 1,561 deaths.<sup>10</sup>
- Compared to SDC overall, SDC's south and east regions had higher age-adjusted rates of death, hospitalization and ED discharge related to stroke.<sup>56</sup> **Figure 23** shows age-adjusted death, hospitalization and ED discharge rates for stroke in each HHSA region in 2022.

**Figure 23: Age-Adjusted Death, Hospitalization, and ED Discharge Rates (per 100,000 Population) for Stroke, by HHSA Region, 2022<sup>56</sup>**



- In 2022, overall heart disease was the second leading cause of death for SDC residents and was responsible for 4,928 deaths, or 19.8% of all deaths in SDC.<sup>10</sup> The age-adjusted rate of death due to heart disease was 124.0 per 100,000 population,<sup>56</sup> which was lower than the state rate (142.4 per 100,000).<sup>79</sup>
- Compared to other racial and ethnic groups in SDC, NH Black residents had the highest age-adjusted death rate due to overall heart disease (193.2 per 100,000 population).<sup>56</sup>
- The age-adjusted hospitalization rate for overall heart disease in SDC in 2022 was 863.6 per 100,000. This rate was significantly higher in east, south and central regions (1098.5, 1026.7 and 1001.7 per 100,000, respectively).<sup>56</sup>
- Compared to SDC overall, SDC's east region also had the highest age-adjusted rates of death and ED discharge related to overall heart disease.<sup>56</sup> **Figure 24** shows age-adjusted death and ED discharge rates for overall heart disease in each HHSA region in 2022.
- SDC's east, south and central regions had higher age-adjusted death rates for overall hypertensive diseases (36.0, 34.7 and 33.1 per 100,000, respectively) than SDC overall (28.5 per 100,000) in 2022.<sup>56</sup>
- In 2023, 25.1% of SDC residents had ever been diagnosed with high blood pressure, while 7.9% had borderline high blood pressure. SDC's east and south regions had the highest percentage of residents who had ever been diagnosed with high blood pressure (29.2% and 29.0%, respectively).<sup>32</sup>
- In 2023, 20.2% of adults in SDC were told by a health professional that they had high cholesterol. This percentage was higher among residents in south and east regions (27.2% and 25.3%, respectively).<sup>32</sup>
  - This item also addresses the following identified need(s): *Chronic Health Conditions*.

**Figure 24: Age-Adjusted Death and ED Discharge Rates (per 100,000 Population) for Overall Heart Disease, by HHSA Region, 2022<sup>56</sup>**



<sup>79</sup> National Center for Health Statistics. (2024). [Stats of the States - Heart Disease Mortality](#). CDC.



## State and National Data

- Coronary heart disease is the most common type of cardiovascular disease, killing nearly 372,000 people in 2022. Approximately 1 in 20 adults age 20 and older have coronary heart disease.<sup>80</sup>
- In 2022, 1 in 6 deaths from cardiovascular disease was due to stroke. About 87% of all strokes are ischemic strokes, in which blood flow to the brain is blocked.<sup>81</sup>
- 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>82</sup>

## Chronic Health Conditions - 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.
- Lack of access to utilities and/or household appliances were identified as barriers to adequate 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*.
- The majority (96%) of Sharp 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%).
- Data analysis revealed a higher volume of hospital discharges due to diabetes in communities within SDC facing greater socioeconomic challenges, especially among SDC's east and south regions.<sup>52</sup>

### Sharp Hospital Data

- More than half of SMH, SGH, SCVMC and SCHHC inpatients with a diabetes diagnosis in 2022 were older adults age 65 and over (58.5%, 53.1%, 55.7% and 52.4%, respectively).
  - This item also addresses the following identified need(s): *Aging Care and Support*.
- Between 2020 and 2022, Sharp hospital inpatients insured by Medi-Cal experienced a larger increase in diabetes diagnoses compared to those insured by non-Medi-Cal

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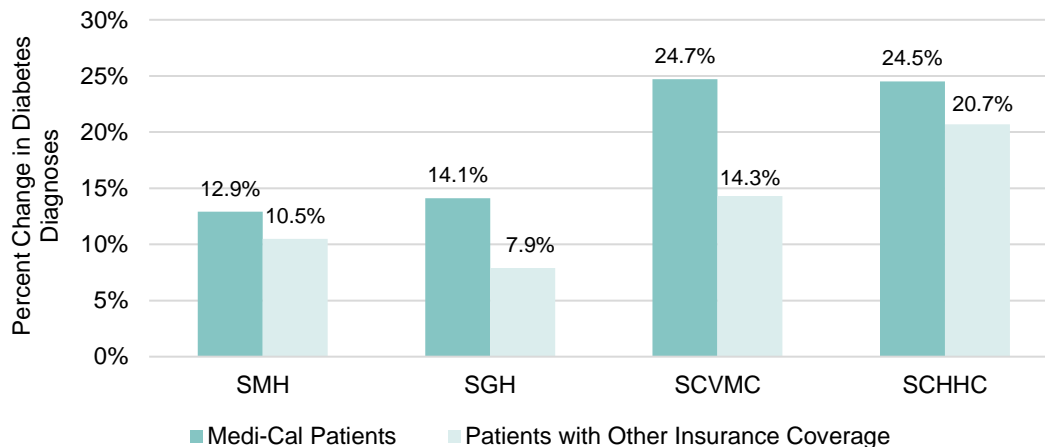
<sup>80</sup> National Center for Chronic Disease Prevention and Health Promotion, Division for Heart Disease and Stroke Prevention. (2024). [Heart Disease Facts](#). CDC.

<sup>81</sup> National Center for Chronic Disease Prevention and Health Promotion, Division for Heart Disease and Stroke Prevention. (2024). [Stroke Facts](#). CDC.

<sup>82</sup> National Center for Chronic Disease Prevention and Health Promotion, Division for Heart Disease and Stroke Prevention. (2024). [About Heart Disease](#). CDC.

sources. **Figure 25** shows the percent change in diabetes diagnoses among these inpatient groups from 2020 to 2022.

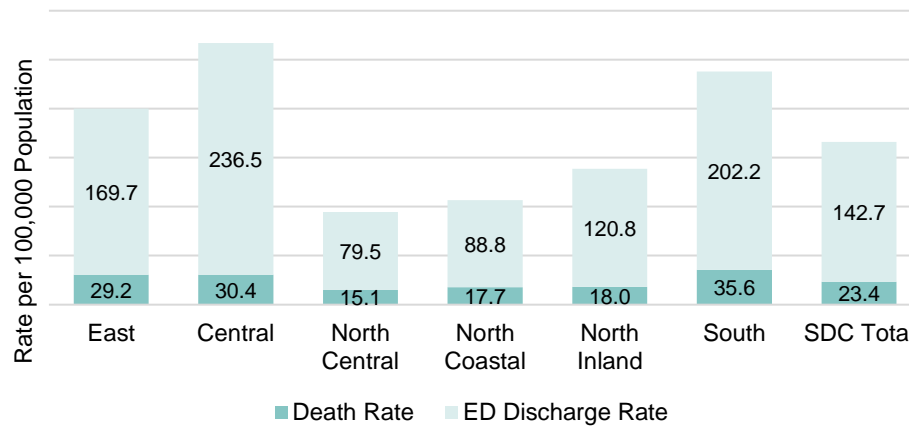
**Figure 25: Percent Change in Diabetes Diagnoses Among Medi-Cal and Non-Medi-Cal Patients at SMH, SGH, SCVMC and SCHHC, 2020-2022**



### *Regional Data*

- In 2022, diabetes was the eighth leading cause of death for SDC residents and was responsible for 907 deaths.<sup>10</sup> The age-adjusted rate of death due to diabetes in SDC in 2022 was 23.4 per 100,000 population, which was slightly lower than the rate in California (25.0 per 100,000).<sup>56</sup>
- The age-adjusted hospitalization rate for diabetes in SDC in 2022 was 148.5 per 100,000. This rate was higher in east, central and south regions (218.4, 210.2 and 204.4 per 100,000, respectively).<sup>56</sup>
- Compared to SDC overall, SDC's east, central and south regions had disproportionately higher age-adjusted rates of death and ED discharge related to diabetes.<sup>56</sup> **Figure 26** below compares age-adjusted death and ED discharge rates between HHSA regions in 2022.

**Figure 26: Age-Adjusted Death and ED Discharge Rates  
(per 100,000 Population) for Diabetes, by HHSA Region, 2022<sup>56</sup>**



- In 2023, 8.8% of adults living in SDC indicated they had ever been diagnosed with diabetes, which was lower than the state of California (11.8%). The proportion of residents with a diabetes diagnosis was highest in SDC's south region (13.1%).<sup>32</sup>
- In 2022, 21.2% of residents in SDC's east region and 20.6% of residents in SDC's south region reported they had ever been told by a doctor that they have pre- or borderline diabetes. These rates were higher compared to SDC overall (18.5%).<sup>32</sup>
- SDC residents living below 299% of the FPL were more than twice as likely to report ever being diagnosed with diabetes compared to those living above 300% of the FPL (14% compared to 6.1%).<sup>32</sup>
  - This item also addresses the following identified need(s): *Access to Health Care* and *Economic Stability*.
- Of adults in SDC who reported a diabetes diagnosis, over one-third (35.3%) also reported being food insecure,<sup>83</sup> or being unable to afford enough food.<sup>32</sup>
  - This item also addresses the following identified need(s): *Economic Stability*.

#### State and National Data

- In 2022, the incidence rate of diabetes in California was 9.0 per 1,000 population,<sup>84</sup> which is almost double the HP2030 target of 4.8 new cases per 1,000 adults per year.<sup>33</sup>
- In 2022, diabetes prevalence in California was highest among NH American Indian/Alaska Native (26.5%), followed by NH Native Hawaiian or 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>85</sup>

<sup>83</sup> Food insecurity is a household-level economic and social condition of limited or uncertain access to adequate food. 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>84</sup> CDC. (2024). [United States Diabetes Surveillance System](#). [Data Dashboard] Retrieved on 11/4/24.

<sup>85</sup> National Center for Chronic Disease Prevention and Health Promotion, Division of Population Health. (2024). [Behavioral Risk Factor Surveillance System](#) [Data Dashboard]. CDC.

- 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>86</sup>

## Chronic Health Conditions - Other

### *2022 CHNA Data*

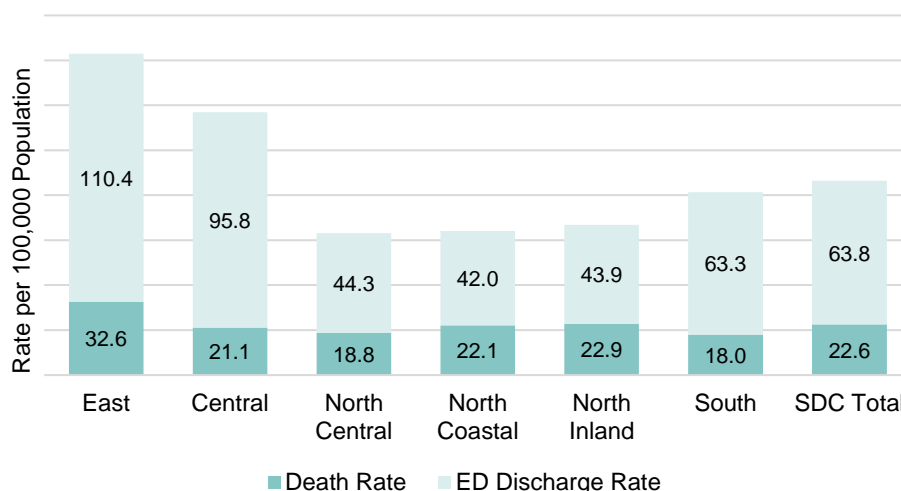
- CHNA participants described the following challenges commonly faced by patients upon discharge from the hospital: low health literacy, low medication adherence, lack of access to stable housing to facilitate healing and recovery and long wait times to access the appropriate level of care.
  - This item also addresses the following identified need(s): *Access to Health Care* and *Economic Stability*.
- Low health literacy has created a barrier to accessing health care. Improving community health literacy requires targeted health education on preventive care, healthy lifestyle habits and 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*.

### *Regional Data*

- In 2022, chronic lower respiratory diseases were the seventh leading cause of death for SDC residents and responsible for 913 deaths.<sup>10</sup> The age-adjusted rate of death due to chronic lower respiratory diseases was 22.6 per 100,000 population.<sup>56</sup>
- The age-adjusted hospitalization rate for chronic lower respiratory disease in SDC in 2022 was 42.3 per 100,000. This rate was significantly higher in east and central regions (79.5 and 61.2 per 100,000, respectively).<sup>56</sup>
- Among HHSA regions, SDC's east region had the highest age-adjusted rates of death and ED discharge related to chronic lower respiratory disease.<sup>56</sup> **Figure 27** shows age-adjusted death and ED discharge rates for chronic lower respiratory diseases in each HHSA region in 2022.

<sup>86</sup> National Center on Chronic Disease Prevention and Health Promotion. (2024). [Diabetes Basics](#). CDC.

**Figure 27: Age-Adjusted Death and ED Discharge Rates (per 100,000 Population) for Chronic Lower Respiratory Diseases, by HHSA Region, 2022<sup>56</sup>**



- In 2022, SDC adults age 80 years and older represented the highest hospitalization rate for hip fractures when compared to all other age groups, at more than 13 times the rate in SDC overall (1,043.7 compared to 75.1 per 100,000 population).<sup>67</sup>
  - This item also addresses the following identified need(s): *Aging Care and Support*.
- Compared to other SDC regions, east region had the highest age-adjusted rate of hospitalization related to hip fractures at 74.6 per 100,000 (compared to 63.1 per 100,000 in SDC overall).<sup>56</sup>
- The self-reported smoking rate among SDC adults from 2021 to 2023 was 5.3%. The prevalence of smoking was highest in SDC's south and central regions (7.2% and 6.2%, respectively).<sup>32</sup>
- In 2023, 57.8% of SDC adults reported being overweight or obese, lower than the state of California (61.7%). The percentage of adult residents who reported being overweight or obese was highest in SDC's east and south regions (68.1% and 64.4%, respectively).<sup>32</sup>

#### *State and National Data*

- The leading causes of preventable death include obesity-related conditions, such as heart disease, stroke, Type 2 diabetes and some types of cancer.<sup>87</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>88</sup> Preventable risk factors for osteoporosis and

<sup>87</sup> National Center for Chronic Disease Prevention and Health Promotion. (2024). [Adult Obesity Facts](#). CDC.

<sup>88</sup> Sarafrazi, N., Wambogo, E. A., & Shepherd, J. A. (2021). *Osteoporosis or low bone mass in older adults: United States, 2017–2018*. National Center for Health Statistics Data Brief, no 405. Hyattsville, MD: National Center for Health Statistics. <http://dx.doi.org/10.15620/cdc:103477>

related fractures include smoking and alcohol consumption. Protective factors include medication adherence, vitamin intake and staying physically active.<sup>89</sup>

## 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, human trafficking and hospital workforce safety.
- 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*.
- Participants identified gaps in critical services for survivors of human trafficking, such as a limited number of short-term housing options and trauma-informed shelter beds, especially for male and LGBTQ+ survivors. Participants suggested a 24/7 hotline for safe shelter collaborative programs staffed by trained mental health professionals, 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*.

### Regional Data

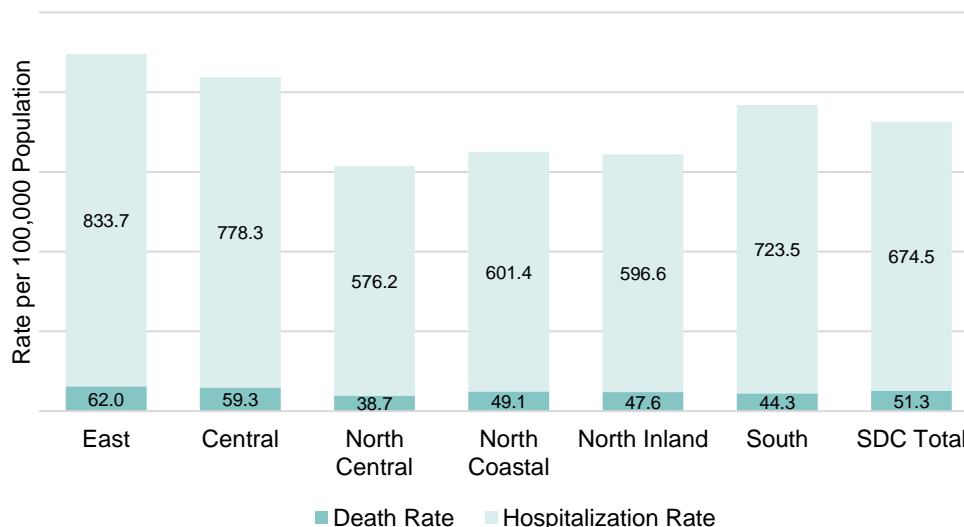
- In 2022, accidents/unintentional injuries<sup>90</sup> were the third leading cause of death in SDC, causing 7.2% of all deaths, and the number one leading cause of death among people age 50 and younger.<sup>10</sup>
- In 2022, the age-adjusted rate of death due to unintentional injuries was 51.3 deaths per 100,000 population. Compared to SDC overall, SDC's east and central regions had higher age-adjusted rates of death and hospitalization related to unintentional injuries.<sup>56</sup> **Figure 28** shows age-adjusted rates of death and hospitalization for unintentional injury in each HHSA region in 2022.
- In 2022, SDC's east, central and south regions had higher age-adjusted ED discharge rates (6,399.5, 6,060.0, and 5,749.7 per 100,000 population, respectively) than SDC overall (4,979.1 per 100,000 population).<sup>56</sup>

<sup>89</sup> National Institute of Arthritis and Musculoskeletal and Skin Diseases. (2023). [Bone Health and Osteoporosis](#). National Institutes of Health.

<sup>90</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. (County of San Diego, HHSA).



**Figure 28: Age-Adjusted Death and Hospitalization Rates (per 100,000 Population) for Unintentional Injury, by HHS Region, 2022<sup>56</sup>**



- In 2022 there were 463 deaths attributable to traumatic brain injury in SDC.<sup>56</sup> Traumatic brain injury is a major cause of death and disability in the U.S., contributing to about 190 deaths per day in 2021.<sup>91</sup>
- In 2023, more than half (55%) of sudden and/or unexpected deaths in SDC were attributed to accidental causes, including poisoning, falls, traffic- or train-related injuries, drowning, asphyxiation or environmental exposure.<sup>92</sup>
- SDC was identified by the Federal Bureau of Investigation as one of the top 13 high-intensity child sex trafficking areas, with up to 8,000 victims per year.<sup>93</sup> A local study found the average age of entry into sex trafficking in SDC was 16.1 years old and that children in the foster care system and/or experiencing homelessness are at highest risk of victimization.<sup>94</sup>
  - This item also addresses the following identified need(s): *Children and Youth Well-being*.
- Pooled data from 2021 to 2023 revealed that 89.9% of adults in SDC reported feeling safe in their neighborhood all or most of the time. Safety scores in central, south and east regions were lower than SDC overall, with only 83.1%, 86.4% and 89.0% of residents, respectively, reporting feeling safe in their neighborhood most or all of the time. Further, only 13.1% of transgender or gender expansive residents in SDC reported feeling safe in their neighborhood all of the time compared to 36.8% of cisgender residents.<sup>32</sup>
- In 2023, 6.4% of adults and teens in SDC reported directly experiencing a hate incident within the past year. Of this group, 44.6% reported race or skin color as the

<sup>91</sup> National Center for Injury Prevention and Control. [Facts About TBI](#). CDC.

<sup>92</sup> County of San Diego, Department of the Medical Examiner. (2023). [2023 Annual Statistical Report](#).

<sup>93</sup> County of San Diego. HHS. (2024). [Commercial Sexual Exploitation of Children](#).

<sup>94</sup> Carpenite, A. & Gates, J. (2016). [The Nature and Extent of Gang Involvement in Sex Trafficking in San Diego County](#). San Diego, CA: University of San Diego and Point Loma Nazarene University.

reason for the incident, 15.8% reported sexual orientation, gender or gender identity, and 9.9% reported religion as the primary reason.<sup>32</sup>

### *State and National Data*

- In 2022, the total economic cost of fatal and nonfatal preventable injury-related incidents in the U.S. was over \$7.4 billion, including \$6.2 billion in quality-of-life losses.<sup>95</sup>

## **Economic Stability**

### *2022 CHNA Data*

- The HASD&IC and Sharp CHNAs identified the following themes related to economic stability in SDC: importance and need for safety-net programs, housing instability, food insecurity, childcare and fear of health care costs.
- 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*.
- Participants emphasized their fear of health care costs. Concerns related to unaffordable copayments or medical bills often cause people to delay necessary health care, fail to maintain their health or address a chronic condition, ration prescription medications 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*.

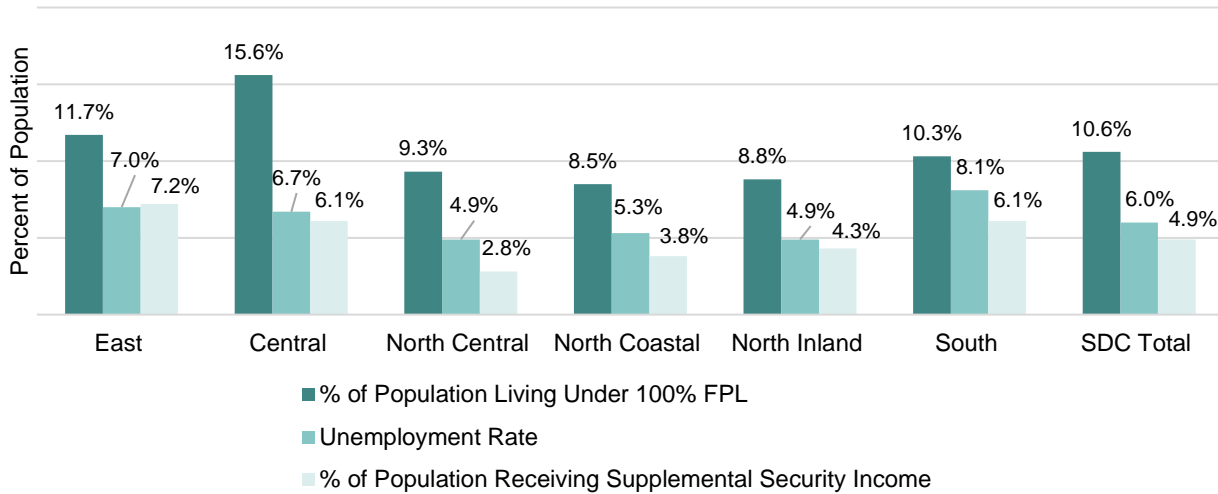
### *Regional Data*

- In 2022, an estimated 10.6% of SDC's population lived below 100% of the FPL, the average unemployment rate was 6.0% and 4.9% of households received Supplemental Security Income.<sup>30</sup> Comparing HHSA regions, central had the highest percentage of population living below 100% of the FPL, south had the highest unemployment rate, and east had the highest percentage of population receiving Supplemental Security Income. See **Figure 29** for a comparison of unemployment and poverty indicators across HHSA regions in 2022.

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<sup>95</sup> National Safety Council Injury Facts. (2025). [Societal Costs of Unintentional Injuries](#).

**Figure 29: Select Economic Indicators, by HHSA Region, 2022<sup>30</sup>**



- 1 in 4 (25%) San Diegans experienced nutrition insecurity and 32% of children age 18 and younger lived in a nutrition insecure household as of March 2024. These estimates are up 2 percentage points and 4 percentage points, respectively, from 2023.<sup>96</sup> Nutrition insecurity disproportionately impacts people of color. Hispanic/Latino people make up 33% of the county population, yet they constitute 50% of the nutrition insecure population, the largest disparity by race/ethnicity in the region.<sup>97</sup>
- In 2023, among adults with an income <200% FPL in SDC, 40.6% reported being food insecure. Among this group, prevalence of food insecurity in east and south regions was higher than in SDC overall (52.1% and 45.6%, respectively).<sup>32</sup> **Figure 30** compares self-reported food insecurity among adults with an income <200% FPL between HHSA regions.
- In 2022, an estimated 8.2% of households in SDC received Supplemental Nutrition Assistance Program (SNAP) benefits<sup>98</sup>, while 16.0% of the population lived at or below 138% FPL and were eligible for the program. Compared to SDC overall, east, central and south regions had higher estimated participation in SNAP and a higher percentage of residents eligible to receive SNAP benefits.<sup>30</sup> **Figure 30** compares estimated SNAP eligibility and participation by HHSA regions in 2022.
- In 2023, a modestly priced meal costs \$3.64 in SDC, which is 29% more than the SNAP benefit.<sup>99</sup> Families that rely on these benefits do not receive enough to cover the cost of food.

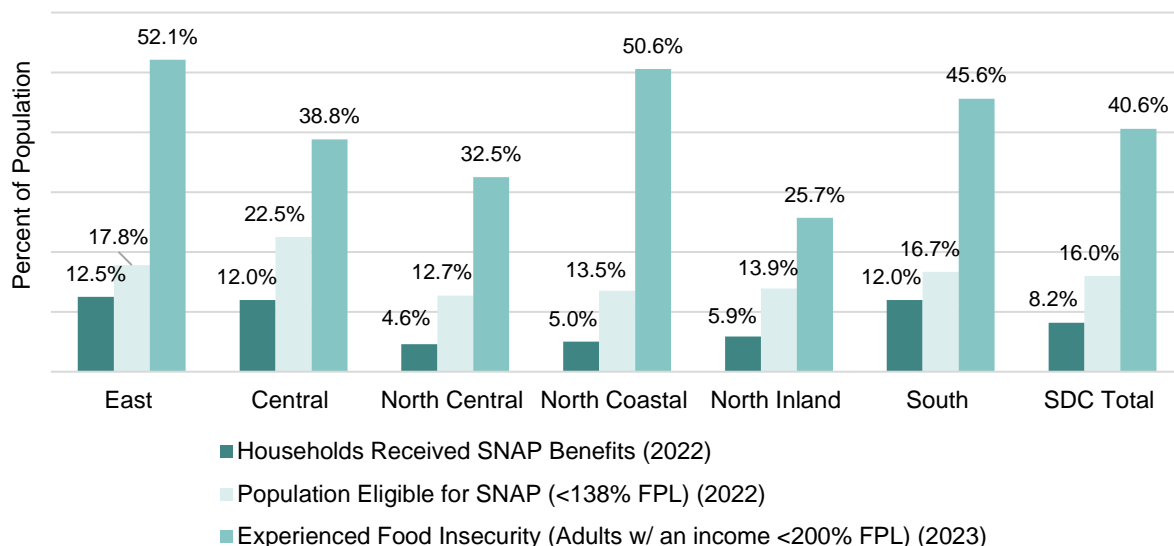
<sup>96</sup> San Diego Hunger Coalition. (2023). [State of Nutrition Security in San Diego County 2023 Annual Issue Brief](#).

<sup>97</sup> San Diego Hunger Coalition. (2024). [Nutrition Insecurity & Missing Meals Analysis](#).

<sup>98</sup> The Supplemental Nutrition Assistance Program (SNAP) provides food benefits to low-income families to supplement their grocery budget so they can afford the nutritious food essential to health and well-being (U.S. Department of Agriculture).

<sup>99</sup> The Urban Institute. (2024). [Does SNAP Cover the Cost of a Meal in Your County?](#)

**Figure 30: Select Nutrition Security Indicators, by HHSA Region<sup>30</sup>**



- In March 2024, food assistance programs in SDC provided 28 million meals, meeting about 80% of the need. If all eligible people were enrolled in SNAP, this gap would be eliminated.<sup>97</sup>
- In 2023, the average minimum income required for a single adult to be economically self-sufficient without public or private assistance (based on working 40 hours per week) in SDC was \$28.24 per hour, an increase of nearly \$5 from 2022 (\$23.94 per hour).<sup>100</sup>
- In 2024, there were at least 6,110 individuals experiencing homelessness without shelter on a given night compared to 5,171 in 2023, an increase of 18.2%. In addition, 11.6% of SDC's homeless population resided in the east region and 8% in the south region.<sup>101</sup>
- Between 2022 to 2024, there was a 26.1% increase in the number of unhoused veterans in SDC.<sup>101 102</sup>
  - This item also addresses the following identified need(s): *Aging Care and Support and Economic Stability*.
- In 2022, nearly 9 out of 10 adults (88.7%) had at least a high school diploma or GED,<sup>103</sup> while 41.1% held a bachelor's or higher degree in SDC. SDC's south region had the highest percentage of residents without a high school education (18.0%), and south and east regions had the lowest percentage of residents with a bachelor's degree or higher (27.4% and 28.7%, respectively) compared to SDC overall (41.1%).<sup>30</sup> Please refer to **Table 19** below for more information.

<sup>100</sup> County of San Diego, HHSA, PHS, CHSU. (2024). [Self-Sufficiency Standard Dashboard, San Diego County](#). Retrieved 11/18/24.

<sup>101</sup> San Diego Regional Task Force on Homelessness. (2024). [2024 Point-in-Time Count Data](#).

<sup>102</sup> San Diego Regional Task Force on Homelessness. (2022). [2022 Point-in-Time Count Data](#).

<sup>103</sup> General Educational Development is a high school equivalency credential.

**Table 19: SDC Population Age 25+ by Educational Attainment, 2022<sup>30</sup>**

HHSA Region	Not a High School Graduate	High School Graduate	Some College or AA/AS	Bachelor's Degree	Graduate Degree
East	10.0%	24.3%	37.0%	18.7%	10.0%
Central	15.7%	19.8%	28.6%	22.7%	13.2%
North Central	5.1%	11.3%	23.8%	33.3%	26.5%
North Coastal	10.0%	16.2%	29.5%	27.3%	17.0%
North Inland	10.9%	16.7%	28.9%	26.3%	17.2%
South	18.0%	23.2%	31.5%	18.4%	8.8%
<b>SDC Total</b>	<b>11.3%</b>	<b>18.1%</b>	<b>29.5%</b>	<b>25.0%</b>	<b>16.1%</b>

- Over 1 in 6 (17.2%) households in SDC had an annual income under \$35,000 in 2022. SDC's central region had the highest percentage of households earning less than \$35,000 per year (22.9%). Just under half (48.7%) of SDC households had an annual income above \$100,000 in 2022. Comparatively, SDC's central, south and east regions had a lower percentage of households earning over \$100,000 per year (38.1%, 43.9% and 44.2%, respectively).<sup>30</sup> Please refer to **Table 20** below for more information.

**Table 20: SDC Households by Household Income, 2022<sup>30</sup>**

HHSA Region	Under \$35,000	\$35,000-\$49,999	\$50,000-\$74,999	\$75,000-\$99,999	\$100,000-\$149,999	\$150,000+
East	18.5%	9.5%	15.3%	12.5%	19.5%	24.7%
Central	22.9%	8.7%	16.4%	14.0%	18.7%	19.4%
North Central	13.7%	6.7%	12.0%	11.2%	19.9%	36.5%
North Coastal	15.2%	7.9%	13.6%	11.4%	18.3%	33.6%
North Inland	19.3%	7.4%	12.3%	11.1%	18.9%	34.6%
South	19.3%	9.2%	14.3%	13.2%	20.0%	23.9%
<b>SDC Total</b>	<b>198,095</b>	<b>92,951</b>	<b>159,126</b>	<b>139,423</b>	<b>220,792</b>	<b>338,770</b>
<b>Pct. of Total</b>	<b>17.2%</b>	<b>8.1%</b>	<b>13.8%</b>	<b>12.1%</b>	<b>19.2%</b>	<b>29.5%</b>

- In 2022, there were 326,008 households with children under the age of 18 in SDC. Of these, 7.4% were single father households and 18.5% were single mother households, for a total of 26.0% single parent households out of households with children under the age of 18. SDC's central region had the highest proportion of single parent households (37.3%) compared to other regions. SDC's south and east regions also had a higher proportion of single parent households (27.7% and 28.7%, respectively) than SDC overall (26.0%).<sup>30</sup> Please refer to **Table 21** below for more information.

**Table 21: SDC Households with Own Children Under 18 Years, 2022<sup>30</sup>**

HHSA Region	# of Households with Own Children <18 Years Old	Single Parent Households from Households w/ Own Children <18	Single Father Household	Single Mother Household
East	51,605	27.7%*	8.0%	19.7%
Central	40,565	37.3%*	7.6%	29.7%
North Central	61,123	20.9%	6.8%	14.1%
North Coastal	55,487	23.6%	7.6%	16.0%
North Inland	65,473	22.3%	7.4%	14.8%
South	51,755	28.7%*	7.4%	21.3%
<b>SDC Total</b>	<b>326,008</b>	<b>26.0%</b>	<b>7.4%</b>	<b>18.5%</b>

\*Worse than SDC Overall.

## 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*.
- Maternal and infant health with a focus on the Black community was identified as an educational topic of particular importance to employee professional development.
  - This item also addresses the following identified need(s): *Workforce Development*.

### Sharp Hospital Data

- **Table 22** presents select preterm labor data from the SGH and Sharp Mary Birch Hospital for Women & Newborns (SMBHWN) 2022 CHNAs, which highlights populations who bear a disproportionate burden of preterm birth.
  - This item also addresses the following identified need(s): Access to Health Care and Economic Stability.



**Table 22: Comparison of Preterm Labor Data at SGH and SMBHWN, 2020**

Preterm Labor	SGH	SMBHWN
% of women admitted for preterm labor who were enrolled in Medi-Cal	73.9%	34.8%
% of women admitted for preterm labor who were ages 18-34	80.5%	80.0%
% of preterm infants identified as Hispanic/Latino	40.0%	36.0%
% of preterm infants who were male	54.0%	55.0%

- Among women enrolled in Medi-Cal who gave birth at SMBHWN in 2020, 60.3% presented with a complication during childbirth. The most common 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*.
- SGH 2022 CHNA data also highlighted demographic disparities among high-risk pregnancy admissions. For example, Black women accounted for over one-quarter (28.6%) of admissions for high-risk pregnancy, despite making up only 7.9% of all female inpatients. Similarly, Hispanic or Latino women accounted for 44.4% of gestational diabetes admissions, but only 26.7% of all female inpatients. At SMBHWN, Asian or Pacific Islander women accounted 25.0% of gestational diabetes admission, but only 14.9% of all female inpatients.
  - This item also addresses the following identified need(s): *Access to Health Care and Economic Stability*.

### *Regional Data*

- In 2022, there were 37,753 live births in SDC. The 2022 infant mortality rate in SDC was 3.7 per 1,000 live births. Compared to SDC overall, south region had a higher rate of infant mortality in 2022 (4.1).<sup>104</sup>
- In 2022, all SDC regions met or exceeded HP2030 national targets for early prenatal care, preterm births and infant mortality.<sup>33</sup> However, compared to SDC overall, maternal and infant health indicators in central, east and south regions were consistently worse. SDC's south region had the highest percentage of preterm births (9.4%) and highest percentage of low birth weight births (7.5%). SDC's central region had the lowest percentage of births where the mother received early prenatal care (80.5%).<sup>104</sup> See **Table 23** for a summary of select maternal and infant health indicators by HHSA region in 2022.
- Across racial and ethnic groups, Black mothers had significantly higher rates of infant mortality (9.5 per 1,000 live births) and preterm births (10.8%) compared to SDC overall, and much lower rates of prenatal care in the first trimester (75.4%) in 2022.<sup>104</sup> Unlike SDC as a whole, this racial/ethnic group did not meet HP2030 targets for any of these three metrics.<sup>33</sup>

<sup>104</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 from <https://www.sandiegocounty.gov/content/sdc/hhsa>.

**Table 23: Select Maternal and Infant Health Indicators,  
by HHSA Region, 2022<sup>104</sup>**

HHSA Region	Infant Mortality <sup>105</sup>	Preterm Births <sup>106</sup>	Early Prenatal Care <sup>107</sup>	Low Birth Weight <sup>108</sup>
East	3.1	9.3%	85.7%	7.4%*
Central	3.8	9.2%	80.5%	7.3%*
North Central	2.7	7.9%	88.5%	6.6%
North Coastal	4.2	8.5%	90.4%	6.4%
North Inland	4.3	9.2%	91.0%	6.9%
South	4.1	9.4%	83.7%	7.5%*
<b>SDC Total</b>	<b>3.7</b>	<b>8.9%</b>	<b>86.7%</b>	<b>7.0%</b>
<b>HP2030 Target</b>	<b>5.0</b>	<b>9.4%</b>	<b>80.5%</b>	<b>N/A</b>

† Does not meet HP2030 Target. \* Worse than SDC Overall.

- Although mothers in SDC reported slightly lower levels of prenatal depressive symptoms (13.6%) compared to the state of California (14.7%) from 2019-2021, they reported higher levels of postpartum depression symptoms (13.9% compared to 13.5%). Both metrics have been trending up since 2016.<sup>109</sup>
  - This item also addresses the following identified need(s): *Behavioral Health*.
- Pooled data from 2020 to 2022 revealed that the rate of severe maternal morbidity<sup>110</sup> in SDC was 81.3 per 10,000 live births.<sup>109</sup> This rate was lower than the state of California (108.0 per 10,000 live births) but higher than the HP2030 target (64.4 per 10,000).<sup>33</sup> Black and Asian or Pacific Islander mothers had the highest rates of severe maternal morbidity (123.3 and 93.5 per 10,000 live births).<sup>109</sup>
- Data showed that 8.7% of mothers in SDC reported alcohol use in the third trimester between 2019 and 2021, over one percentage point higher than the state of California (7.4%). White mothers are more than twice as likely to report alcohol use in the third trimester than Black or Hispanic mothers.<sup>109</sup>
- The rate of neonatal abstinence syndrome<sup>111</sup> in SDC more than doubled between 2008 and 2022 (from 1.1 to 2.4 per 1,000 live births, respectively). This rate was higher among Medi-Cal recipients (6.0 per 1,000 live births) in 2022.<sup>109</sup>
- Three hospital systems have closed their maternity wards in SDC since 2021, reflecting a larger trend of closures across the state (46 maternity wards since

<sup>105</sup> Infant mortality refers to the rate of death in infants under one year of age per 1,000 live births.

<sup>106</sup> Reported as a percentage of all live births that were considered preterm. Preterm birth refers to births prior to 37 completed weeks of gestation.

<sup>107</sup> Reported as a percentage of all live births in SDC 2022 where the mother received early prenatal care. Early prenatal care is defined as care initiated during the first trimester of pregnancy, not accounting for frequency of care.

<sup>108</sup> Reported as a percentage of all live births qualifying at low birth weight in 2022. Low birth weight refers to birth weight less than 2,500 grams (5 pounds, 8 ounces).

<sup>109</sup> Maternal, Child, and Adolescent Health Division. (2024). [Maternal Health Data Dashboards]. California Department of Public Health. Retrieved from <https://www.cdph.ca.gov>.

<sup>110</sup> Severe maternal morbidity includes unexpected and potentially life-threatening complications from labor and delivery, such as hemorrhage, infection and cardiac events (California Department of Public Health).

<sup>111</sup> Neonatal abstinence syndrome is a drug withdrawal syndrome that most commonly occurs in newborns due to maternal use of opiates (California Department of Public Health).

2012). Census tract data shows Latino and low-income communities have been hit hardest by these losses.<sup>112</sup>

- This item also addresses the following identified need(s): *Access to Care and Workforce Development*.

### *State and National Data*

- Factors associated with preterm birth include maternal age, race, socioeconomic status, tobacco use, substance use, stress, prior preterm births, carrying more than one baby and infection.<sup>113</sup>
  - This item also addresses the following identified need(s): *Behavioral Health and Economic Stability*.
- 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 longer hospital stays for delivery.<sup>113</sup>
  - This item also addresses the following identified need(s): *Chronic Health Conditions*.
- 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>114</sup>
  - This item also addresses the following identified need(s): *Access to Health Care and Economic Stability*.
- 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 led to higher rates of exclusive breastfeeding compared to mothers without such support.<sup>115</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 due to pregnancy and through the child's first five years of life.<sup>116</sup>
  - This item also addresses the following identified need(s): *Behavioral Health and Economic Stability*.

<sup>112</sup> Hwang, K., Ibarra, A. B. & Yee, E. (2023). [As Hospitals Close Labor Wards, Large Stretches of CA are Without Maternity Care](#). Calmatters.org.

<sup>113</sup> National Center for Chronic Disease Prevention and Health Promotion, Division of Reproductive Health. (2024). [Maternal and Infant Health: An Overview](#). CDC.

<sup>114</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>115</sup> March of Dimes. (n.d.). [2023 March of Dimes Report Card: The State of Maternal and Infant Health for American Families](#).

<sup>116</sup> California Health Care Foundation (CHCF). (2019). [Quantifying the Cost of Perinatal Mood and Anxiety Disorders in the U.S.](#)

- 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>117</sup>
  - This item also addresses the following identified need(s): *Behavioral Health*.

## 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*.
- Workforce shortages have exacerbated challenges in meeting demand for community services. Additionally, an insufficient number of culturally competent and linguistically appropriate providers to care for SDC's diverse communities creates an equity gap and can adversely impact patient experience.
  - This item also addresses the following identified need(s): *Access to Health Care*.
- Recommendations for addressing workforce development include: 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*.
- Educational topics of particular importance to employee development include: 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>118</sup> and immigrant communities.
  - This item also addresses the following identified need(s): *Maternal and Prenatal Care, Including High-Risk Pregnancy*.

### Regional Data

- As of May 2023, more than 160,000, or 10.7% of the work force in SDC was employed in the health care sector in either a practitioner or support role.<sup>119 120</sup>

<sup>117</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>118</sup> "Latinx" is defined as "of, relating to, or marked by Latin American heritage." (Merriam-Webster).

<sup>119</sup> Western Information Office. (2024). *Occupational Employment and Wages in San Diego-Carlsbad — May 2023*. U.S. Bureau of Labor Statistics.

<sup>120</sup> Division of Occupational Employment and Wage Statistics. (2024). *May 2023 Metropolitan and Nonmetropolitan Area Occupational Employment and Wage Estimates | San Diego - Carlsbad, CA* [Data Table]. U.S. Bureau of Labor Statistics.

- SDC's regional behavioral health system currently employs approximately 17,000 professionals in 11 high priority occupations — roughly 8,000 fewer workers than 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>121</sup>
  - This item also addresses the following identified need(s): *Behavioral Health and Economic Stability*.
- Despite making up over 30% of the population, only 18.8% of the licensed health care workforce in SDC is Hispanic.<sup>122</sup> This results in Hispanics being the most underrepresented racial/ethnic group in the health care workforce.

### *State and National Data*

- Workforce shortages have left hospitals unable to discharge patients to other care settings (e.g., skilled nursing facilities), creating patient bottlenecks and unreimbursed costs. Hospital beds occupied without any reimbursement contributed to a 17.5% increase in overall hospital expenses between 2019 and 2022.<sup>123</sup>
  - This item also addresses the following identified need(s): *Access to Health Care*.
- The health care and social assistance sector is projected to add about 2.2 million jobs from 2023 to 2033 — the largest growth among all industry sectors. Factors that are expected to contribute to this growth include rising demand for the care of an aging population and higher prevalence of chronic conditions. Nurse practitioners, physician assistants and medical/health service managers are among the top 10 fastest growing occupations across all sectors.<sup>124</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 and will need approximately 4,700 additional primary care physicians in 2025 and approximately 4,100 more in 2030 to meet demand.<sup>125</sup>
- California has made progress on graduate medical education expansion but is far from meeting the primary care and psychiatry expansion goals set by the California Future Health Workforce Commission in 2019. Between 2018 and 2023, California added 60.1% of the new primary care graduate medical education positions and only 10.5% of the new psychiatry positions recommended by the commission for that period.<sup>126</sup>
- Pipeline programs for high school, college and post-baccalaureate students underrepresented in health professions can increase health profession school

<sup>121</sup> San Diego Workforce Partnership. (2022). [Addressing San Diego's Behavioral Health Worker Shortage](#).

<sup>122</sup> California Department of Health Care Access and Information. (2023). [Race & Ethnicity of California's Health Workforce - HCAI](#). [Interactive Data Dashboard].

<sup>123</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>124</sup> U.S. Bureau of Labor Statistics. (2024). [Employment Projections 2023-2033](#). [Press release].

<sup>125</sup> Let's Get Healthy California. (n.d.). [Redesigning the Health System / Increasing Access to Primary Care Providers](#) [Tableau Dashboard].

<sup>126</sup> Ament, A. & Rittenhouse, D. (2024). [Graduate Medical Education \(GME\) Expansion in California – A Progress Update: 2013-2023](#). CHCF.

enrollment and graduation rates among this group and have the potential to improve the diversity of the health care workforce.<sup>127</sup>

- Additional research suggests a need for increased funding and training in support of workforce development for long-term services<sup>128</sup>, palliative care,<sup>129</sup> and behavioral health workers<sup>130</sup> to build capacity within these groups to deliver high quality, equitable care.<sup>131</sup>
  - This item also addresses the following identified need(s): *Access to Health Care, Behavioral Health and Economic Stability*.

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<sup>127</sup> Rittenhouse, D., Ament, A., Genevro, J., & Contreary, K. (2021). [Health Workforce Strategies for California: A Review of the Evidence](#). CHCF.

<sup>128</sup> Long-term services and supports include skilled nursing facility services, personal care services, self-directed personal assistance services, in-home supportive services, and home and community-based services (California Health Care Foundation).

<sup>129</sup> American Academy of Hospice and Palliative Medicine. (n.d.). [Expanding the Hospice and Palliative Care Workforce](#).

<sup>130</sup> National Council for Mental Wellbeing. (2023). [2022 Annual Report](#).

<sup>131</sup> Center for Applied Research Solutions for Advocates for Human Potential & 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

*We can change our community by identifying needs, engaging with neighbors, forming partnerships, creating a plan of action, advocating for resources and monitoring our progress, while maintaining open communication and remembering to celebrate our successes.*

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

### Fiscal Year (FY) 2024 Community Benefit Program Highlights

Sharp Chula Vista Medical Center (SCVMC) provided a total of **\$137,734,456** in community benefit in FY 2024. See **Table 24** for a summary of unreimbursed costs based on the categories specifically identified in Senate Bill 697 (SB 697) and **Figure 31** for the distribution of SCVMC's community benefit among those categories.

**Table 24: Economic Value of Community Benefit Provided**  
**Sharp Chula Vista Medical Center — FY 2024**<sup>132</sup>

SB 697 Category	Programs and Services Included in SB 697 Category	Estimated FY 2024 Unreimbursed Costs
Medical Care Services	Shortfall in Medi-Cal <sup>133</sup>	\$30,392,605
	Shortfall in Medicare <sup>133</sup>	90,294,673
	Shortfall in County Medical Services (CMS) <sup>133</sup>	9,974
	Shortfall in CHAMPVA/TRICARE <sup>133</sup>	2,173,560
	Charity Care <sup>134</sup>	6,856,853
	Bad Debt <sup>134</sup>	6,317,723
Other Benefits for Vulnerable <sup>135</sup> Populations	Project HELP, patient transportation, and other assistance for vulnerable populations <sup>136</sup>	417,808
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>136</sup>	329,428
Health Research, Education and Training Programs	Education and training programs for students, interns and health care professionals <sup>136</sup>	941,832
<b>TOTAL</b>		<b>\$137,734,456</b>

<sup>132</sup> Economic value is based on unreimbursed costs.

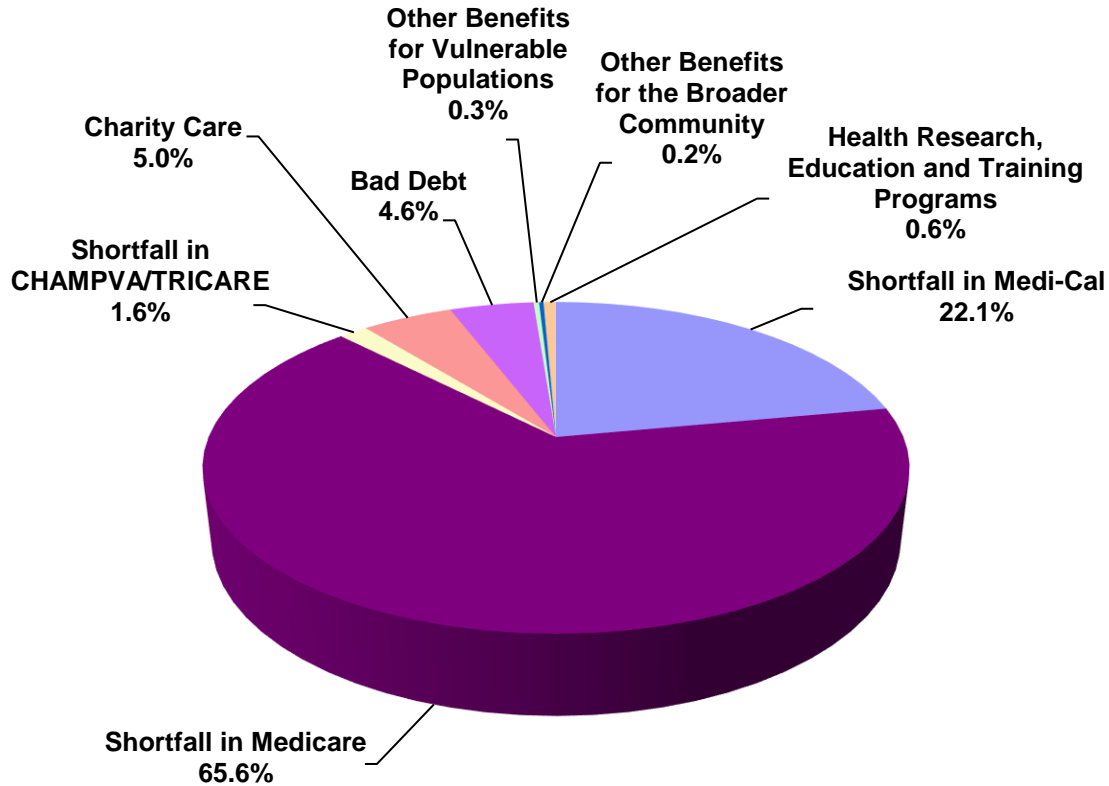
<sup>133</sup> Methodology for calculating shortfalls in public programs is based on Sharp's payor-specific cost-to-charge ratios, which are derived from the cost accounting system, offset by the actual payments received. Costs for patients paid through the Medicare program on a prospective basis also include payments to third parties related to the specific population.

<sup>134</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>135</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>136</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 31: Percentage of Community Benefit by SB 697 Category  
Sharp Chula Vista Medical Center — FY 2024**



**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>137</sup> In FY 2024, 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, 2023 through December 31, 2024. This resulted in recognition of net supplemental revenues for SCVMC totaling \$38.9 million in FY 2024. This reimbursement helped offset prior years' unreimbursed medical care services; however, the additional funds recorded in FY 2024 understate the true unreimbursed medical care services performed for the past FY.

<sup>137</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; education and information for seniors; Project HELP (Project Hospital Emergency 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; participation in the Sharp Humanitarian Service Program; and other assistance for community members with health equity barriers.
- **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; health risk assessments; community education; 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. See **Appendix A** for a list of Sharp HealthCare's (Sharp) involvement in community organizations in FY 2024. 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 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.*

SCVMC serves 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 C** for a map of community and regional boundaries. Notably, Coronado residents primarily use Sharp Coronado Hospital and Healthcare Center.

For SCVMC's 2022 CHNA process, the Dignity Health and IBM Watson Health Community Need Index (CNI)<sup>138</sup> was used to identify communities within its service area that experience greater health inequities.<sup>139</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,

<sup>138</sup> Dignity Health and IBM Watson Health CNI. (2022). The Dignity Health and IBM Watson CNI was discontinued on January 31, 2023.

<sup>139</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).



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 Mesa.<sup>138</sup> **Figure 32** presents a map of the CNI findings across San Diego's south region.

**Figure 32: CNI Map — SDC's South Region**<sup>140</sup>



SCVMC has been providing health care to the south region for nearly 50 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 opened the Ocean View Tower in 2020, which provides an additional 106 beds, six operating rooms, advanced health care technology and programs, and services to expedite and improve care.

## Community Health Profile

Please refer to **Section 4: Description of Community Needs** for the most current demographic and health data regarding the communities served by Sharp, including SCVMC.

<sup>140</sup> Truven Health Analytics, 2022; Insurance Coverage Estimates, 2022; The Nielson Company, 2022; and CNI, 2022. Map produced by Sharp Strategic Planning Department, 2022.

## **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

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

## **SCVMC Community Benefit Programs and Services, FY 2024**

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 2024 and plans for FY 2025. 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's south region

### **FY 2024 Report of Activities**

In November 2023, the Joint Commission and American Heart Association (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® — 2024 Stroke Gold



Plus Quality Achievement Award for excellence in stroke care, as well as the Target: Stroke Honor Roll Elite and Target: Type 2 Diabetes Honor Roll designation. 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 thrombolytic (clot-buster) administration to eligible patients.

Throughout the year, Sharp's systemwide stroke program, including SCVMC, provided stroke education and blood pressure screenings at community events. In FY 2024, SCVMC conducted nearly 300 blood pressure screenings at various community events, including the Live Well San Diego's Love Your Heart initiative, American Lung Association (ALA) LUNG FORCE Walk, Paradise Village Health Fair, San Diego Nice Guys 31st Annual Community Christmas Party, St. Paul's Plaza and the Celebrando Latinas 2024 Conference.

Sharp's systemwide stroke program, including SCVMC, provided stroke education and resources to approximately 150 attendees at the annual 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<sup>141</sup>, women's stroke risk factors and when to call 911. In addition, Sharp's systemwide stroke program, including SCVMC, participated in the AHA's annual San Diego Heart & Stroke Walk where they offered stroke education to more than 3,000 attendees.

In FY 2024, the San Diego County Stroke Consortium, including Sharp, participated in the Strike Out Stroke 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 350 community members throughout the evening.

SCVMC continued its 19-year collaboration with the County of San Diego Emergency Medical Services (EMS) to provide data for the SDC stroke registry, which tracks data to identify gaps and determine trends. SCVMC also continued to participate in quarterly meetings for the 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<sup>142</sup> consists of 18 hospitals across the county, including all four of Sharp's acute care hospitals.

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<sup>141</sup> BE-FAST stands for Balance, Eyes, Face, Arms, Speech, Time. It is an easy technique to detect and enhance responsiveness to a stroke.

<sup>142</sup> For a list of stroke receiving centers in SDC, please visit [Stroke Receiving Centers](#).

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 acting as 911 first responders. In FY 2024, the consortium provided these first responders with education on recognizing and responding to Large Vessel Occlusion, or blockages of intracranial arteries by a clot. Additionally, the team developed a video, filmed at Sharp Grossmont Hospital (SGH), educating EMS on how to perform an assessment using the FAST-ED<sup>143</sup> stroke severity scale. 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 Stroke Severity Scale, an addition to BE-FAST assessment. The updated education materials were approved by the consortium and shared with all EMS agencies.

Further, in FY 2024, Sharp's systemwide stroke program participated in research conducted by the County of San Diego and University of California, San Diego to determine the correlation between the FAST-ED score and the likelihood of having a Large Vessel Occlusion. Data was collected early to mid-2024 at all of Sharp's stroke centers. This research aims to guide future EMS protocols to directly transport Large Vessel Occlusion patients to stroke centers with thrombectomy capabilities, including SCVMC, SGH, and SMH.

### **FY 2025 Plan**

SCVMC Stroke Program will do the following:

- Participate in and partner with the San Diego County Stroke Consortium to educate and train EMS and fire department professionals, with a focus on Large Vessel Occlusion identification
- Collaborate with the County of San Diego EMS by providing south region data for tracking within the SDC stroke registry
- Provide stroke education, screenings and outreach to community members in the south region via social media and in-person events
- Provide stroke risk factor education and BE-FAST to community health professionals

### ***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, 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
- Participate in cancer clinical trials, including screening and enrolling patients

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<sup>143</sup> FAST-ED stands for facial palsy, arm weakness, speech changes, time, eye deviation, denial/neglect.

## **FY 2024 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 as an Integrated Network Cancer Program as well as the American Society for Radiation Oncology as an Accreditation Program for Excellence.

The Cancer Centers of Sharp serve community members, patients and their loved ones through a variety of free cancer support groups, classes and workshops and community events, as well as patient navigation and other support services. In FY 2024, all programs were provided virtually or in person and served more than 1,800 community members impacted by cancer.

The Cancer Centers of Sharp 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, 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 125 individuals who were unable to attend the live webinars. 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; and structured healing art activities to improve overall well-being.

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. In addition, How to Help Someone with Chemo Brain — A Class for Loved Ones was created 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 Practicing Calm workshop, where a cancer

center clinician offered breathing and other relaxation exercises and well as guided meditations to reduce tension and stress in the body and mind. More than 500 community members attended these classes and workshops in FY 2024.

In FY 2024, the Cancer Centers of Sharp offered a webinar titled Surviving Cancer: Thriving After a Diagnosis to more than 70 individuals. A Sharp physician presented on her own experience as a cancer patient, and Sharp oncology social workers and a dietitian presented on brain fog, survivorship and relationships, weight challenges in cancer survivorship and cancer genetics. Further, four Out of the Fog MAAT (Memory and Attention Adaptation Training) groups were held with more than 30 participants. These eight-session trainings are taught by a speech language pathologist and an oncology social worker and offer quarterly reunion classes for graduates.

In FY 2024, the Cancer Centers of Sharp continued to offer an assortment of support groups intended to provide safe places for patients to explore their experiences living with cancer, receiving treatment and life after cancer. Groups were provided for anyone living with cancer, care partners of individuals living with cancer, anyone living with breast cancer, anyone living with a brain tumor or brain cancer, care partners of individuals living with a brain tumor or brain cancer, patients and survivors of head and neck cancer, men with any cancer diagnosis, young individuals living with stage 0-3 cancer, young individuals living with advanced cancer, and Spanish-speaking individuals with cancer. In addition, a Bring Your Own Project support group served individuals living with cancer as well as survivors and their loved ones through a combination of conversation and relaxing drawing methods to increase focus, creativity, self-confidence and personal well-being.

The Cancer Centers of Sharp, including the Barnhart Cancer Center, participated in the Sharp Women's Health Conference. 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 cancer prevention and available support services, including nurse navigation, social work, nutrition and exercise and classes and support groups. Board-certified genetic counselors from the Sharp Cancer Genetic Counseling program provided information about the risks of developing cancer based on personal and family history. In addition, a Sharp-affiliated physician discussed the relationship between toxic stress and breast cancer.

The Cancer Centers of Sharp hosted Cancer Survivors Day to celebrate community members who have experienced cancer, inspire those recently diagnosed and provide support for family members. Over 200 community members engaged in a variety of relaxing therapies, including yoga, massage, and pet and art therapy. Community partners, including the American Cancer Society, LIVESTRONG, Camp Kesem and others provided informational tables, while various Sharp teams, such as lymphedema therapy, clinical trials, patient navigation, oncology social work and genetic counseling offered support and answered attendees' questions. The event allowed patients to share their stories and meet other survivors while enjoying food, coffee and other treats.

Further, transportation was provided by Sharp Van Services.

In FY 2024, the Cancer Centers of Sharp continued to host a private Facebook group called the 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. More than 260 people have joined the Sharp HealthCare Cancer Patient Community group on Facebook.

In FY 2024, the Cancer Centers of Sharp helped raise community awareness of cancer through a variety of methods. The Cancer Centers of Sharp partnered with the ALA and participated in the LUNG FORCE Walk. Additionally, the Cancer Centers of Sharp participated and sponsored the American Cancer Society in the Making Strides Against Breast Cancer Walk. Further, in honor of National Mammography Day, SCVMC-affiliated physicians and staff joined the annual Sharp Goes Pink effort, wearing pink to raise awareness of the lifesaving importance of mammograms.

The Barnhart Cancer Center also continued to offer a wig and prosthesis bank in FY 2024, providing cancer patients with free donated wigs, prosthetic devices and bras.

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 2024, the navigation team assisted more than 300 patients in person, virtually and over the telephone. The team includes nurses, a licensed clinical social worker, 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.

Throughout FY 2024, 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.

In FY 2024, Sharp partnered with the American Cancer Society for National Lung Cancer Screening Day. The Cancer Centers of Sharp worked with Sharp's marketing department to distribute a community newsletter that included eligibility criteria for lung cancer screenings, a list of upcoming screening events at SCVMC, SGH and SMH and contact details for more information. Once eligibility criteria were confirmed, staff at all three sites worked collaboratively with participants' primary care physicians to ensure low dose CT scans were scheduled to complete their lung cancer screenings. More than 20 community members responded to the campaign announcement, eight of whom were eligible for and completed screenings.

For more than 20 years, Sharp's Clinical Oncology Research Department has conducted clinical trials to facilitate the discovery of new and improved treatments for cancer patients and to enhance scientific knowledge. In FY 2024, the department

pre-screened more than 3,000 patients for participation in oncology clinical trials. For eligible, consenting patients, 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 2024, nearly 360 patients submitted blood specimens or tissue for testing.

### **FY 2025 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
- Participate in and offer various cancer resources at community events
- Collaborate with the Cancer Centers of Sharp to provide virtual workshops on various cancer wellness topics, including Spanish-language options
- Offer cancer support groups for patients, caregivers and loved ones as well as members of the community, including groups in English and Spanish
- 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
- Offer a variety of pre-recorded classes based on the popular rotational workshops
- Offer wigs, prosthetics, bras, hats and scarves to patients with cancer
- Provide patients with transportation to other appointments and the pharmacy for medication pick-up
- Provide the private Sharp HealthCare Cancer Patient Community Facebook group
- Conduct clinical trials to discover cancer treatments, promote clinical trials and inform the broader health and research community
- Participate in and provide fundraising for events to support cancer research in San Diego

### ***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 2024 Report of Activities**

The SCVMC Diabetes Education Program is recognized by the American Diabetes Association for meeting national standards for excellence and quality in diabetes

education, including blood sugar monitoring, medication and nutrition counseling and 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 to successfully manage various conditions, including prediabetes, gestational diabetes (diabetes developed during pregnancy), as well as Type 1 and Type 2 diabetes. In FY 2024, small group and one-on-one education options were offered in person and online, in both English and Spanish.

In FY 2024, the Sharp Diabetes Education Program continued to participate in community events, conferences and educational presentations. The program offered education and support to approximately 750 attendees at the annual Sharp Women's Health Conference. This included diabetes risk assessments using the American Diabetes Association's Diabetes Risk Test questionnaire as well as resources on topics including different types of diabetes; prevention; signs, symptoms and complications; the link between diabetes and cardiovascular disease; nutrition and reading food labels; exercise; medication; and 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.

Throughout FY 2024, the Sharp Diabetes Education Program provided health education through community presentations. This included a presentation by a program dietitian on how diabetes affects healthy aging to more than 10 attendees at the Center for Healthy Aging. Additionally, the program director facilitated a discussion on managing diabetes with approximately 20 community members at the Olivewood Gardens and Learning Center in National City. The Sharp Diabetes Education Program also provided fundraising and team participation for the annual San Diego Heart & Stroke Walk.

The Sharp Diabetes Education Program is actively involved with San Diego's renal health community. In FY 2024, 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 were either anticipating or had undergone a kidney transplant or had 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 through education on nutrition, exercise and blood sugar monitoring. In FY 2024, the program collaborated with community clinics, including Family Health Centers of San Diego, La Maestra Family Clinic, Inc., 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 accommodated patient preferences by offering virtual, telephone and on-site education 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 nearly 260 underserved pregnant and breastfeeding women with diabetes in FY 2024.

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, Know Diabetes by Heart, 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.

### **FY 2025 Plan**

The SCVMC and the Sharp Diabetes Education Programs will do the following:

- Collaborate with Olivewood Gardens and Learning Center to provide diabetes education to the South Bay community
- Explore opportunities for involvement in community events, conferences and educational presentations throughout SDC
- Explore additional opportunities and partnerships to provide clinic- and community-based diabetes education classes and resources
- Explore collaborations with community organizations that focus on diabetes prevention and care
- Explore collaborations to assist and educate community members experiencing food insecurity
- 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 diabetes education and support at the annual Sharp Women's Health Conference
- Participate in Tour de Cure — the American Diabetes Association'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 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
- Provide health education to the South Bay community in partnership with SunCoast Market Co-Op

### ***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 community health education classes, support groups and screenings 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 2024 Report of Activities**

In FY 2024, SCVMC supported several community walks to raise awareness of important health concerns. This included the AHA 2024 San Diego Heart & Stroke Walk, where SCVMC not only participated, but also provided year-round fundraising and support. SCVMC also participated in the 2024 Parkinson's Association of San Diego's Step by Step Walk, a Sharp-sponsored event to raise awareness about Parkinson's Disease. Sharp, including SCVMC, offered health-related resources at the walk. Sharp, including SCVMC, continued to be the exclusive health care partner of the ALA – San Diego, helping to raise awareness about and empower families and communities to improve their lung health, as well as the importance of lung cancer screening. In addition, Sharp 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. SCVMC participated in the walk and provided over 40 blood pressure screenings and information about lung health to more than 1,200 participants.

SCVMC was involved in numerous community activities and events in FY 2024. As a participant of Live Well San Diego's Love Your Heart initiative, SCVMC provided free blood pressure screenings and educated 60 community members on managing blood pressure at home. The event raised awareness about heart disease and stroke and encouraged community members to understand their blood pressure figures and take charge of their heart health. In addition, an SCVMC-affiliated cardiothoracic surgeon educated approximately 30 community seniors on heart care at St. Paul's Plaza, while SCVMC offered blood pressure screenings and provided resources on heart health and wellness. SCVMC also conducted six blood drives during the year. With an average of 16 team member donors per drive, SCVMC collected more than 100 units of blood in FY 2024.

In FY 2024, SCVMC held a free Bone and Joint Health Expo to provide community members with information and resources about orthopedic and spine care. At the event,

SCVMC and SMH orthopedic staff offered more than 80 attendees handouts on hip and knee pain, back pain and foot issues. In addition, the event offered attendees the opportunity to interact with orthopedic doctors and care team members, a variety of educational booths and interactive exhibits, free bone density screenings, chair massages, kid-friendly activities and a raffle.

In honor of Hispanic Heritage Month, SCVMC participated in Otay Ranch Town Center's Celebration and Family Festival to offer both blood pressure screenings and health-related resources to more than 400 community members. At the event, attendees enjoyed live music, food, cultural performances, art demonstrations, crafts, exhibitors and more. SCVMC also participated in St. Paul's Senior Services Annual Senior and Family Resource Fair, which provided education on fall prevention and home safety as well as community resources. Held at St. Paul's Conference Center in Bankers Hill, SCVMC offered health-related resources to more than 300 community members.

Sharp, including SCVMC, offered health-related resources to over 2,000 community members as well as provided more than 130 blood pressure screenings at four events throughout FY 2024. This included Celebrando Latinas, the Temecula Valley Balloon & Wine Festival, San Diego Nice Guys 31<sup>st</sup> Annual Community Christmas Event and a health fair at Paradise Village retirement community in National City.

Sharp's Advance Care Planning department, SCVMC and the Sharp Community Resource Center partnered with Grossmont Healthcare District to host a community presentation titled Advance Care Planning 2024 Navigating Your Journey. Team members emphasized the importance of making one's health care wishes known ahead of time and helped people outline the critical steps for success when preparing for an unplanned medical emergency, when one may not have the mental or physical ability to dictate their care. Leading experts on health care planning had a panel discussion on how to complete an advance directive (advance health care directive) and provided other health care decision-making resources. Held at Otay Mesa-Nestor Branch Library, the event reached more than 40 community members.

Throughout FY 2024, Sharp Chula Vista Center for Women & Newborns led a free weekly breastfeeding support group at the hospital, 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 23rd Annual Breastfeeding Support Group Halloween Baby Parade for mothers and family members from the hospital's breastfeeding support groups. Mothers dressed their infants and children in costumes and enjoyed the outdoor walking parade. The tiny trick-or-treaters showed off their costumes and were handed Halloween treats by SCVMC caregivers at different festive booths. More than 70 families participated in the parade.

In addition, Sharp-affiliated physicians, including an SCVMC-affiliated physician, led four live webinars on preparing for pregnancy for over 60 community members in FY 2024. 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 FY 2024, SCVMC staff participated in the annual Sharp Women's Health Conference. During the event, various hospital departments engaged attendees with a variety of health information and resources, including advance care planning, 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. Breakout session speakers included a SCVMC-affiliated physician who discussed challenges in sexual satisfaction among women, underlying causes of these issues and safe, effective treatment options. Additionally, Sharp's systemwide orthopedics staff provided health education on orthopedics and osteoarthritis, including back, shoulder, hip and knee pain.

In FY 2024, 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 the important contributions of the Filipino community and the impact of traditional foods on long-term health, SCVMC's unique approach to educating patients and families to keep congestive heart failure under control, the effect of alcohol and other lifestyle choices on the risk of cancer, and SCVMC's breastfeeding support group. SCVMC staff also contributed to numerous health-related articles shared through Sharp Health News.

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, Health Sciences High and Middle College, Private Essential Access Community Hospitals, Rotary Club of Chula Vista, South Bay Community Services, South Bay Family YMCA, South County Economic Development Council and San Diego Association of Directors of Volunteer Services.

SCVMC continued to sponsor South County Economic Development Council's Annual Economic Summit, which gathered over 500 business and community leaders. Held at the Balboa Park Club, the summit focused on the present and future of SDC's south region and included several panel discussions on various industry topics, including cybersecurity, the binational economy, economic forecasts and initiatives shaping the future.

SCVMC hosted several local and state elected officials as well as community partners like San Ysidro Health and Scripps Health for Cali-Baja Friday in FY 2024. SCVMC updated attendees on its efforts to grow programs and services for the South Bay

community. The group then traveled to Tijuana for more collaborative conversations about health care in the region.

SCVMC also welcomed representatives from the County of San Diego EMS, Public Health Services, and Office of Border Health, as well as Jurisdicción de Servicios de Salud de Tijuana, SIMNSA Health Care, Mexican Consulate of San Diego, U.S. Consulate General Tijuana, and Scripps Health for a meeting of the Binational Cross Border EMS - Patient Transfer Task Force. The discussion aimed to initiate a series of collaborative efforts focused on enhancing patient care in the border region.

### **FY 2025 Plan**

SCVMC will do the following:

- Share evidence-based health information via media relations, social media and other 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
- Participate in community health fairs and events
- Provide screenings, community health education, resources and support groups for community members

### ***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 2024 Report of Activities**

In FY 2024, 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 86,800 hours of training and supervision for more than 560 students pursuing health care careers. Students came from colleges and universities throughout the community, including Azusa Pacific University; California State University San Marcos; Capella

University; CBD College; Chapman University; EMSTA; Glendale Career College; Grand Canyon University; Grossmont College; Grossmont Health Occupations Center; Hight Desert Medical College; Keck Graduate Institute; Medcerts; National University; Pima Medical Institute; Point Loma Nazarene University; San Diego Fire Rescue Department Paramedic Program; San Diego Mesa College; San Diego State University (SDSU); San Joaquin Valley College; Smith Chason College; Southwestern College; Touro University; University of Phoenix; University of San Diego; Utah State University; and Western University of Health Sciences. This included more than 20 advanced practitioner students who dedicated over 4,400 hours at SCVMC and more than 120 ancillary students who devoted more than 40,400 hours at SCVMC.

In addition, more than 420 nursing students dedicated more than 41,900 hours to clinical rotations and individual training with hospital preceptors. 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 continued to participate in the Health Sciences High and Middle College program in FY 2024, providing early professional development for more than 60 ninth through 12th grade students. The students began their internship experience with an orientation and spent hundreds of hours rotating through instructional pods in specialty areas, including 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.

An SCVMC-affiliated orthopedic surgeon visited nearly 20 transitional kindergarten students at Leonardo da Vinci Health Sciences Charter School in Chula Vista for a day of orthopedic fun. The surgeon delighted the students by bringing in a box of bones for them to examine, helping them label and color a skeleton worksheet, and joining them in the Skeleton Shake, a song and dance that teaches about bones.

SCVMC also continued its partnership with Southwestern College 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 Southwestern College. 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 nearly 30 students, who offered over 1,100 hours of service through the Integrative Therapies Collaborative in FY 2024.

In FY 2024, SCVMC provided more than 800 hours of supervision, training, lectures, and support to pharmacy students. The hospital provided Advanced Pharmacy Practice Experiences rotations to nearly 30 students and provided over 1,000 hours of training to eight post-graduate year one Doctor of Pharmacy residents. SCVMC also provided information to over 100 Doctor of Pharmacy candidates, residents, students and interns about the education and training opportunities offered by the hospital's residency



program. This education was provided via live and virtual showcases, educational sessions, poster presentations and lectures at various schools and state and national conferences. SCVMC also conducted 36 half-day interviews for pharmacy residency candidates in FY 2024 after receiving and processing approximately 90 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, California State University San Marcos and University of Southern California. In FY 2024, the department hosted two MSW students from SDSU who were placed at the hospital, as well as one MSW student from SDSU and one MSW student from California State University San Marcos who were placed at Birch Patrick Convalescent Center — a skilled nursing facility at SCVMC. Students worked alongside MSWs and licensed clinical social workers 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 spent a day at Sharp Mesa Vista Hospital to observe the duties of social workers in a behavioral health facility. During their time at SCVMC, 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.

As a part of the 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 people participated each month.

At the 2024 California Hospital Volunteer Leadership Conference, SCVMC, along with other Sharp health professionals, presented on the benefits of integrative therapies for all health care models, highlighting how these therapies can enhance patient care, support staff well-being and improve organizational efficiency. The presentation included insights from leaders at Sharp's integrative therapies programs, who shared adaptable program models and engaged with attendees through a panel discussion and question-and-answer segment.

The Sharp Diabetes Education Program provided education to several students in FY 2024. The program offered two educational sessions exploring career opportunities in diabetes care, provided guidance on gaining relevant experience and education and covered topics such as the types of diabetes, diagnostic methods, current technology and medications, community resources for patients and patient education modalities to approximately 40 dietetic students at SDSU. In addition, in FY 2024, the Sharp Diabetes

Education Program supported the San Diego WIC (Women, Infants and Children) Dietetic Internship program by providing education, career development and mentorship opportunities for interns as well as through board leadership.

The Sharp Diabetes Education Program continued to share best practices in diabetes care through professional events and training programs in FY 2024. Program leadership provided a poster presentation on blood sugar levels, blood pressure and diabetes management to approximately 200 attendees at the 2023 AHA Annual Meeting. The program also continued to serve as an insulin pump training center to support endocrinologists and primary care 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 program recently implemented an enhanced electronic medical record system to improve care coordination with more than 300 community providers.

In FY 2024, Sharp, including SCVMC staff, provided a tour to ALA board members of the Sharp Prebys Innovation and Education Center, including the James S. Brown Simulation Center which provides an innovative simulated training space for health care professionals.

### **FY 2025 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**

- Empower and establish medical homes for the safety net 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 2024 Report of Activities**

In FY 2024, SCVMC continued to provide specialized programming to support low-income, uninsured and medically underserved patients in SDC's south region who receive care at its facilities. The program provided these patients with timely referrals to primary care and behavioral health services, as well as assistance with establishing medical homes (e.g., primary care) at Family Health Centers of San Diego and San Ysidro Health community clinic 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 medication assistance through community clinics and programs for various conditions through County of San Diego Public Health Services. SCVMC also provided assistance and resources to patients with limited access to transportation. Further, to assist individuals who lack financial resources, SCVMC provided more than \$89,400 in free medication, transportation and financial assistance through its Project HELP funds.

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 2024, more than 20,720 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 2024, 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 740 patients in the ED and nearly 1,250 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.

SCVMC collaborates with the Family Health Centers of San Diego's Downtown Homeless Navigation Center for increased support at discharge for individuals experiencing homelessness. This includes partnerships with the City of San Diego's Homelessness Response Center, Alpha Project and St. Vincent de Paul Village, nonprofits that coordinate shelter placement for at-risk patients experiencing homelessness at SCVMC. In FY 2024, SCVMC also continued partnership with the City of Chula Vista to coordinate essential resources, including temporary housing, for patients experiencing homelessness in the Chula Vista community.

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. Nearly 30 Sharp team members, including nine from SCVMC, participated in the January 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. The team provided a gift card to each individual who participated. The count collects data on the needs of San Diegans experiencing homelessness and provides an opportunity to raise awareness.

In FY 2024, SCVMC 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 included participation in the California Bridge program, which serves patients with opioid use disorder. The program's goal is to identify patients in need of medication-assisted treatment (MAT) in Sharp EDs and inpatient areas to bridge their connection to treatment in the community. The program involves collaboration among a variety of professionals, including social workers, clinical informatics, nurses and Sharp-affiliated physicians. Sharp established assessment and referral pathways for those with opioid use disorders and screened patients for need and interest in MAT, offering them the ability to receive a first dose of Suboxone in the ED to provide a bridge until they can secure outpatient treatment. Patients were also provided with 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 partnered with community organizations, including Comprehensive Treatment Centers, SMC and Family Health Centers of San Diego for prioritized access to treatment upon discharge from the ED. In addition, SCVMC's ED began distributing NARCAN® and fentanyl testing strips, free of charge, to any requesting community member.

A month's supply of diapers 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 often than recommended and unintentionally place their infant at

risk. To address this, SCVMC participates in the Jacobs & Cushman San Diego Food Bank's Diaper Bank program to provide diapers and other essential items, such as baby wipes, to low-income parents. Through the partnership, SCVMC distributed over 5,300 diapers to more than 300 families in need, serving more than 385 children in the community in FY 2024. This year, SCVMC also secured external funding to address a rising need for car seats, providing the resource to approximately 30 families.

Through the Community Closet program, SCVMC provides weather-appropriate clothing and shoes to patients in need, including those experiencing homelessness, patients transferring to skilled nursing facilities, 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.

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**

SCVMC will do the following:

- Collaborate with 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 Jacobs & Cushman San Diego Food Bank to provide free diapers and baby wipes to low-income parents in SDC

### **SCVMC Program and Service Highlights**

For a list of SCVMC's programs and services offered, please visit <https://www.sharp.com/locations/hospitals/sharp-chula-vista#chula-vista-services>.



# Sharp Coronado Hospital and Healthcare Center





## Section

# 6 Sharp Coronado Hospital and Healthcare Center

*Impacting my community means listening deeply to its needs, empathizing with struggles, and taking meaningful action to uplift others. It's about making a genuine difference in the lives of those around me, ensuring everyone feels valued and cared for.*

— Ana Duran, Critical Care and Administrative Support Manager, Sharp Coronado Hospital and Healthcare Center

## Fiscal Year (FY) 2024 Community Benefit Program Highlights

Sharp Coronado Hospital and Healthcare Center (SCHHC) provided a total of **\$26,135,468** in community benefit in FY 2024. See **Table 25** for a summary of unreimbursed costs based on the categories specifically identified in Senate Bill 697 (SB 697), and **Figure 33** for the distribution of SCHHC's community benefit among those categories.

**Table 25: Economic Value of Community Benefit Provided  
Sharp Coronado Hospital and Healthcare Center — FY 2024<sup>144</sup>**

SB 697 Category	Programs and Services Included in SB 697 Category	Estimated FY 2024 Unreimbursed Costs
Medical Care Services	Shortfall in Medi-Cal <sup>145</sup>	\$1,136,536
	Shortfall in Medicare <sup>145</sup>	21,352,291
	Shortfall in CHAMPVA/TRICARE <sup>145</sup>	1,843,684
	Shortfall in Workers' Compensation <sup>145</sup>	30,327
	Charity Care <sup>146</sup>	774,469
	Bad Debt <sup>146</sup>	583,852
Other Benefits for Vulnerable <sup>147</sup> Populations	Project HELP, patient transportation, and other assistance for the vulnerable <sup>148</sup>	161,455
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>148</sup>	120,185
Health Research, Education and Training Programs	Education and training programs for students, interns and health care professionals <sup>148</sup>	132,669
<b>TOTAL</b>		<b>\$26,135,468</b>

<sup>144</sup> Economic value is based on unreimbursed costs.

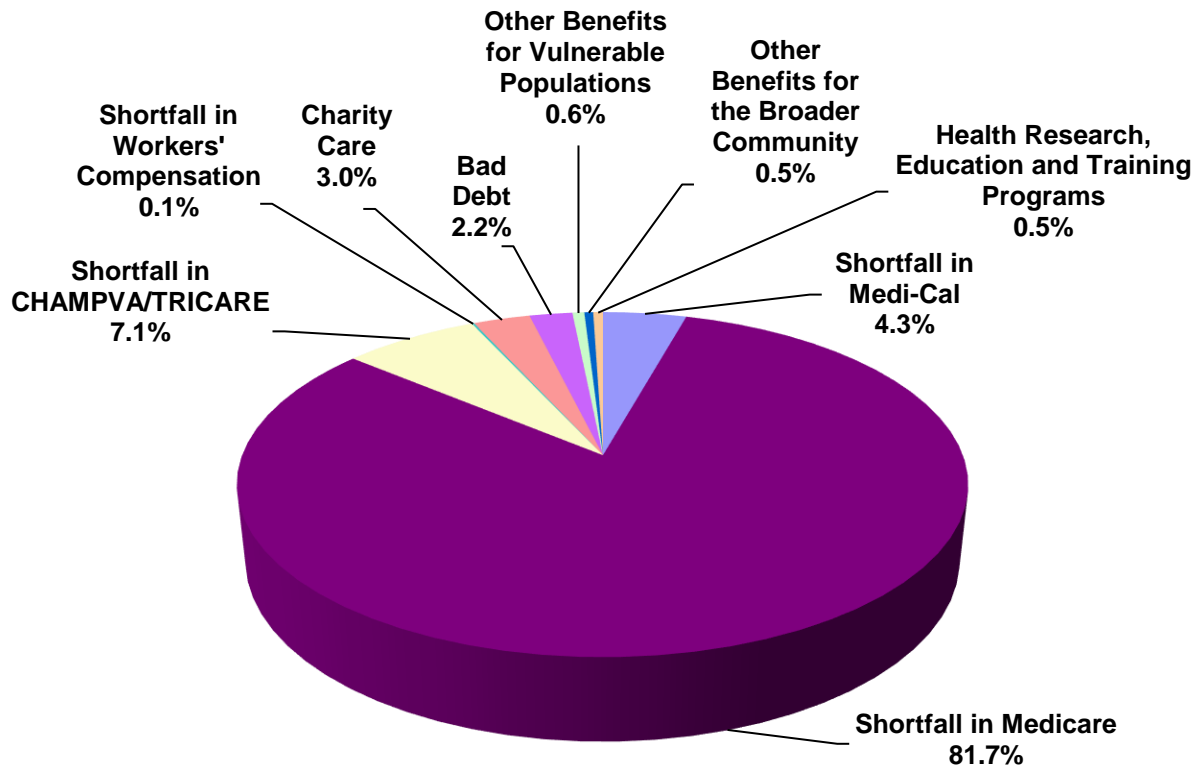
<sup>145</sup> Methodology for calculating shortfalls in public programs is based on Sharp payor-specific cost-to-charge ratios, which are derived from the cost accounting system, offset by the actual payments received. Costs for patients paid through the Medicare program on a prospective basis also include payments to third parties related to the specific population.

<sup>146</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>147</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>148</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 33: Percentage of Community Benefit by SB 697 Category  
Sharp Coronado Hospital and Healthcare Center — FY 2024**



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>149</sup> In FY 2024, 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, 2023 through December 31, 2024. This resulted in recognition of net supplemental revenues for SCHHC totaling \$16.3 million in FY 2024. 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 \$12.2 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 care services; however, the additional funds recorded in FY 2024 understate the true unreimbursed medical care services performed for the past FY.

<sup>149</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 the 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; 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; health screenings for bone density and stroke; health risk assessments; 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. In addition, SCHHC staff actively participated in community boards, committees and other civic organizations. See **Appendix A** for a list of Sharp's involvement in community organizations in FY 2024. 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** time devoted to 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

*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 eight military sites in Coronado, including one of the largest Naval Commands with housing located both on- and off-base. Certain secondary data sources are not available specifically for some of the communities in close proximity to Coronado. In these cases, broader summaries of San Diego County (SDC) are provided. See **Appendix C** for a map of community and region boundaries in SDC.

Individuals age 65 and older make up 20.8% of Coronado Island's population, while adults ages 45 to 64 make up 22.5%. Between 2024 and 2029, the senior population is projected to grow by 14.1% on Coronado Island and by 17.1% in SCHHC's service area, which includes Coronado Island, Imperial Beach and Otay Mesa, among other communities.<sup>150</sup> Given the unique geography and demographic composition of these communities, many of the hospital's services address the health needs of older adults.

<sup>150</sup> SpeedTrack®, Inc.; U.S. Census Bureau.

For SCHHC’s 2022 CHNA process, the Dignity Health and IBM Watson Health Community Need Index (CNI)<sup>151</sup> was used to identify communities within its service area that experience greater health inequities.<sup>152</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>153</sup> **Figure 34** presents a map of the CNI findings across SDC.

**Figure 34: CNI Map — SDC**<sup>153</sup>



<sup>151</sup> Dignity Health and IBM Watson Health CNI. (2022). The Dignity Health and IBM Watson CNI was discontinued on January 31, 2023.

<sup>152</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>153</sup> Truven Health Analytics, 2022; Insurance Coverage Estimates, 2022; The Nielson Company, 2022; and CNI, 2022. Map produced by Sharp Strategic Planning Department, 2022.

## **Community Health Profile**

Please refer to **Section 4: Description of Community Needs** for the most current demographic and health data regarding the communities served by Sharp, including SCHHC.

## **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 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>31</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, 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 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 Sharp Mesa Vista Hospital in recent years and continues to explore those opportunities as capacity allows. In addition, community safety is addressed through Sharp's ThinkFirst San Diego (ThinkFirst), a program led by Sharp Memorial Hospital (SMH) Rehabilitation Services and SMH Trauma Services. ThinkFirst provides education on injury prevention and the lifelong effects of brain, spinal cord and other traumatic injuries to community members and students throughout SDC.

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 2024**

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 2024 and plans for FY 2025. 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**
- **Health Education, Screening and Support Activities**
- **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**



## ***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's central and south regions

### **FY 2024 Report of Activities**

In January 2024, SCHHC's Stroke Program was certified by the Joint Commission and the American Heart Association (AHA)/American Stroke Association (ASA) 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. SCHHC is also 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 Elite Plus Honor Roll and Target: Type 2 Diabetes Honor Roll designation. 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 Target: Stroke Elite Honor Roll designation focuses on improving the timeliness of thrombolytic therapy to treat eligible stroke patients.

Throughout the year, SCHHC provided stroke education and blood pressure screenings at community events and venues throughout SDC, including through the Live Well San Diego's Love Your Heart initiative, Safe Harbor Coronado's Mental Health & Wellness Fair, American Lung Association LUNG FORCE Walk and the Coronado Community Center. In FY 2024, approximately 120 community members received blood pressure screenings through these efforts. Education topics included: BE-FAST,<sup>154</sup> 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.

In FY 2024, SCHHC hosted two seminars titled The Golden Hour: How to Respond Quickly to a Stroke and Other Emergencies, which reached approximately 55 community members. Led by SCHHC-affiliated emergency medicine physicians, the free events at the Coronado Library and the Coronado Community Center covered the different types of strokes, common warning signs and when to seek emergency care and included a question-and-answer session, heart-healthy food samples and blood pressure screenings.

In honor of American Heart Health Awareness Month, Sharp's systemwide stroke program continued to participate in Live Well San Diego's Love Your Heart initiative by providing free blood pressure screenings and education on heart health and stroke prevention, reaching more than 290 community members. Through this effort, SCHHC

<sup>154</sup> BE-FAST stands for Balance, Eyes, Face, Arms, Speech, Time. It is an easy technique to detect and enhance responsiveness to a stroke.

provided blood pressure screenings to more than 50 community members at various venues in SDC, including SCHHC's Outpatient Pharmacy as well as to the South Bay community at the SunCoast Market Co-op Farmers Market in Imperial Beach.

In the fall, SCHHC ED and intensive care unit staff participated in the annual Coronado Public Safety Open House, 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 offered blood pressure screenings and stroke education to more than 200 attendees.

Sharp's systemwide stroke program, including SCHHC, provided stroke education and resources to approximately 150 attendees at the annual 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, women's stroke risk factors, and when to call 911.

Sharp's systemwide stroke program, including SCHHC, participated in the AHA's annual San Diego Heart & Stroke Walk where they offered stroke education to more than 3,000 attendees. Throughout the year, SCHHC participated in year-round fundraising activities in support of the event. Twelve SCHHC staff members participated as team captains in the walk at San Diego's historic Balboa Park. Through these efforts, SCHHC raised more than \$15,000 toward Sharp's total of more than \$266,800 for the AHA, while helping Sharp maintain its position as the top fundraising organization in San Diego.

In FY 2024, the San Diego County Stroke Consortium, including Sharp, participated in the Strike Out Stroke 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 350 community members throughout the evening.

SCHHC continued its 19-year collaboration with the County of San Diego Emergency Medical Services (EMS) to provide data for the SDC stroke registry, which tracks data to identify gaps and determine trends. SCHHC also continued to participate in quarterly meetings for the 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<sup>155</sup> consists of 18 hospitals across the county, including all four of Sharp's acute care hospitals.

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 acting as 911 first responders. In FY 2024, the consortium provided these first responders with education on recognizing and responding to Large Vessel Occlusion, or blockages of intracranial arteries by a clot. Additionally, the team developed a video, filmed at Sharp Grossmont Hospital (SGH), educating EMS on how to perform an assessment using the FAST-ED<sup>156</sup> stroke severity scale. 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 Stroke Severity Scale, an addition to BE-FAST assessment. The updated education materials were approved by the consortium and shared with all EMS agencies.

Further, in FY 2024, Sharp's systemwide stroke program participated in research conducted by the County of San Diego and University of California, San Diego to determine the correlation between the FAST-ED score and the likelihood of having a Large Vessel Occlusion. Data was collected early to mid-2024 at all of Sharp's stroke centers. This research aims to guide future EMS protocols to directly transport Large Vessel Occlusion patients to stroke centers with thrombectomy capabilities, including Sharp Chula Vista Medical Center, SGH and SMH.

### **FY 2025 Plan**

SCHHC Stroke Program will do the following:

- 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 the County of San Diego EMS by providing data for tracking within the SDC stroke registry
- Identify new opportunities for community outreach on stroke with a focus on underserved populations in Imperial Beach
- Increase awareness among the Coronado community to recognize stroke signs and symptoms and call 911
- Participate in and partner with the San Diego County Stroke Consortium to educate and train EMS and fire department professionals, with a focus on Large Vessel Occlusion identification
- Provide stroke education, screenings and outreach to community members via social media and in-person events

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<sup>155</sup> For a list of stroke receiving centers in SDC, please visit: <https://www.sandiegocounty.gov/content/sdc/ems/stroke-receiving-centers.html>.

<sup>156</sup> FAST-ED stands for facial palsy, arm weakness, speech changes, time, eye deviation, denial/neglect.

### ***Health Education, Screening and Support Activities***

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 cardiovascular disease), aging care and support, behavioral health and community safety
- Provide community health screenings that respond to CHNA-identified chronic health conditions
- Provide fundraising support for nonprofit health organizations

### **FY 2024 Report of Activities**

In FY 2024, SCHHC actively supported the health and well-being of more than 6,000 community members in Coronado and San Diego. This was achieved through health education and screenings that addressed various health needs, many of which were identified in the SCHHC 2022 CHNA. Additionally, programs were offered in person at community sites.

SCHHC continued to collaborate with the Spreckels Center (John D. Spreckels Center and Bowling Green) 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 semiannual survey feedback from community members who use, or have interest in using, the Spreckels Center. Due to weather-related damage and repairs to the Spreckels Center building in the winter and spring months, the center temporarily relocated some of its in-person programs to the Coronado Community Center. Education was provided on a variety of topics, including portion control, fitness and the aging body, stroke awareness, heart-healthy eating, mental health, brain health, stress management, essentials of hospice and palliative care, long-term care and advance care planning. In-person presentations reached approximately 170 community members while over 2,500 community members received education through the Spreckels Center's monthly digital newsletter. Most presentations also integrated a variety of health screenings, including fall risk and blood pressure checks. In addition, some presentations were provided in collaboration with health experts from Sharp's other hospitals.

In FY 2024, SCHHC delivered a presentation titled Understanding Long-Term Care to approximately 20 attendees at the Coronado Community Center. During the event, attendees learned about different types of long-term care to help them determine which care option best fits their preferences. Additionally, various Sharp team members, including an SCHHC-affiliated emergency department (ED) physician and an SCHHC advanced illness management coordinator, conducted an advance care planning

workshop where 15 attendees learned about the process and benefits of advance care planning.

SCHHC offered a music therapy for wellness session at the Spreckels Center in FY 2024, attended by approximately 15 community members. A board-certified music therapist led the session, combining music with stress-reducing techniques, such as breathing exercises and progressive muscle relaxation. The presentation also encouraged social connectedness by allowing participants to play percussion instruments together in a group setting.

In FY 2024, SCHHC staff also provided presentations at the Spreckels Center on various health topics to increase awareness and knowledge of chronic disease prevention. An SCHHC registered dietitian gave a presentation titled Tips to Help Portion Control and approximately 15 attendees learned practical ways to make healthy food choices and habits. They also enjoyed a cooking demonstration and sampled two recipes provided by the executive chef from SCHHC's cafeteria, known as the Mindful Café. Additionally, a Sewall Healthy Living Center exercise specialist provided a presentation titled Fitness and the Aging Body to 35 attendees. The interactive presentation covered what fitness looks like for seniors, listening to one's body during exercise and how to begin a personalized fitness program. SCHHC also hosted a free presentation titled Heart Healthy Eating. Led by a hospital registered dietitian, the class covered information on a heart-healthy diet. The presentation also covered the selection of foods containing beneficial fats and carbohydrates and provided tips on making sustainable dietary changes to improve health and manage weight. Approximately 20 community members attended the event.

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 2024, SCHHC provided flyers for the SunCoast Market Co-op to distribute that announced 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 as well as the hospital's outdoor labyrinth — a circular walking path intended to facilitate relaxation, healing and a sense of well-being. SCHHC also offered complimentary blood pressure screenings and chair massages during the events.

In FY 2024, the Sewall Healthy Living Center helped more than 4,300 community members stay active and socially connected through a variety of virtual and in-person group fitness and wellness classes. These classes promoted stress relief, range of

motion, balance, flexibility and overall wellness. 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 annual Sharp Women's Health Conference. This included a presentation from an exercise specialist titled Essential Elements for a Balanced You, where more than 80 participants learned about the importance of movement, hydration and social connections. In addition, the Sewall Health Living Center provided acupuncture, acupressure and chair massages. Further, an SCHHC radiology technician provided more than 200 bone density screenings. Approximately 750 community members attended the conference. Additionally, Sharp's systemwide orthopedics staff provided health education on orthopedics and osteoarthritis, including back, shoulder, hip and knee pain.

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 several topics. In FY 2024, Bariatric Support Group topics included quick and healthy snack ideas, the importance of protein and how to incorporate more protein sources in one's diet, using your support system, 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, and the benefits of working with social workers throughout the bariatric journey.

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. During Mental Health Awareness Month, SCHHC participated in Safe Harbor Coronado's inaugural Mental Health & Wellness Fair. The free event featured local businesses and residents offering mindfulness activities, yoga, wellness education, games, crafts, resource tables, outdoor entertainment and more. At the event, SCHHC staff provided approximately 30 attendees with stroke awareness resources and blood pressure screenings. Additionally, Sewall Healthy Living Center staff offered aromatherapy and demonstrated acupressure techniques.

In FY 2024, SCHHC staff participated in the biennial Every 15 Minutes demonstration in partnership with the California Highway Patrol, Coronado Fire Department, local agencies and Coronado High School to raise awareness about the dangers of driving under the influence of drugs and alcohol. As part of the simulation, two students were taken to the ED to see how first responders and emergency room staff would respond to a real-life accident. On the first day of the event, SCHHC staff participated in the planning, filming and student interactions to create an educational video. On the second day, an SCHHC staff member attended a school assembly and memorial service to discuss the consequences of drinking and driving. Additionally, Coronado High School



juniors and seniors gathered in the Black Box Theatre in Downtown San Diego to attend the fictional funeral of the victim. Students also watched the video of the simulated crash and an SCHHC-affiliated emergency medicine physician discussed the devastating DUI accident traumas seen in the hospital.

SCHHC promotes 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 13 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 stroke awareness and prevention as well as healthy eating and nutrition.

In FY 2024, SCHHC leadership and hospital staff contributed their time to several organizations, including the Association of California Nurse Leaders, County of San Diego Health Services Capacity Task Force, County of San Diego Senate Bill 43 Educational Subcommittee, Hospital Association of San Diego and Imperial Counties Ambulance Patient Offload Time Collaboration Workgroup, Healthcare Financial Management Association, 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, Optimist Club of Coronado, Soroptimist International of Coronado and Safe Harbor Coronado.

### **FY 2025 Plan**

SCHHC will do the following:

- Alongside the Sharp Diabetes Education Program, partner with the SunCoast Market Co-op in Imperial Beach to educate community members on a variety of wellness topics
- Develop virtual community education and fitness opportunities, including pre-recorded classes and workshops
- Provide education and screenings at community and hospital events to support the CHNA identified community health needs of obesity, diabetes, cardiovascular disease, cancer, 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
- Collaborate with Coronado High School to provide learning experiences for students in grades 10 through 12

- Provide behavioral health screenings and resources to community members in collaboration with Sharp Mesa Vista Hospital and local organizations, including the County of San Diego
- Expand education and outreach to the Logan Heights and Point Loma communities

### ***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 — 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

### **FY 2024 Report of Activities**

SCHHC provides supportive programs that address a variety of social determinants of health impacting seniors and community members with barriers to health equity, including access to health care.

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 medication-assisted treatment in Sharp EDs and to bridge their connection to treatment in the community. The California Bridge Grant was initially awarded to SGH and SMH and was extended throughout the Sharp system. SCHHC received the California Bridge Grant in May 2021. Although SCHHC's grant funds ended in September 2024, SCHHC continues to strengthen the California Bridge program within its facility through staff training and identifying community partners.

This program involves collaboration among a variety of professionals, including social workers, clinical informatics, ED nurses, pharmacists, registered nurses and Sharp-affiliated emergency medicine physicians. Sharp partners with Comprehensive Treatment Centers, local federally qualified health centers, and a variety of other community organizations and coalitions to prioritize access to treatment upon discharge from the ED. Patients bridged to treatment through this program are provided with a prescription for up to 14 days of buprenorphine, a 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. 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.

SCHHC recognized the need for a formal protocol to address human trafficking cases presenting to the ED. In response, the ED's Unit Practice Council set a goal to enhance staff ability to recognize and provide resources for human trafficking victims. With support from various departments, the Unit Practice Council subcommittee developed an evidence-based practice change project in 2024. This included a multi-disciplinary approach with input from a trafficking survivor, classroom education and simulation exercises. The two-and-a-half-hour class featured didactic education and live-streamed simulations, followed by a debrief. Pre- and post-surveys showed a significant increase in staff confidence in handling trafficking cases. The project's success has the potential for replication in other Sharp EDs.

In October 2023, Sharp, including SCHHC, enrolled in the SoCal Safe Shelter Collaborative, a program that uses a regional collaborative of trusted partners to connect victims of domestic violence, human trafficking and sexual assault to services and shelter providers. In FY 2024, SCHHC began connecting patients to services, as appropriate, to ensure patient safety upon discharge.

To help protect community members from the flu, SCHHC provided free seasonal flu vaccinations to more than 300 individuals at its annual community flu clinics. This effort was completed in partnership with Southwestern College nursing students. Through its Facebook page, SCHHC encouraged community members to receive free flu shots at their outdoor flu clinics, which offered both drive-thru and walk-up options. The clinics served the Coronado Fire Department as well as the general community.

Also in FY 2024, 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 six blood drives throughout the year. In FY 2024, the hospital collected more than 130 pints of blood, which has the potential to help more than 400 community members.

SCHHC continued to provide individuals with economic support through its Project HELP financial assistance program, providing approximately \$3,200 in free medication and transportation in FY 2024. SCHHC also provided over \$106,000 in free valet services to improve patient, family and community member access to the hospital.

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 2025 Plan**

SCHHC will do the following:

- Administer Project HELP funds to those in need
- As a member of the SoCal Safe Shelter Collaborative, facilitate safe discharges of survivors of human trafficking or domestic violence to local shelters
- 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
- Through the formation of an SCHHC ED High Utilizers Task Force, facilitate access to community resources for individuals who frequently present to the ED
- 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
- Host a holiday food drive to support the Jacobs & Cushman San Diego Food Bank
- Conduct sustainable food purchasing and food waste prevention efforts to support environmental health
- Resume on-site gardening and healthy eating classes through its hospital cafeteria
- Provide community education on gardening basics at SCHHC's on-site garden (including to Imperial Beach community members) in partnership with the SunCoast Market Co-op

### ***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 2024 Report of Activities**

In FY 2024, 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.

SCHHC provided training opportunities for approximately 40 nursing students and more than 20 ancillary (non-nursing) students. Together, these students dedicated more than 12,400 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; Glendale Career College; Grossmont Health Occupations Center; Keck Graduate Institute; National University; Northwest University; Pima Medical Institute; Sacred Heart University; San Joaquin Valley College; Southern New Hampshire University; Southwestern College; University of California, San Diego; University of San Diego; Utah State University; and Western University of Health Sciences.

The Sharp Diabetes Education Program provided education to several students throughout FY 2024. The program offered two educational sessions that explored career opportunities in diabetes care, provided guidance on gaining relevant experience and education and covered topics such as the types of diabetes, diagnostic methods, current technology and medications, community resources for patients, and patient education modalities to approximately 40 dietetic students at SDSU. In addition, in FY 2024, the Sharp Diabetes Education Program supported the San Diego WIC (Women, Infants and Children) Dietetic Internship program by providing education, career development and mentorship opportunities for interns as well as through board leadership.

The Sharp Diabetes Education Program continued to share best practices in diabetes care through professional events and training programs in FY 2024. Program leadership provided a poster presentation on blood sugar levels, blood pressure and diabetes management to approximately 200 attendees at the 2023 AHA Annual Meeting. The program also continued to serve as an insulin pump training center to support endocrinologists and primary care 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 program recently implemented an enhanced electronic medical record system to improve care coordination with more than 300 community providers.

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 2024, SCHHC provided clinical trials to improve patient care and outcomes, including the effects of long COVID-19, health care technology and pharmaceutical treatment. In addition, in FY 2024, SCHHC provided seven free hospital tours, which exposed local and international health professionals to a day at a local hospital in action.

## **FY 2025 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
- 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**

For a list of SCHHC's programs and services offered, please visit

<https://www.sharp.com/locations/hospitals/sharp-coronado#coronado-services>.



# Sharp Grossmont Hospital



## Section

# 7 Sharp Grossmont Hospital

*"Making the World a Better Place" isn't just a saying — it is something I strongly believe in that has been instilled in me since I was young, watching my mother give back to the community. Whether it is food donations, clothing drives or day-of event support, I'm proud to help make our community a better place.*

— Linda Van Fulpen, Volunteer Services Manager, Sharp Grossmont Hospital

## Fiscal Year (FY) 2024 Community Benefit Program Highlights

Sharp Grossmont Hospital (SGH) provided **\$176,955,168** in community benefit in FY 2024. See **Table 26** for a summary of unreimbursed costs based on the categories identified in Senate Bill (SB 697), and **Figure 35** for the distribution of SGH's community benefit among those categories.

**Table 26: Economic Value of Community Benefit Provided**  
**Sharp Grossmont Hospital — FY 2024<sup>157</sup>**

SB 697 Category	Programs and Services Included in SB 697 Category	Estimated FY 2024 Unreimbursed Costs
Medical Care Services	Shortfall in Medi-Cal, financial support for on-site workers to process Medi-Cal eligibility forms <sup>158</sup>	\$19,309,760
	Shortfall in Medicare <sup>158</sup>	140,550,032
	Shortfall in CHAMPVA/TRICARE <sup>158</sup>	3,371,265
	Charity Care <sup>159</sup>	6,743,298
	Bad Debt <sup>159</sup>	4,043,894
Other Benefits for Vulnerable <sup>160</sup> Populations	Patient transportation, Project HELP and other assistance for the vulnerable <sup>161</sup>	1,369,756
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>161</sup>	765,634
Health Research, Education and Training Programs	Education and training programs for students, interns and health care professionals <sup>161</sup>	801,529
<b>TOTAL</b>		<b>\$176,955,168</b>

<sup>157</sup> Economic value is based on unreimbursed costs.

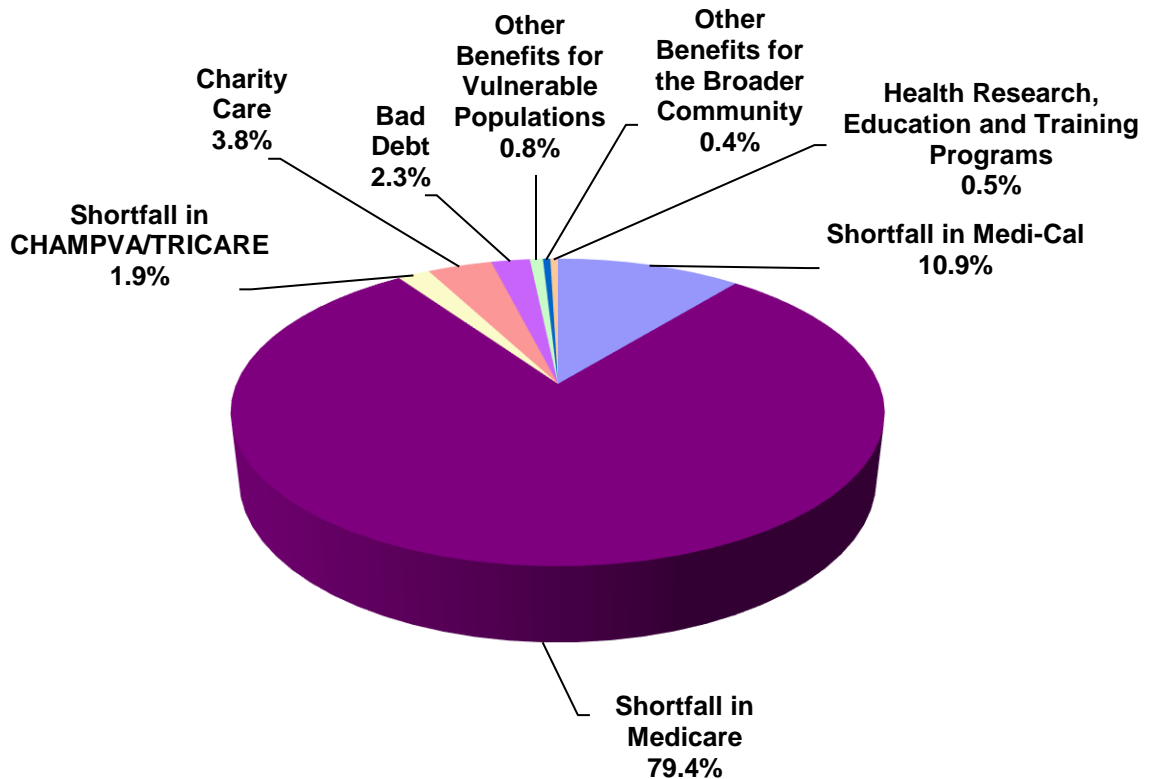
<sup>158</sup> Methodology for calculating shortfalls in public programs is based on Sharp's payor-specific cost-to-charge ratios, which are derived from the cost accounting system, offset by the actual payments received.

<sup>159</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>160</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>161</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 35: Percentage of Community Benefit by SB 697 Category  
Sharp Grossmont Hospital — FY 2024**



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>162</sup> In FY 2024, 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, 2023 through December 31, 2024. This resulted in recognition of net supplemental revenues for SGH totaling \$71.2 million in FY 2024. This reimbursement helped offset prior years' unreimbursed medical care services; however, the additional funds recorded in FY 2024 understate the true unreimbursed medical care services performed for the past FY.
- **Other Benefits for Vulnerable Populations** included van transportation for patients to and from medical appointments; specialized education and information for seniors; comprehensive prenatal clinical and social services to low-income, low-literacy women enrolled in Medi-Cal; financial and other support to Neighborhood

<sup>162</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.

Healthcare; Project HELP (Project Hospital Emergency Liaison Program), which provides funding for medication and transportation to lower-income patients; contribution of time to Mama's Kitchen; participation in the Sharp Humanitarian Service Program; support for Meals on Wheels San Diego County; the provision of durable medical equipment; 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, body composition and more; diabetes risk assessments; community education and resources provided by the SGH cancer patient navigator program; and specialized education offered through the Sharp Community Resource Center. SGH also collaborated with local schools to promote interest and provide career pathways in health care. SGH staff actively participated in community boards, committees and civic organizations. 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 communities 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 C** 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>163</sup> was used to identify communities within its service area that experience greater health inequities.<sup>164</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,

<sup>163</sup> Dignity Health and IBM Watson CNI. (2022). The Dignity Health and IBM Watson CNI was discontinued on January 31, 2023.

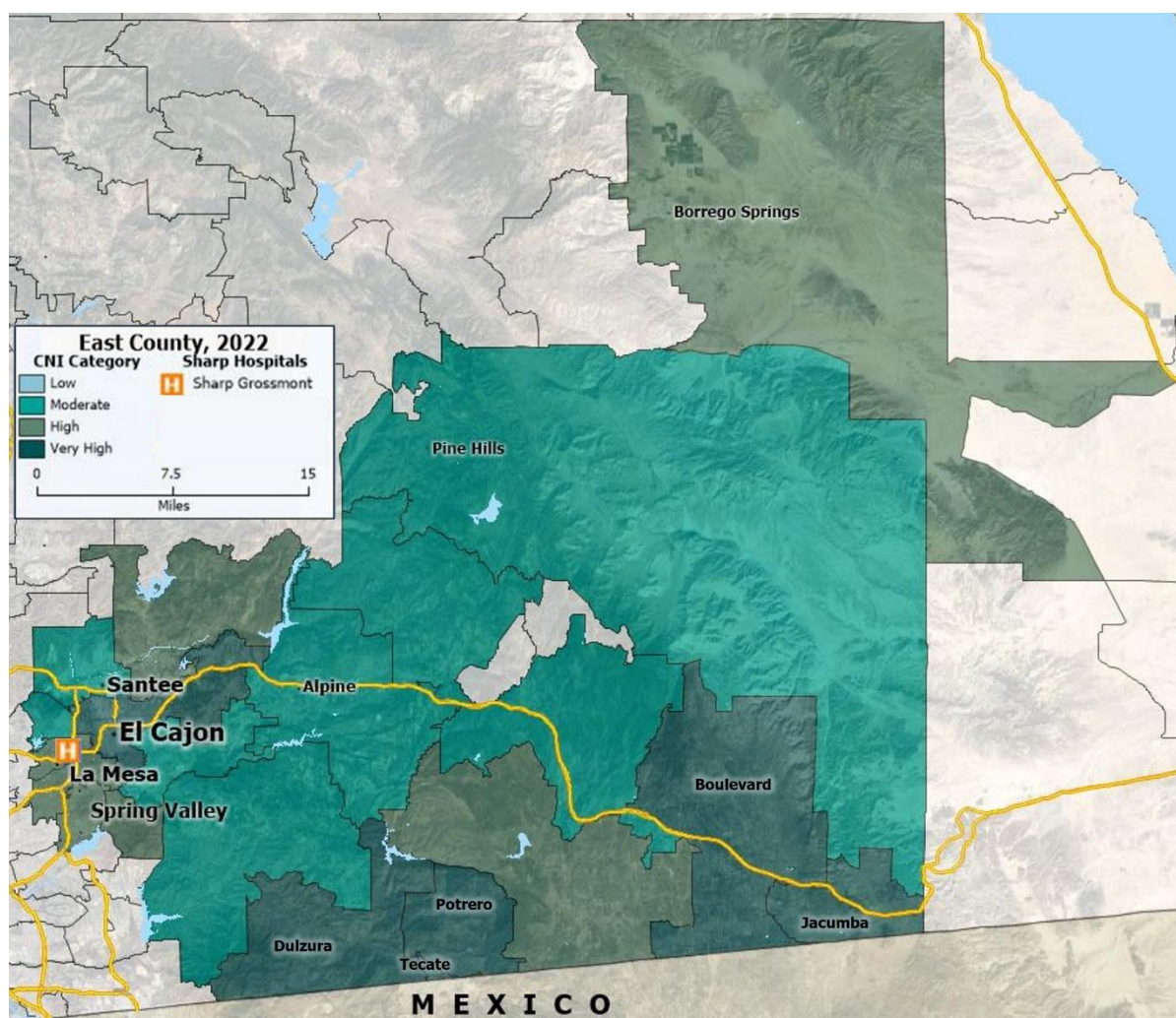
<sup>164</sup> Health inequities are differences in health status or in the distribution of health resources between different population groups arising from the social conditions in which people are born, grow, live, work and age. These inequities have significant social and economic costs both to individuals and societies (WHO, 2018).



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>165</sup> **Figure 36** presents a map of the CNI findings across SDC's east region.

**Figure 36: CNI Map — SDC's East Region<sup>165</sup>**



## Community Health Profile

Please refer to **Section 4: Description of Community Needs** for the most current demographic and health data regarding the communities served by Sharp, including SGH.

<sup>165</sup> Truven Health Analytics, 2022; Insurance Coverage Estimates, 2022; The Nielson Company, 2022; and CNI, 2022. Map produced by Sharp Strategic Planning Department, 2022.

## **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 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 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 (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.

SGH addresses chronic health conditions by providing education and healthy lifestyle programs as part of care for cardiovascular disease, 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.

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

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 2024**

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 2024 and plans for FY 2025. 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**
- **Health Professions Education and Training, and Collaboration with Local Schools to Promote Interest and Career Pathways in Health Care**
- **Access to Health Care, 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 2024 Report of Activities**

The SGH Diabetes Education Program is recognized by the American Diabetes Association 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 to successfully manage various conditions, including prediabetes, gestational diabetes (diabetes developed during pregnancy), as well as Type 1 and Type 2 diabetes. In FY 2024, small group and one-on-one education options were offered in person and online, in both English and Spanish.

In FY 2024, the Sharp Diabetes Education Program continued to participate in community events, conferences and educational presentations. The program offered education and support to approximately 750 attendees at the annual Sharp Women's Health Conference. This included diabetes risk assessments using the American Diabetes Association's Diabetes Risk Test questionnaire as well as resources on topics including the different types of diabetes; prevention; signs, symptoms and complications; the link between diabetes and cardiovascular disease; nutrition and reading food labels; exercise; medication; and self-management. A Sharp diabetes expert also provided education on the prevention and management of Type 2 diabetes, including helpful diet tips, the benefits of physical activity and the power of lifestyle change.

Throughout FY 2024, the Sharp Diabetes Education Program provided health education through community presentations. This included a presentation by a program dietitian

on how diabetes affects healthy aging to more than 10 attendees at the Center for Healthy Aging. In FY 2024, the Sharp Diabetes Education Program provided three presentations on diabetes and cardiovascular disease, diabetes management and healthy aging in partnership with Westmont Senior Living, Grossmont Healthcare District (GHD), and Santee City Hall, reaching more than 30 community members in the east region. The Sharp Diabetes Education Program also provided fundraising and team participation for the annual San Diego Heart & Stroke Walk.

The Sharp Diabetes Education Program is actively involved with San Diego's renal health community. In FY 2024, 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 were either anticipating or had undergone a kidney transplant or had 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 through education on nutrition, exercise and blood sugar monitoring. In FY 2024, the program collaborated with community clinics, including Family Health Centers of San Diego, La Maestra Family Clinic, Inc., 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 accommodated patient preferences by offering virtual, telephone and on-site education 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 SGH, the Sharp Diabetes Education Program provided services and education to approximately 360 underserved pregnant and breastfeeding women with diabetes in FY 2024.

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, Know Diabetes by Heart 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, 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 2024, SGH continued to make post-discharge phone calls to help prevent hospital readmissions among patients identified as high-risk. Through this effort, calls were provided to 20 community members in their preferred language to review next steps, including following up with a primary care physician and discussing the plan of care.

### **FY 2025 Plan**

The SGH and Sharp Diabetes Education Programs will do the following:

- Explore opportunities for involvement in community events, conferences and educational presentations throughout SDC
- Explore additional opportunities and partnerships to provide clinic- and community-based diabetes education classes and resources
- Explore collaborations with community organizations that focus on diabetes prevention and care for community members, including seniors and caregivers
- Explore collaborations to assist and educate community members experiencing food insecurity
- 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
- Offer diabetes education and support at the annual Sharp Women's Health Conference
- Participate in Tour de Cure — the American Diabetes Association'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 2024 Report of Activities**

Throughout the year, SGH's congestive heart failure nurse specialist and the Cardiac Rehabilitation Department provided education and support to patients and community members impacted by congestive heart failure. SGH's free, virtual congestive heart failure 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 congestive heart failure.

SGH's Cardiovascular Services and Cardiac Rehabilitation Department participated in a variety of community events throughout the year. During National Heart Month, an exercise physiologist from the Cardiac Rehabilitation Department provided education at the GHD for community members in collaboration with the Sharp Community Resource Center. About 20 community members received education on risk factors for heart disease and how nutrition and exercise can impact heart health. Also at the GHD, the department educated over 100 attendees on heart health and diet as well as offered blood pressure screenings. In addition, SGH provided over 150 free blood pressure screenings on-site, as part of Live Well San Diego's Love Your Heart — an annual initiative near Valentine's Day during 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. Further, SGH's Cardiac Rehabilitation Department participated in the Sharp Women's Health Conference, providing education on risk factors for heart disease as well as body composition screenings to over 300 attendees.

In FY 2024, 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 also participated in the 2024 San Diego Go Red for Women luncheon. During the event, SGH clinicians shared heart health-related resources, and a Sharp-affiliated cardiologist presented on heart disease and women and advancements in heart disease treatment and prevention. Further, SGH, including the Cardiac Rehabilitation Department, provided coordination, support and related fundraising activities for AHA's 2024 San Diego Heart & Stroke Walk. SGH also shared heart-health information on its Facebook page throughout the year.

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 Emergency Medical Services (EMS) and participated in the quarterly County of San Diego Cardiac Advisory Committee for STEMI.

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 uses a machine — ECMO (extracorporeal membrane oxygenation) — to oxygenate a patient's blood. It's a type of artificial life support that can help a person whose lungs and heart are not functioning properly. 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 EMS. Qualified patients identified by paramedics are eligible for transport to an ECPR receiving center, which includes 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 with local news outlets. This included an SGH-affiliated cardiothoracic surgeon discussing women's heart health and CPR on CBS News 8 – San Diego during American Heart Month. Cardiovascular-related topics shared on Sharp's website included aortic dissection, heart valve treatment and atrial fibrillation.

### **FY 2025 Plan**

SGH will do the following:

- Provide a monthly congestive heart failure class and support group
- Provide a cardiac health lecture for community members in collaboration with the Sharp Community Resource Center
- Participate in the annual Sharp Women's Health Conference
- 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 SDC's east region

### **FY 2024 Report of Activities**

Since February 2020, SGH has been certified by the Joint Commission and recognized by the AHA/American Stroke Association (ASA) as a Comprehensive Stroke Center, the highest designation available for stroke care. The program quickly and effectively treats all types of strokes, 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 thrombolytic (clot-buster) administration to eligible patients. In addition, the SGH Rehabilitation Center is accredited by the 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 2024, the SGH Stroke Center offered stroke education to more than 3,100 community members at community events across SDC, including: Arbor Hills Skilled Nursing Facility, Lantern Crest Senior Living, La Vida Real Senior Living, Covenant Living at Mount Miguel Senior Living, East County Senior Service Providers 22nd Annual Senior Health Fair, Assembly District 79 Annual Turkey Giveaway and Health Fair, San Diego Go Red for Women Luncheon, Parkinson's Association of San Diego's 2024 Step by Step 5K Walk, 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 GHD, the annual Lakeside Firefighters Open House and Health Fair, and the Grossmont Mall Walkers. Topics included BE-FAST,<sup>166</sup> stroke risk factors, signs and symptoms, and when to call 911.

In FY 2024, SGH, including SGH Stroke Center staff, conducted approximately 475 blood pressure screenings at various community events and locations, including the Assembly District 79 Annual Turkey Giveaway and Health Fair, Santee Civic Center, San Diego Nice Guys 31st Annual Community Christmas Party at Balboa Park, Poway Chamber of Commerce Community Health & Wellness Fair, City of Santee Employee Wellness Event, Live Well San Diego's Love Your Heart initiative, GHD's Wellness Wednesday, Parkinson's Association of San Diego's 2024 Step by Step 5K Walk, San Diego State University (SDSU) Student Health Expo, Spring into Healthy Living senior health fair at McGrath Family YMCA, San Diego Regional East County Chamber of Commerce and GHD's Health Fair Saturday event, American Lung Association (ALA) LUNG FORCE Walk, Santee Summer Concert Series, and the La Mesa Juneteenth Celebration, hosted by the La Mesa Juneteenth Foundation and San Diego Black Chamber of Commerce.

Sharp's systemwide stroke program, including SGH's Stroke Center, provided stroke education and resources to approximately 150 attendees at the annual 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, women's stroke risk factors and when to call 911. Sharp's systemwide stroke program, including SGH, participated in the AHA's annual San Diego Heart & Stroke Walk where they offered stroke education to more than 3,000 attendees.

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<sup>166</sup> BE-FAST stands for Balance, Eyes, Face, Arms, Speech, Time. It is an easy technique to detect and enhance responsiveness to a stroke.



In FY 2024, the San Diego County Stroke Consortium, including Sharp, participated in the Strike Out Stroke 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 350 community members throughout the evening.

SGH continued its 19-year collaboration with the County of San Diego EMS to provide data for the SDC stroke registry, which tracks data to identify gaps and determine trends. SGH also continued to participate in quarterly meetings for the 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<sup>167</sup> consists of 18 hospitals across the county, including all four of Sharp's acute care hospitals.

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 acting as 911 first responders. In FY 2024, the consortium provided these first responders with education on recognizing and responding to Large Vessel Occlusion, or blockages of intracranial arteries by a clot. Additionally, the team developed a video, which was filmed at SGH, educating EMS on how to perform an assessment using the FAST-ED<sup>168</sup> stroke severity scale. 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 Stroke Severity Scale, an addition to BE-FAST assessment. The updated education materials were approved by the consortium and shared with all EMS agencies.

Further, in FY 2024, Sharp's systemwide stroke program participated in research conducted by the County of San Diego and University of California, San Diego to determine the correlation between the FAST-ED score and the likelihood of having a Large Vessel Occlusion. Data was collected early to mid-2024 at all of Sharp's stroke centers. This research aims to guide future EMS protocols to directly transport Large Vessel Occlusion patients to stroke centers with thrombectomy capabilities, including Sharp Chula Vista Medical Center (SCVMC), SGH and SMH.

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<sup>167</sup> For a list of stroke receiving centers in SDC, please visit: <https://www.sandiegocounty.gov/content/sdc/ems/stroke-receiving-centers.html>.

<sup>168</sup> FAST-ED stands for facial palsy, arm weakness, speech changes, time, eye deviation, denial/neglect.

## **FY 2025 Plan**

SGH Stroke Center will do the following:

- Participate in and partner with the San Diego County Stroke Consortium to educate and train EMS and fire department professionals, with a focus on Large Vessel Occlusion identification
- Provide stroke education, screenings 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
- 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 resources to community caregivers
- Maintain and grow partnerships with community organizations to expand outreach and provide seniors and caregivers with updated information on available services and resources

## **FY 2024 Report of Activities**

The Sharp 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 center's compassionate staff and volunteers provide personalized support and information about health education and screenings, community referrals and caregiver resources. In FY 2024, the center reached over 18,500 individuals through its community programs.

In FY 2024, the center developed and mailed program activity calendars to more than 5,500 households in SDC's east region. In addition, the 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.

The Sharp 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, staff and volunteers make daily computerized phone calls to participants at regularly scheduled times. If staff do not connect with participants, they make phone calls to family members or friends to ensure their safety. The program also provides participants with medication reminders. Throughout the year, staff made over 7,300 phone calls.

In FY 2024, the center reached more than 630 community members through free, in-person health education programs. Programs were presented by experts from community organizations as well as Sharp professionals with expertise in advance care planning, audiology, bereavement, dietetics, exercise physiology, finance, health insurance, integrative healing, law, library, marriage and family therapy, senior care, estate planning and more. Topics included finding reliable health and wellness information; coping with grief during the holidays; advance care planning; pharmacy; 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; 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. Most of the programs were held at GHD. The center also provided community members with a presentation titled Scams and How to Protect Yourself at Good Shepherd Missionary Baptist Church. In addition, the Sharp 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; and health insurance information. Further, the center assisted community members with use of the Sharp app.

Sharp's Advance Care Planning department and the center partnered with GHD to provide a presentation titled Advance Care Planning 2024 Navigating Your Journey at the GHD, Coronado Community Center and Otay Mesa – Nestor Branch Library. Team members emphasized the importance of making one's health care wishes known ahead of time and outlined the critical steps for success when preparing for an unplanned medical emergency, when one may not have the mental or physical ability to dictate their care. Leading experts on health care planning had a panel discussion on how to complete an advance directive (advance health care directive) and provided other health care decision-making resources. The events reached more than 40 community members. In addition, SGH organized a panel discussion featuring leading experts in health care planning at Point Loma Community Presbyterian Church. The event provided valuable insights on completing an advance directive and included an on-site notary to assist with the completion of documents. Approximately 15 community members attended the event.

In FY 2024, the center sponsored and participated in the Poway Chamber of Commerce's Community Health & Wellness Fair. Held at The Glen at Scripps Ranch, the event provided community members with the opportunity to connect with a variety of local health and wellness providers and gain valuable tips and resources for achieving optimal health. The center offered senior and health-related resources as well as information about its offerings to more than 150 attendees. In addition, the center participated in the Temecula Valley Balloon & Wine Festival as well as the Annual Turkey Giveaway & Health Fair at the La Mesa Civic Center. At these events, the center offered community and aging resources, information about their services and programs, and Vials of Life to more than 1,000 attendees.

The Sharp Community Resource Center co-planned and participated in the Spring Into Healthy Living Senior Health & Wellness Fair 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 center provided senior-focused resources and Vials of Life to approximately 100 attendees. The center also offered 100 attendees senior-related resources at the LGBTQ+ Health Symposium and Resource Fair. At the Sharp Women's Health Conference, the center offered senior- and health-related resources as well as information about its programs and services to approximately 750 attendees. In addition, the center offered aging resources to 100 attendees at St. Paul's Annual Senior and Family Resource Fair at St. Paul's Conference Center.

In the fall, the San Diego County Council on Aging hosted its Annual Resource Fair at Sharp Prebys Innovation and Education Center. The free event featured presentations on the latest scams and how to avoid them, critical changes in Medi-Cal, and an overview of County of San Diego Aging & Independence Services (AIS). The Sharp Community Resource Center provided more than 130 community members with aging-related resources at the event. The center also participated in Jewish Family Service of San Diego's fall resource fair for older adults at the College Avenue Senior Center, where it provided aging care and support resources to more than 40 community seniors.

The Sharp Community Resource Center sponsored and participated in the San Diego Regional East County Chamber of Commerce and GHD's Health Fair Saturday events at Grossmont Center and Westfield Parkway Plaza. The free events featured health-related community organizations, including health care, wellness, insurance and lifestyle providers who offered free health screenings, interactive demonstrations, resources and more. Attendees learned about preventive health care measures and ways to improve one's lifestyle for the future. The center provided aging care and support resources to nearly 250 community members at the events.

In FY 2024, the Sharp Community Resource Center offered free, monthly caregiver basics training classes in collaboration with Sharp speech, occupational therapy, nurse education, physical therapy, social work and case management team members. Approximately five to 10 community members attended each class. In addition, the 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.

In the spring, the center connected with Lemon Grove Library, Santee Public Library, El Cajon Branch Library and Alpine Library to share information and educate library patrons about the Sharp Community Resource Center and its services and programs. The Sharp Community Resource Center provided community resources, its quarterly activity calendars, Vials of Life, information on Eldercare Directory, and more to attendees. In addition, the center promoted the libraries' free programs and offerings to the community. In FY 2024, the center also provided community resources and information about its offerings to the Salvation Army El Cajon Corps, Good Shepherd Missionary Baptist Church, La Vida Real retirement community, and Villa Novia Country Estates mobile home community.

In collaboration with GHD, SMH and County of San Diego AIS, SGH hosted a free fall prevention and balance screening event during National Fall Prevention Week. 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 provided to more than 80 attendees. The center and SMH also shared fall prevention resources as well as a variety of other health and community resources. The center also hosted a fall prevention and balance screening class at the GHD, where more than 60 community members were educated about the risk factors and health concerns that affect balance, and were provided with a free screening from Sharp's physical therapy rehabilitation team.

In FY 2024, the Sharp Community Resource Center participated in the free Community Health and Resource Fair every first Wednesday of the month at the Jackie Robinson Family YMCA. The free events included blood pressure checks, diabetes and cholesterol screenings, COVID-19 testing, breast exams, food distribution, information about community resources and more. During each monthly event, the center provided

health-related resources and information about its services to approximately 100 community members.

The Sharp 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. Approximately 40 community members participated in the program each week in FY 2024. To help keep these individuals informed and connected, the 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 center also hosted a summer picnic, birthday party, holiday party and an ice-cream social for the Grossmont Mall Walkers in FY 2024. Further, a Sharp-affiliated family medicine physician joined the Grossmont Mall Walkers once a month to discuss various topics such as bone health, healthy aging, nutrition, pain management and more.

In FY 2024, the Sharp Community Resource Center introduced the Walk with a Doc Program, a national initiative aimed at promoting wellness across the country. Each month, residents across SDC meet in La Mesa to lace up their walking shoes and join a local doctor for a morning stroll. This program offers a unique opportunity to get moving, connect with others, and gain valuable health insights directly from medical professionals. During the walk, a Sharp-affiliated doctor lead the group on a one-mile stroll through Briercrest Park in La Mesa, offering health tips and answering questions along the way. Participants engaged in healthy activity while receiving medical advice in a relaxed, informal setting. Approximately 15 community members attended each month.

The 22nd Annual Parkinson's Association of San Diego Step by Step 5K Walk at Liberty Station contributed to supporting local caregivers and families of those in need. At the walk, the Sharp Community Resource Center provided 100 community members with aging care and support resources.

At the SDSU Health Expo, the center provided more than 100 students with information on career opportunities with seniors in health care, its services and programs and various community resources. The free expo provided opportunities to network with more than 30 organizations and learn about health resources available in SDC, including mental health, nutrition, physical health, alcohol and drugs, birth and mothers and more. The Sharp Community Resource Center also provided approximately 100 blood pressure screenings at the event. In addition, the center participated in SDSU Center for Excellence in Aging & Longevity's inaugural Spring Symposium and Resource Fair, where attendees learned about guidelines and practices designed to improve health care for older adults, gained insights into geriatric care transformation, explored strategies for workforce development, and had numerous opportunities to connect with local organizations. The center shared aging care and support resources with more than 50 community members at the event.

Throughout the year, the Sharp 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 County 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 Sharp 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 East County Senior Service Providers, East County Action Network, 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).

The Sharp Community Resource Center continued its partnership 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. Through this partnership and another partnership with SGH case management and social work teams, in FY 2024, the center reached out to more than 480 seniors with community resources post-discharge — including transportation, placement services and caregiving — to reduce the chance of a hospital readmission or ED visit. The 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 2024, the center provided follow-up calls to more than 470 seniors.

The monthly caregiver support group hosted by the Sharp Community Resource Center provides a safe space for caregivers to connect with others in similar situations, share resources, and find emotional support. Led by trained social workers, the group provides practical advice and validation to help caregivers navigate the unique challenges they face. Approximately six to eight community members attended each month in FY 2024.

### **FY 2025 Plan**

The Sharp 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



- Provide a monthly fundamentals of caregiving series in partnership with other hospital programs and departments
- Provide a monthly caregiver support group
- Provide 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 East County Action Network 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
- Partner with SMH and County of San Diego 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
- Meet with community members individually and in person to guide them in using the Sharp app

### ***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 community members in SDC's east region
- Provide cancer support services, including health care navigation, to community members in SDC's east region
- Participate in cancer clinical trials, including screening and enrolling patients

### **FY 2024 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, the Douglas & Nancy Barnhart Cancer Center at SCVMC (Barnhart Cancer Center) and the 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 as an Integrated Network Cancer Program as well as the American Society for Radiation Oncology as an Accreditation Program for Excellence. In addition, the David and Donna Long Cancer Center is accredited by the National Accreditation Program for Breast Cancer.

The Cancer Centers of Sharp serve community members, patients and their loved ones through a variety of free cancer support groups, classes and workshops, and community events, as well as provide patient navigation and other support services. In FY 2024, all programs were held virtually or in person and served more than 1,800 community members impacted by cancer.

The Cancer Centers of Sharp 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, 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 125 individuals who were unable to attend the live webinars. 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; and structured healing art activities to improve overall well-being.

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. In addition, the How to Help Someone with Chemo Brain — A Class for Loved Ones was created 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 Practicing Calm workshop, where a cancer center clinician offered breathing and other relaxation exercises and well as guided meditations to reduce tension and stress in the body and mind. More than 500 community members attended these classes and workshops in FY 2024.

In FY 2024, the Cancer Centers of Sharp offered a webinar titled Surviving Cancer: Thriving After a Diagnosis to more than 70 individuals. A Sharp physician presented on her own experience as a cancer patient, and Sharp oncology social workers and a dietitian presented on brain fog, survivorship and relationships, weight challenges in cancer survivorship and cancer genetics. Further, four Out of the Fog MAAT (Memory and Attention Adaptation Training) groups were held with more than 30 participants.

These eight-session trainings are taught by a speech language pathologist and an oncology social worker and offer quarterly reunion classes for graduates.

In FY 2024, the Cancer Centers of Sharp continued to provide an assortment of support groups intended to provide safe places for patients to explore their experiences living with cancer, receiving treatment and life after cancer. Groups were open to anyone living with cancer, care partners of individuals living with cancer, anyone living with breast cancer, anyone living with a brain tumor or brain cancer, care partners of individuals living with a brain tumor or brain cancer, patients and survivors of head and neck cancer, men with any cancer diagnosis, young individuals living with stage 0-3 cancer, young individuals living with advanced cancer, and Spanish-speaking individuals with cancer. In addition, a Bring Your Own Project support group served individuals living with cancer as well as survivors and their loved ones through a combination of conversation and relaxing drawing methods to increase focus, creativity, self-confidence and personal well-being.

The Cancer Centers of Sharp, including the David and Donna Long Cancer Center, participated in the Sharp Women's Health Conference. 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 cancer prevention and available support services, including nurse navigation, social work, nutrition and exercise, and classes and support groups. Board-certified genetic counselors from the Sharp Cancer Genetic Counseling program provided information about understanding the risks of developing cancer based on personal and family history. In addition, a Sharp-affiliated physician discussed the relationship between toxic stress and breast cancer.

In the spring, the Cancer Centers of Sharp hosted Cancer Survivors Day to celebrate community members who have experienced cancer, inspire those recently diagnosed and provide support for family members. Over 200 community members engaged in a variety of relaxing therapies, including yoga, massage, and pet and art therapy. Community partners, including the American Cancer Society, LIVESTRONG, Camp Kesem, and others provided informational tables, while various Sharp teams, such as lymphedema therapy, clinical trials, patient navigation, oncology social work and genetic counseling offered support and answered attendees' questions. The event allowed patients to share their stories and meet other survivors while enjoying food, coffee and other treats. Further, transportation was provided by Sharp Van Services.

In FY 2024, the Cancer Centers of Sharp continued to host a private Facebook group called the 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. More than 260 people have joined the Sharp HealthCare Cancer Patient Community group on Facebook.

In FY 2024, the Cancer Centers of Sharp helped raise community awareness of cancer through a variety of methods, including partnering with the ALA and participating in the LUNG FORCE Walk. Additionally, the Cancer Centers of Sharp participated and sponsored the American Cancer Society in the Making Strides Against Breast Cancer Walk.

The David and Donna Long Cancer Center also continued to offer a wig and prosthesis bank. In FY 2024, the center provided cancer patients with donated wigs, prosthetic devices and bras.

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, a dietitian, genetics counselors, a clinical trials nurse and cancer patient navigators. The licensed clinical social worker, who is also certified in oncology, 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. The licensed clinical social worker served more than 600 patients and family members in FY 2024 and provided an additional 275 community member consultations regarding support groups and other David and Donna Long Cancer Center services and community resources. In FY 2024, the breast cancer navigator provided navigation assistance to approximately 350 patients, including many with late-stage diagnoses. Additionally, the head and neck and other digestive system cancer navigators provided navigation assistance to approximately 50 patients. The dietitian provided individualized nutrition assessments, education and follow-up to approximately 150 patients who were at high risk for malnutrition and receiving radiation therapy or combined radiation and chemotherapy.

In FY 2024, the David and Donna Long Cancer Center also connected patients and family members to community services, such as the American Cancer Society, San Diego Brain Tumor Foundation, Leukemia and Lymphoma Society, Lung Cancer Alliance, Mama's Kitchen, 211 San Diego, 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.

Throughout FY 2024, 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.

In FY 2024, Sharp partnered with the American Cancer Society for National Lung Cancer Screening Day. The Cancer Centers of Sharp worked with Sharp's marketing department to distribute a community newsletter that included eligibility criteria for lung cancer screenings, a list of upcoming screening events at SCVMC, SGH and SMH, and contact details for more information. Once eligibility was confirmed, staff at all three sites worked collaboratively with participants' primary care physicians to schedule low-dose CT scans to complete their lung cancer screenings. More than 20 community

members responded to the campaign announcement, eight of whom were eligible for and completed screenings.

For more than 20 years, Sharp's Clinical Oncology Research Department has conducted clinical trials to facilitate the discovery of new and improved treatments for cancer patients and to enhance scientific knowledge. In FY 2024, the department pre-screened more than 3,000 patients for participation in oncology clinical trials. For eligible, consenting patients, clinical trials focused on multiple types of cancer, including, 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 2024, nearly 360 patients submitted blood specimens or tissue for testing.

### **FY 2025 Plan**

The David and Donna Long Cancer Center will do the following:

- Partner with local organizations and agencies to provide underserved community members with health education and access to cancer screenings
- Participate in and offer various cancer resources at community events
- Collaborate with the Cancer Centers of Sharp to provide virtual workshops on various cancer wellness topics, including Spanish-language options
- Offer cancer support groups for patients, caregivers and loved ones as well as members of the community, including groups in English and Spanish
- 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
- Offer a variety of pre-recorded classes based on popular rotational workshops
- Offer wigs, prosthetics, bras, hats and scarves to patients with cancer
- Provide patients with transportation to other appointments and the pharmacy for medication pick-up
- Provide the private Sharp HealthCare Cancer Patient Community Facebook group
- Hire a cancer patient navigator to provide navigation services to patients with prostate cancer
- Conduct clinical trials to discover cancer treatments, promote clinical trials and inform the broader health and research community
- Participate in and provide fundraising for events to support cancer research in San Diego

## ***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 2024 Report of Activities**

In FY 2024, 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 2024, 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 registered nurse lactation consultants, the in-person group served more than 550 attendees. Facilitated by certified lactation educators, the virtual support group served more than 80 attendees. SGHWN also provided breastfeeding support via telephone throughout the year. In addition, SGHWN provided a weekly, in-person parent support group, Baby and Me Time, which served over 30 attendees in FY 2024. Led by a certified perinatal educator, parents of children up to 12 months of age learned 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. Led by a licensed clinical social worker, a weekly virtual postpartum, perinatal mood and anxiety disorder support group supported over 90 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 breastmilk and the use of breast pumps. In-person breastfeeding classes reached nearly 190 attendees, while virtual breastfeeding classes reached 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 served over 500 attendees, while the virtual Baby Care Basics classes served nearly 120 attendees. Additional educational offerings in FY 2024 included in-person and virtual classes on labor comfort measures and relaxation skills and virtual childbirth preparation, which served over 220 attendees.

To help prepare patients to go home with their baby, SGHWN offered Hospital to Home education in the patient's room, customized to their specific needs on postpartum recovery, breastfeeding and baby care prior to discharge. More than 220 patients were provided with this education in FY 2024. Throughout FY 2024, SGHWN continued 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 offered women's health resources from pre-conception to post-menopause to approximately 750 attendees of the 2024 Sharp Women's Health Conference. Further, Sharp, including SGH, hosted four virtual Planning for Pregnancy events throughout the year that educated more than 60 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 include delaying infant baths past eight hours of age and encouraging ongoing skin-to-skin contact. SGHWN has continued to pursue various quality strategies to promote exclusive breastfeeding and breastmilk in the neonatal intensive care unit. 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. Neonatal intensive care unit nurses also continued to encourage mothers to use a pump log to document and increase accountability of their 24-hour breastmilk volumes. Staff worked with mothers of neonatal intensive care unit 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 59% in 2024.



The SGH Prenatal Clinic also engaged in a new home visiting model called Healthy Families America San Diego County, a partnership between the County of San Diego, First 5 Commission and the local chapter of the American Academy of Pediatrics. This evidence-based free home visiting model assists new parents in navigating changes that accompany the birth of a baby by pairing them with a public health nurse to address their specific needs. The model serves as a follow up to sustain efforts achieved through an initial pilot program in which SGH also participated to help establish Baby-Friendly USA guidelines around breastfeeding education and support during the prenatal period and after discharge.

The SGH Prenatal Clinic offers a variety of prenatal support services for vulnerable pregnant women in the east region. Throughout FY 2024, 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 1,080 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 obstetrics/gynecology 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, 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 registered dietitian 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.

SGHWN continued its partnership with Vista Hill ParentCare through the ADAPT (Accessible Depression and Anxiety Peripartum Treatment) program, an outpatient mental health program, 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 that included 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 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, WIC (Women, Infants and Children) and County of San Diego Public Health Nursing.

In FY 2024, 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 San Diego, Partnership for Smoke-Free Families, San Diego County Breastfeeding Coalition Advisory Board, Beacon Council's Patient Safety Collaborative, Association of California Nurse Leaders, 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.

### **FY 2025 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
- 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 2024 Report of Activities**

Throughout FY 2024, SGH partnered with local organizations to educate community members about a variety of health and wellness topics. In honor of American Heart Month, Sharp, including SGH staff, supported women's heart health at the AHA's Go Red for Women luncheon at the US Grant Hotel. More than 400 community members

attended the event, which honored survivors, celebrated advancements in heart health, and raised awareness of heart disease and stroke in women. At the luncheon, an SGH-affiliated cardiologist presented on women and heart disease. In addition, Sharp, including SGH, collaborated with AHA's Go Red for Women to provide a free webinar titled Pregnancy, Maternal Health & Your Heart. The webinar, led by a Sharp-affiliated maternal fetal medicine physician and an SGH-affiliated cardiologist, focused on the importance of maintaining heart health during pregnancy, recognizing warning signs, and preventing heart disease. The physicians also provided an opportunity for participants to ask questions.

SGH collaborated with the City of Santee to produce a video promoting cardiovascular health awareness, which aired on SanteeTV. At two different events in FY 2024, SGH collaborated with the City of Santee to offer free blood pressure screenings, a blood pressure explanation pamphlet and health-related resources to more than 50 employees at the Wellness Event and a health education event. The events were held at the City of Santee Civic Center and Santee City Hall. SGH also provided nearly 70 free blood pressure screenings on-site on Valentine's Day as part of Live Well San Diego's Love Your Heart initiative. 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 2024 systemwide effort to collect life-saving blood. SGH conducted seven blood drives, where more than 190 team members donated over 160 units of blood.

SGH supported several community walks throughout the year, including the 22nd annual Parkinson's Association of San Diego's 5K 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 offered health-related resources to more than 1,000 attendees. SGH also participated in National Alliance on Mental Illness Walks 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 San Diego Heart & Stroke Walk.

SGH staff participated in the Sharp Women's Health Conference and offered a variety of health resources and education on cancer, behavioral health, stroke, women's health, cardiac health, pelvic health, movement disorders, diabetes, orthopedics, neuroscience, senior health, sports medicine, physical therapy and more, as well as a pet therapy area and comprehensive health screenings. SGH registered dietitians were also available to answer nutrition questions and provide information and resources, healthy product samples and recipes. Additionally, Sharp's systemwide orthopedics staff provided health education on orthopedics and osteoarthritis, including back, shoulder, hip and knee pain. SGH staff also provided education during the conference breakout sessions, including sound healing, a deeply restorative practice that can help reduce anxiety, improve quality of sleep and increase focus; urinary incontinence and other pelvic floor disorders, including exercises to help improve muscle and pelvic floor strength; and

basic self-defense techniques. Approximately 750 community members attended the conference.

In FY 2024, representatives from SGH's ED, GHD, Heartland Fire & Rescue and other critical community services collaborated to offer an educational event titled Emergency Medical Services: What You Need to Know. The event provided an opportunity for community members to learn about the County of San Diego's EMS system, understand how the local system operates and to ask questions. More than 30 community members attended the event at GHD. The event was also offered virtually for those unable to attend in person.

In FY 2024, two registered nurses presented on dementia to the Women's Guild at Alpine Community Church, serving approximately 20 community members. In addition, an SGH nurse practitioner presented to the Parkinson's Association of San Diego - East County Chapter on advanced treatment options for Parkinson's Disease. More than 35 community members attended the presentation.

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. 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 more than 80 attendees. SGH and SMH also shared fall prevention resources as well as a variety of other health and community resources.

SGH team members participated in the Poway Chamber of Commerce 2024 Community Health & Wellness Fair at The Glen at Scripps Ranch. 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 to approximately 100 attendees. At the San Diego Regional East County Chamber of Commerce and GHD's two Health Fair Saturday events, held at Grossmont Center and Westfield Parkway Plaza, SGH provided health-related resources to nearly 250 community members. SGH also offered blood pressure screenings and information on blood pressure to nearly 20 attendees at one of the events.

SGH participated in La Mesa's 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 blood pressure screenings, various health resources and giveaways to more than 200 community members. SGH also provided nearly 90 blood pressure screenings and offered 900 community members health-related resources at the San Diego Nice Guys 31st Annual Community Christmas Event.

Throughout the summer, SGH continued to sponsor the Santee Summer Concerts

series at Town Center Community Park East, where community members enjoyed nine free concerts. SGH hosted booths at seven 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.

For the past three years, Sharp, including SGH, continued to be the exclusive health care partner of the ALA – San Diego, helping to raise awareness about the importance of lung cancer screenings and empower families and communities to improve their lung health. During Lung Cancer Awareness Month, Sharp partnered with ALA – San Diego to raise awareness about lung cancer — the leading cause of cancer deaths in the U.S. — 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. Sharp 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 raise critical funds for lifesaving research. In FY 2024, SGH participated in the walk at Liberty Station and offered essential information about lung health to over 1,200 participants.

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, 600 KOGO Radio, and KPBS. Printed and online articles appeared in *The San Diego Union-Tribune*, *The Coronado Times*, *Axios San Diego*, *Times of San Diego*, *The Alpine Sun*, *The Star News*, *The East County Californian*, *East County Magazine* and *Live Well San Diego*. Team members across SGH, including the hospital's affiliated physicians in various specialties and staff from Sharp HospiceCare, spiritual care and administration shared information through these outlets. Topics included: the Walk With a Doc program, the Mall Walkers of Sharp's Community Resource Center, Breast Cancer Awareness Month, Go Red for Women on National Wear Red Day, partnership with the ALA, best ways to deal with depression during the holidays, first hospital in the county offering a new Parkinson's Disease treatment, recreational therapy's great therapeutic value, caring for people in their final days, menopause as a time of great physical and emotional change, and more. Numerous health-related articles were also shared through Sharp Health News and SGH's monthly e-newsletters.

Throughout FY 2024, 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, American Cancer Society, 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, California Association of Hospitals and Health Systems, California Association of Hospitals and Health Systems Committee on Volunteer Services and Directors' Coordinating Council, California Academy of Nutrition and Dietetics –

San Diego District, California Hospital Association Workforce Committee, California Hospital Association San Diego Association of Directors of Volunteer Services, California Society for Clinical Social Work Professionals, Concorde Career College – San Diego Program Advisory Committee, County of San Diego Emergency Medical Care Committee, 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 Board, Hospital Association of San Diego and Imperial Counties, 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 Regional East County Chamber of Commerce, San Diego Regional East County Chamber of Commerce East County Homeless Task Force, San Diego Regional 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, Southwestern College and The Beryl Institute Community Council Equity and Inclusion Workgroup.

### **FY 2025 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
- Support the community by participating in various walks throughout San Diego

### ***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 2024 Report of Activities**

In FY 2024, SGH collaborated with local, state and national schools, colleges and universities to provide hospital-based learning opportunities for students to explore and train for a variety of careers in health care. During the academic year, SGH provided more than 1,000 students from colleges and universities throughout SDC with various placement and professional development opportunities. More than 680 nursing students spent over 69,500 hours at SGH, including time in clinical rotations and individual preceptor training, while more than 210 ancillary (non-nursing) students spent more than 50,700 hours on the campus. In addition, 25 advanced practice providers spent over 3,000 hours on the campus. Academic partners included Arizona State University, Aspen University, Azusa Pacific University; California State University Northridge; California State University San Marcos; Casa Loma College; CBD College; Chapman University; Colorado Technical University; Concorde Career College; Creighton University; EMSTA; Glendale Career College; Grand Canyon University; Grossmont College; Grossmont Health Occupations Center; High Desert Medical College; Keck Graduate Institute; MedCerts; National University; Northern Arizona University; Ohio University; Palomar College; Pima Medical Institute; PLNU; Purdue Global; Samuel Merritt University; San Diego Mesa College; San Diego Fire Rescue Department Paramedic Program; SDSU; Southern New Hampshire University; Southwestern College; Touro University; University of California, Irvine; University of California, San Diego; University of Massachusetts Global; University of San Diego; University of South Alabama; University of St. Augustine for Health Sciences; and Western Governors University; and Western University of Health Sciences.

Throughout the year, SGH's cardiac team spent more than 1,000 hours mentoring over 50 students from Azusa Pacific University, SDSU, University of California, San Diego, Grossmont College and PLNU, including students interested in a career as a nurse, emergency medical technician or cardiovascular technologist. In the spring, SGH collaborated with PLNU to provide nearly 120 hours of internship and education to a Master of Science in Exercise Physiology student in the Cardiac Rehabilitation Department.

In FY 2024, SGH's Pharmacy Department provided more than 5,000 hours of supervision, training, lectures and support to more than 20 advanced practice pharmacy students. They also provided over 4,000 hours of training to two post-graduate first-year Doctor of Pharmacy residents and graduated their second post-graduate second-year Critical Care Doctor of Pharmacy resident. In addition, Pharmacy Department leadership and Clinical Pharmacy Specialists participated in the hospital's HealthCare Towne program, providing middle school students with a glimpse into the Pharmacy Department's role in patient care. The Pharmacy Department also invited four high school students from Health Sciences High and Middle College to participate in a weekly rotation through the department to learn about hospital operations.

The Sharp Diabetes Education Program provided education to several students throughout FY 2024. The program offered two educational sessions that explored



career opportunities in diabetes care, provided guidance on gaining relevant experience and education and covered topics such as the types of diabetes, diagnostic methods, current technology and medications, community resources for patients and patient education modalities to approximately 40 dietetic students at SDSU. In addition, in FY 2024, the Sharp Diabetes Education Program supported the San Diego WIC Dietetic Internship program by providing education, career development and mentorship opportunities for interns as well as through board leadership.

The Sharp Diabetes Education Program continued to share best practices in diabetes care through professional events and training programs in FY 2024. Program leadership provided a poster presentation on blood sugar levels, blood pressure and diabetes management to approximately 200 attendees of the 2023 AHA Annual Meeting. The program also continued to serve as an insulin pump training center to support endocrinologists and primary care 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 program recently implemented an enhanced electronic medical record system to improve care coordination with more than 300 community providers.

SGH participated in the semiannual meetings of Southern California VOICe (Vascular Outcomes Improvement Collaborative), which included more than 20 regional vascular physicians, nurses, epidemiologists, scientists and research personnel at each event, working together to collect and analyze vascular data to improve patient care. SGH shared its expertise on patient care, the use of data processes to improve outcomes and compliance with clinical standards.

SGH continued its participation in the Health Sciences High and Middle College program in FY 2024, providing early professional development for more than 80 ninth to 12th grade Health Sciences High and Middle College students. Students rotated through instructional pods in specialty areas, including 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 2024, SGH continued to offer 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. HealthCare Towne was offered twice in FY 2024, serving more than 60 students from two different middle schools.

SGH continued to collaborate with the Grossmont Union High School District to provide Health Career 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 2024, 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 own education 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. SGHWN also organized a panel of SGH health care professions and an SGH-affiliated physician to provide students with the opportunity to ask questions. 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 at the Sharp Prebys Innovation and Education Center, the California Association of Hospitals and Health Systems' 2024 California Hospital Volunteer Leadership Conference highlighted various strategies to enhance patient experiences and improve program management. At the two-day conference, an SGH team member offered an interactive breakout session for attendees to learn practical applications of analysis tools for volunteer program evaluation, including using a job analysis tool, assessing organizational impacts, making data-based decisions, and enhancing strategic planning and advocacy. Additionally, leaders from Sharp's integrative therapies programs, including SGH staff, presented on the benefits of integrative therapies for patients, staff, and health care organizations. The session featured adaptable program models, a panel discussion, and a question-and-answer segment, followed by concurrent sessions for an in-depth exploration of specific therapies. SGH staff also presented on Signature Experience for End-of-Life Care - Aroma Comfort Squares, highlighting the use of aromatherapy with plant-derived essential oils to enhance physical, emotional, mental, and spiritual health, which offers deep relaxation and inner peace. Finally, an SGH team member delivered a presentation on the skills gained from volunteering and how these skills are utilized in the workplace. Approximately 150 people attended the conference, including volunteers, volunteer leaders and managers, community partners, and interprofessional peers looking to expand their services through volunteer programs.

In FY 2024, 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 SGH's volunteer services and patient experience teams on providing the best patient experience possible.

In FY 2024, SGH participated in San Diego Regional East County Chamber of Commerce's Leadership East County program, where program participants sought to enhance their leadership skills and boost their involvement in and knowledge of the East County community. The Leadership East County Program offers an intensive and in-depth introduction to East County's communities, providing opportunities to identify, mentor and prepare future leaders through networking, community involvement and problem-solving with experienced leaders and local organizations. SGH provided the program with a five-hour experience that included a tour of the hospital, the chance to observe of team huddles, opportunities to meet with and learn from health professionals and additional information about SGH and the East County community.

In FY 2024, Sharp, including SGH staff, offered ALA board members a tour of the Sharp Prebys Innovation and Education Center. The tour included a visit to the James S. Brown Simulation Center, an innovative simulated training space designed for health care professionals. In FY 2024, SGH also provided hospital tours to a Councilmember and GHD staff.

### **FY 2025 Plan**

SGH will do the following:

- In collaboration with Grossmont Union High School District, participate in Health Career Exploration Summer Institute
- Participate in the Health Sciences High and Middle College 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 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
- Offer lectures to health care professionals on performance improvements in congestive heart failure and acute myocardial infarction, and cardiovascular treatment options
- Provide internships to SDSU medical physics residents
- Provide an internship module for exercise physiology and kinesiology students from PLNU
- Offer HealthCare Towne, an outreach program and field trip to the SGH campus for middle and junior high school students

- 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 un- and under-insured patients to community resources and organizations that provide sliding scale<sup>169</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
- 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 2024 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 2024, SGH provided more than \$171,000 in home health services, medical transportation, temporary stays in independent living facilities and medical equipment oximeters and scales to facilitate post-acute care 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.

In FY 2024, SGH 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 participation in the California Bridge program, which serves patients with opioid use disorder. The

<sup>169</sup> An income-based fee structure where individuals with fewer financial resources pay a lower fee.

goal is to better identify patients in need of medication-assisted treatment (MAT) in Sharp EDs and inpatient areas to 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 physicians. Sharp established assessment and referral pathways for those with opioid use disorders and screened patients for need and interest in MAT, offering them the ability to receive the first dose of Suboxone in the ED to serve as a bridge until outpatient treatment secured; 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 partnered with community organizations, including Comprehensive Treatment Centers, SMC and Family Health Centers of San Diego for prioritized access to treatment upon discharge from the ED. In addition, SGH began distributing NARCAN® and fentanyl testing strips, free of charge, to any requesting community member.

In FY 2024, SGH, GHD, County of San Diego Public Health Services and San Diego County Fire continued collaborating 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 a 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 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 also assesses the property for fire hazards, including the need to clear brush. The nurse and paramedic provide equipment as needed (walkers, crutches, canes, oximeters, etc.) and information about the local food bank and other resources 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 \$258,900 in free medication, transportation, lodging and financial assistance through its Project HELP funds. These funds assisted nearly 13,700 individuals in FY 2024.

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. Nearly 30 Sharp team members, including seven from SGH, participated in the January 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. 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 awareness of homelessness.

Since 2014, SGH has offered the CTI program for its most vulnerable patient populations, including un- and under-insured patients. As community needs and vulnerabilities change, 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 a registered nurse 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, patient access services staff and others. CTI health coaches include a registered nurse 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 tools to help them manage their health. In addition, CTI health coaches ensure that upon discharge, vulnerable patients connect with a primary care provider, 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 Feeding San Diego, Jacobs & Cushman San Diego Food Bank, 211 San Diego, Family Health Centers of San Diego, 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 Feeding San Diego, 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 and reduced unnecessary health care utilization. To date, the CTI team has successfully enrolled an estimated 15,000 individuals in the program. Among its most impressive metrics, the CTI program has dramatically reduced readmission rates for participants. In FY 2024, the average readmission rate for CTI patients was 5.0%. 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.

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**

SGH will do the following:

- Assist vulnerable patients in obtaining post-acute care
- Provide and expand durable medical equipment 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 Family Health Centers of San Diego and Neighborhood Healthcare
- Explore opportunities to improve pre-admission and post-discharge information exchange with community clinics
- Expand the California Bridge program by establishing referral pathways to community MAT clinics such as Revive Pathway
- 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**

For a list of SGH's programs and services offered, please visit

<https://www.sharp.com/locations/hospitals/sharp-grossmont#grossmont-services>.

# Sharp HospiceCare



## Section

# 8 Sharp HospiceCare

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*Sharp HospiceCare impacts the community by providing compassionate end-of-life care. We address stark realities with kindness, expertise and compassion. Showing up and bringing comfort when most needed impacts the community profoundly.*

— John Tastad, Program Coordinator, Spiritual Care/Advance Care Planning,  
Sharp HospiceCare

## Fiscal Year (FY) 2024 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 2024 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; and participation in the Sharp Humanitarian Service Program.
- **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. See **Appendix A** for a list of Sharp's involvement in community organizations in FY 2024. 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.*

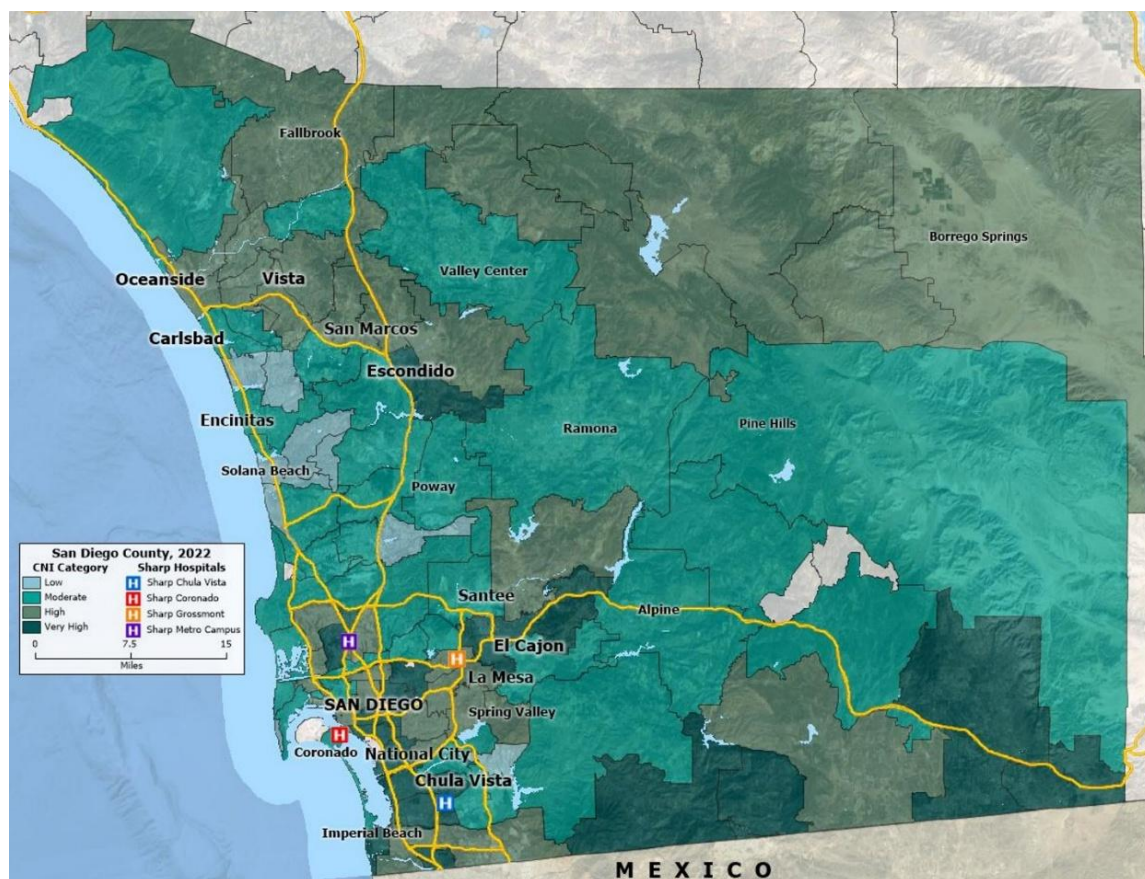
Sharp HospiceCare provides comprehensive end-of-life hospice care, specialized palliative care and support to patients and families throughout SDC. See **Appendix C** for a map of community and region boundaries in SDC.



For Sharp's 2022 CHNA process, the Dignity Health/IBM Watson Health Community Need Index (CNI)<sup>170</sup> was used to identify communities within its service area that experience greater health inequities.<sup>171</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>172</sup> **Figure 37** presents a map of the CNI findings across SDC.

**Figure 37: CNI Map — SDC<sup>172</sup>**



<sup>170</sup> Dignity Health and IBM Watson Health CNI. (2022). The Dignity Health and IBM Watson CNI was discontinued on January 31, 2023.

<sup>171</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>172</sup> Truven Health Analytics, 2022; Insurance Coverage Estimates, 2022; The Nielson Company, 2022; and CNI, 2022. Map produced by Sharp Strategic Planning Department, 2022.

## **Community Health Profile**

Please refer to **Section 4: Description of Community Needs** for the most current demographic and health data regarding the communities served by Sharp, including Sharp HospiceCare.

## **Community Benefit Planning Process**

In addition to the steps outlined in **Section 3: 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

## **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 (SCHHC), SGH and Sharp Memorial Hospital, 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 3: 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 2024**

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 2024 and plans for FY 2025. 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 and 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 2024 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 hospice, palliative care and caregiving. In FY 2024, the Sharp HospiceCare team provided outreach on these topics to more than 300 community members through free educational classes and participation in community partnerships and events.

Sharp HospiceCare staff led a class titled *When is it Time for Hospice?*, which helped attendees understand more about hospice care for people with end-stage Alzheimer's. The team also led a class titled *Understanding Hospice and Palliative Care* at Westmont of La Mesa senior living community, which taught residents about the similarities and differences between hospice and palliative care, and the right time to consider each service.

Team members also shared information about hospice, palliative care and caregiving at community health fairs and events. This included a health fair at St. Paul's PACE (Program of All-Inclusive Care for the Elderly) in Downtown San Diego, the annual East

County Senior Service Providers senior health fair, and Sharp's annual Women's Health Conference. In addition, Sharp HospiceCare supported The San Diego LGBT Community Center's LGBTQ+ Health Symposium and Resource Fair by donating bags for attendees to fill with event exhibitor resources.

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 participation in community events and activities that honor veterans for their service.

Sharp HospiceCare is a member of the San Diego County Hospice-Veteran Partnership. Through the partnership, the 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.<sup>173</sup>

Throughout the year, Sharp HospiceCare honored more than 70 veteran patients through special pinning ceremonies, during which veterans received a WHV pin and a certificate of appreciation for their service. In addition, in FY 2024 Sharp HospiceCare celebrated approximately 130 veterans at community events, including at St. Paul's retirement community in Chula Vista and at the City of San Diego Parks and Recreation AgeWell Services' Veterans Appreciation Dance.

### **FY 2025 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 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

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<sup>173</sup> National Hospice and Palliative Care Organization, We Honor Veterans. (2025). [Earn Your Stars - We Honor 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 directive (advance health care directive) and POLST<sup>174</sup>
- Empower community members to make informed health care decisions

### **FY 2024 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.

Sharp offers community members 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

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<sup>174</sup> Physician Orders for Life-Sustaining Treatment (POLST) is 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.

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 2024, Sharp's ACP department provided free consultations to approximately 90 community members seeking guidance with identifying their personal goals of care and health care preferences, appointing an appropriate health care agent, completing an advance directive and understanding California's medical aid in dying law — the End of Life Option Act. Consultations took place in-person, virtually or by phone based on community member preferences.

Throughout the year, Sharp's ACP department engaged approximately 230 community members in ACP during free classes, webinars, workshops and events. Activities covered 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.

Team members hosted several community webinars in FY 2024. The Charting the Course: Navigating Your Health Care Journey webinar used a sailing theme to teach participants how to select "crewmates" who could assist, guide and support them with health care planning; provide navigation tools to help stay on course with care and treatment; and help put a plan in place to prepare for unexpected high seas. In addition, the Spirituality and Health Care Planning webinar focused on how one's spirituality or religious perspectives might impact health care decisions. The presentation explored the role that spirituality, faith and religion can play when faced with uncertainties; personal reflection related to what gives our lives meaning; and how deeply held values and beliefs can impact health care decision making. Further, an Advance Care Planning 101 Webinar discussed what ACP is and how it benefits you and your loved ones, ideas on 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-person community workshops were also provided throughout the year. At the Scripps Miramar Ranch Library, The Conversation Project workshop provided an overview of ACP and how to define the values and goals that matter most when it comes to end-of-life care. At Sharp HospiceCare's office in Kearny Mesa, a Legacy Letter Writing workshop helped 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. In addition, Advance Care Planning workshops were held at the Spreckels Center (John D. Spreckels Center and Bowling Green) in Coronado and at the Point Loma Community Presbyterian Church. The workshops included panel discussions with leading experts in health care planning, tips on completing an advanced directive and an on-site notary to assist with completed documents.

Sharp's ACP Department joined the Sharp Community Resource Center to host a special event titled Advance Care Planning 2024 — Navigating Your Journey in honor of National Health Care Decisions Day. Held at the Grossmont Healthcare District in La Mesa, the event 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.

Sharp's ACP Department shared education and resources with community members at a variety of other locations throughout the year, including San Diego Oasis Grossmont Center, Rancho Bernardo Branch Library, South Chula Vista Branch Library, Vista Del Mar senior community and San Diego Memorial Society, as well as during the Sharp Community Resource Center's Balance Screening and Fall Prevention class and at Sharp's Copley office in collaboration with Alzheimer's San Diego.

In FY 2024, Sharp's ACP Department continued to participate in the state-wide initiative to create the POLST eRegistry.<sup>175</sup> In addition, Sharp's ACP Department participates in the Coalition for Compassionate Care of California's Public Policy Advisory Council that meets to review pending and current state legislation related to ACP and serious illness care.

### **FY 2025 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
- As requested, provide information to community members regarding the End of Life Option Act
- 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

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<sup>175</sup> When a paper POLST form is not readily available during an emergency, a patient's care may be hindered or conflict with their wishes. The POLST eRegistry improves provider access to critical information through a cloud-based registry for completed POLST forms to be securely submitted and retrieved. ([Coalition for Compassionate Care](#)).

- Educate community health care professionals on ACP, advance 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 2024 Report of Activities**

In FY 2024, Sharp HospiceCare collaborated with local and state universities to provide student learning opportunities in the hospice setting. During the year, two nursing students and one advanced practice provider student received approximately 320 hours of mentorship from Sharp HospiceCare staff. Academic institution partners included Azusa Pacific University, California State University San Marcos and Western Governors University.

Throughout the year, Sharp HospiceCare's ACP department provided education and training to community health professionals and students. This included a presentation on end of life and spirituality to 25 physician assistant students at Point Loma Nazarene University and a virtual ACP presentation to more than 30 nursing students from Chaminade University of Honolulu. The team also partnered with the San Diego Coalition for Compassionate Care to provide webinars on POLST to approximately 60 community clinicians and students. The webinars aimed to help develop and enhance participants' skills in facilitating meaningful conversations about goals of care with patients and families. In addition, the team provided education on ACP, the End of Life Option Act and spiritual care in palliative care to professional and academic groups, including during the CSUSM Shiley Haynes Institute for Palliative Care and the San Diego Coalition for Compassionate Care annual palliative care conference; at the Coalition for Compassionate Care of California Annual Palliative Care Summit; and to the Hemlock Society of San Diego. Further, in FY 2024, the ACP department participated in a workgroup for Compassion & Choices' National Emergency and Palliative Medicine Initiative, which strives to bring together emergency medicine and palliative care teams in the emergency room to improve end-of-life care for patients across the country.

In FY 2024, Sharp HospiceCare staff served 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 the Caregiver Coalition of San Diego, Coalition for Compassionate Care of California, East County Senior Service Providers, San Diego County Hospice-Veteran Partnership and the San Diego County Medical Society Bioethics Commission. 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 2025 Plan**

Sharp HospiceCare will do the following:

- Provide classroom lectures on ACP and end-of-life care to nursing, ancillary and medical students
- Provide health professions 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 the End of Life Option Act 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 2024 Report of Activities**

In FY 2024, 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 at the Sharp HospiceCare office, virtually 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. Nearly 1,600 newsletters were mailed on average each month during FY 2024.

Throughout the year, Sharp HospiceCare provided free classes, support groups and workshops at various locations in SDC to help community members cope with grief and loss. Programs reached nearly 100 individuals in FY 2024.

At Sharp HospiceCare's former office in La Mesa, the team led two sessions of the 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. In addition, Sharp HospiceCare led a weekly book study at its office in Kearny Mesa. The group explored the book, *The Five Invitations: Discovering What Death Can Teach Us About Living Fully*, which focused on the following five principles to help one live a life of integrity, meaning and purpose:

don't wait; welcome everything, push away nothing; bring your whole self to the experience; find a place of rest in the middle of chaos; and cultivate "don't know mind" (empty your heart and mind, and enter life with fresh eyes).

At the Spreckels Center, Sharp HospiceCare partnered with SCHHC to provide a presentation titled The Sacred Art of Grieving, which highlighted different ways to interpret, navigate and cope with the universal experience of grief and loss.

Sharp HospiceCare also supported individuals grieving the loss of a loved one during the 2023 holiday season through community grief talks focused on different ways to interpret, navigate and cope with holiday grief. Presentations were held at the Grossmont Healthcare District as well as both in person and virtually with the Spreckels Center.

Further, a three-week Recipes for Healing Grief workshop was offered at the La Mesa Adult Enrichment Center. The workshop focused on family traditions, comfort foods and the wisdom gained from kitchen table conversations. The group used food memoir excerpts and writing prompts to generate ideas on how to create a keepsake from participants' favorite family recipes.

### **FY 2025 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 grief support groups and workshops led by various Sharp HospiceCare professionals including chaplains, social workers and therapists
- Host an event to support individuals with grief and loss during the holiday season

### **Sharp HospiceCare Program and Service Highlights**

For a list of Sharp HospiceCare's programs and services offered, please visit <https://www.sharp.com/services/hospice#hospice-support-services>.

# Sharp Metropolitan Medical Campus





## Section

# 9 Sharp Metropolitan Medical Campus

The Sharp Metropolitan Medical Campus 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) 2024 Community Benefit Program Highlights

Sharp Metropolitan Medical Campus provided a total of **\$281,636,315** in community benefit in FY 2024. See **Table 27** for a summary of unreimbursed costs based on the categories specifically identified in Senate Bill 697 (SB 697) and **Figure 38** for the distribution of Sharp Metropolitan Medical Campus's community benefit among those categories.

**Table 27: Economic Value of Community Benefit Provided  
Sharp Metropolitan Medical Campus — FY 2024<sup>176</sup>**

SB 697 Category	Programs and Services Included in SB 697 Category	Estimated FY 2024 Unreimbursed Costs
Medical Care Services	Shortfall in Medi-Cal <sup>177</sup>	\$73,484,361
	Shortfall in Medicare <sup>177</sup>	174,872,595
	Shortfall in County Medical Services (CMS) <sup>177</sup>	2,739,661
	Shortfall in CHAMPVA/TRICARE <sup>177</sup>	9,469,363
	Shortfall in Workers' Compensation <sup>177</sup>	219,626
	Charity Care <sup>178</sup>	9,129,337
	Bad Debt <sup>178</sup>	7,154,159
Other Benefits for Vulnerable <sup>179</sup> Populations	Patient transportation and other assistance for the vulnerable <sup>180</sup>	1,985,889
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>180</sup>	963,953
Health Research, Education and Training Programs	Education and training programs for students, interns and health care professionals <sup>180</sup>	1,617,371
<b>TOTAL</b>		<b>\$281,636,315</b>

<sup>176</sup> Economic value is based on unreimbursed costs.

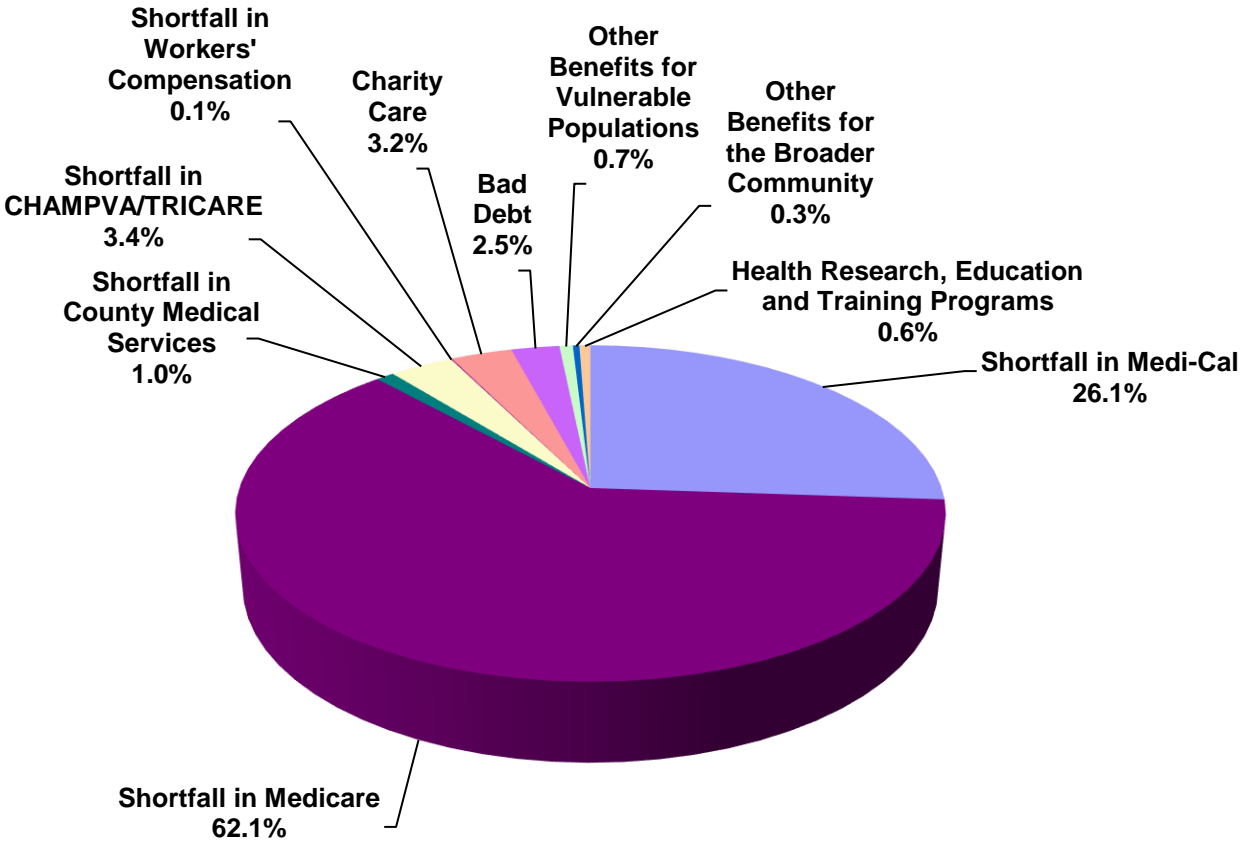
<sup>177</sup> Methodology for calculating shortfalls in public programs is based on Sharp's payor-specific cost-to-charge ratios, which are derived from the cost accounting system, offset by the actual payments received. Costs for patients paid through the Medicare program on a prospective basis also include payments to third parties related to the specific population.

<sup>178</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>179</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>180</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 38: Percentage of Community Benefit by SB 697 Category  
Sharp Metropolitan Medical Campus — FY 2024**



# Sharp Mary Birch Hospital for Women & Newborns



## Section

# 10 Sharp Mary Birch Hospital for Women & Newborns

*Being an exceptional community citizen means making a positive impact every day, fostering a sense of belonging and striving to improve the lives of those around me. It is about consistently working towards the betterment of the community where I both live and work.*

— Sharon White, Director of Perioperative & Obstetrics Services, Sharp Mary Birch Hospital for Women & Newborns

### Fiscal Year (FY) 2024 Community Benefit Program Highlights

Sharp Mary Birch Hospital for Women & Newborns (SMBHWN) provided a total of **\$13,768,020** in community benefit in FY 2024. See **Table 28** for a summary of unreimbursed costs based on the categories specifically identified in Senate Bill 697 (SB 697), and **Figure 39** for the distribution of SMBHWN's community benefit among those categories.

**Table 28: Economic Value of Community Benefit Provided  
Sharp Mary Birch Hospital for Women & Newborns — FY 2024<sup>181</sup>**

SB 697 Category	Programs and Services Included in SB 697 Category	Estimated FY 2024 Unreimbursed Costs
Medical Care Services	Shortfall in Medi-Cal <sup>182</sup>	\$5,587,032
	Shortfall in Medicare <sup>182</sup>	2,679,906
	Shortfall in CHAMPVA/TRICARE <sup>182</sup>	3,170,182
	Shortfall in Workers' Compensation <sup>182</sup>	9,103
	Charity Care <sup>183</sup>	1,000,786
	Bad Debt <sup>183</sup>	824,356
Other Benefits for Vulnerable <sup>184</sup> Populations	Patient transportation and other assistance for the vulnerable <sup>185</sup>	62,478
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>185</sup>	272,660
Health Research, Education and Training Programs	Education and training programs for students, interns and health care professionals <sup>185</sup>	161,517
<b>TOTAL</b>		<b>\$13,768,020</b>

<sup>181</sup> Economic value is based on unreimbursed costs.

<sup>182</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.

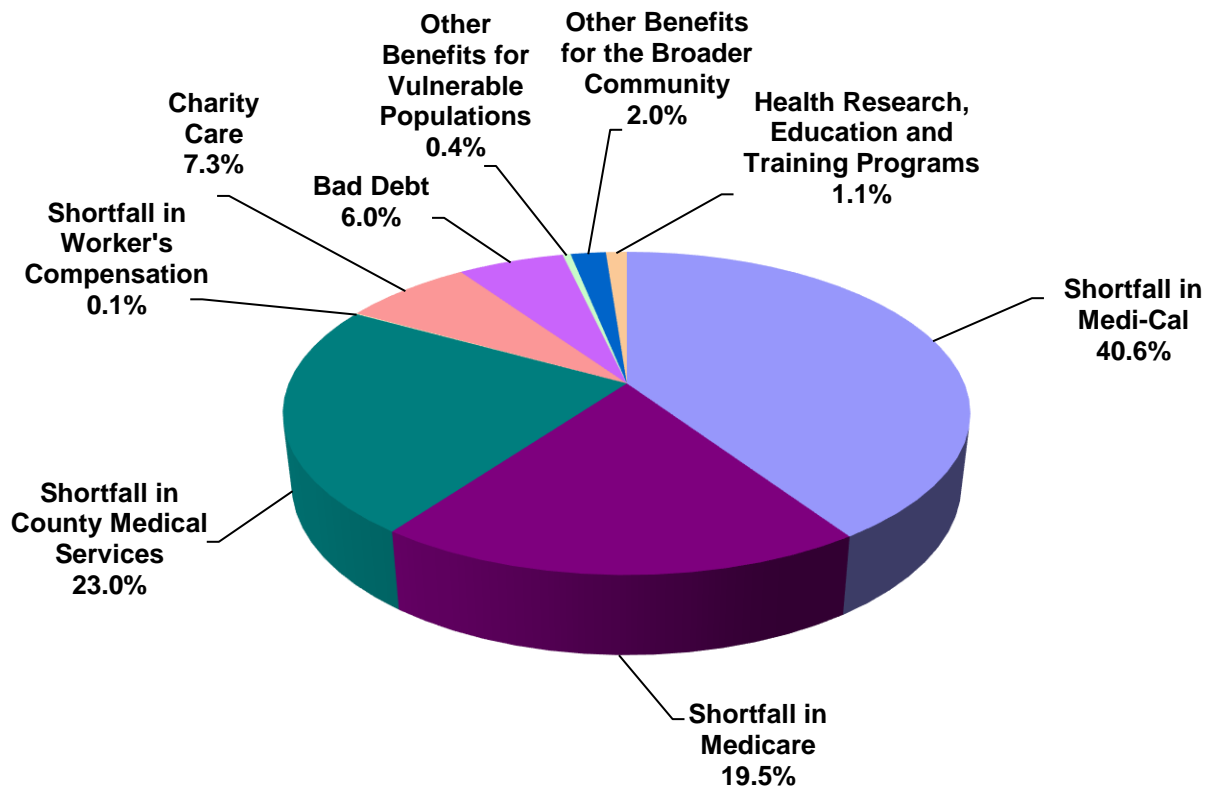
<sup>183</sup> Charity care and bad debt reflect the unreimbursed costs of providing services to patients without the ability to pay for services at the time the services were rendered.

<sup>184</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>185</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 39: Percentage of Community Benefit by SB 697 Category  
Sharp Mary Birch Hospital for Women & Newborns — FY 2024**



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>186</sup> In FY 2024, 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, 2023 through December 31, 2024. This resulted in recognition of net supplemental revenues for SMBHWN totaling \$11.5 million in FY 2024. 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 \$7.3 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 2024 understate the true unreimbursed medical care services performed for the past FY.

<sup>186</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 financial assistance for van transportation for patients to and from medical appointments; the Jacobs & Cushman San Diego Food Bank, 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. See **Appendix A** for a list of Sharp's involvement in community organizations in FY 2024. 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 C** for a map of community and region boundaries.

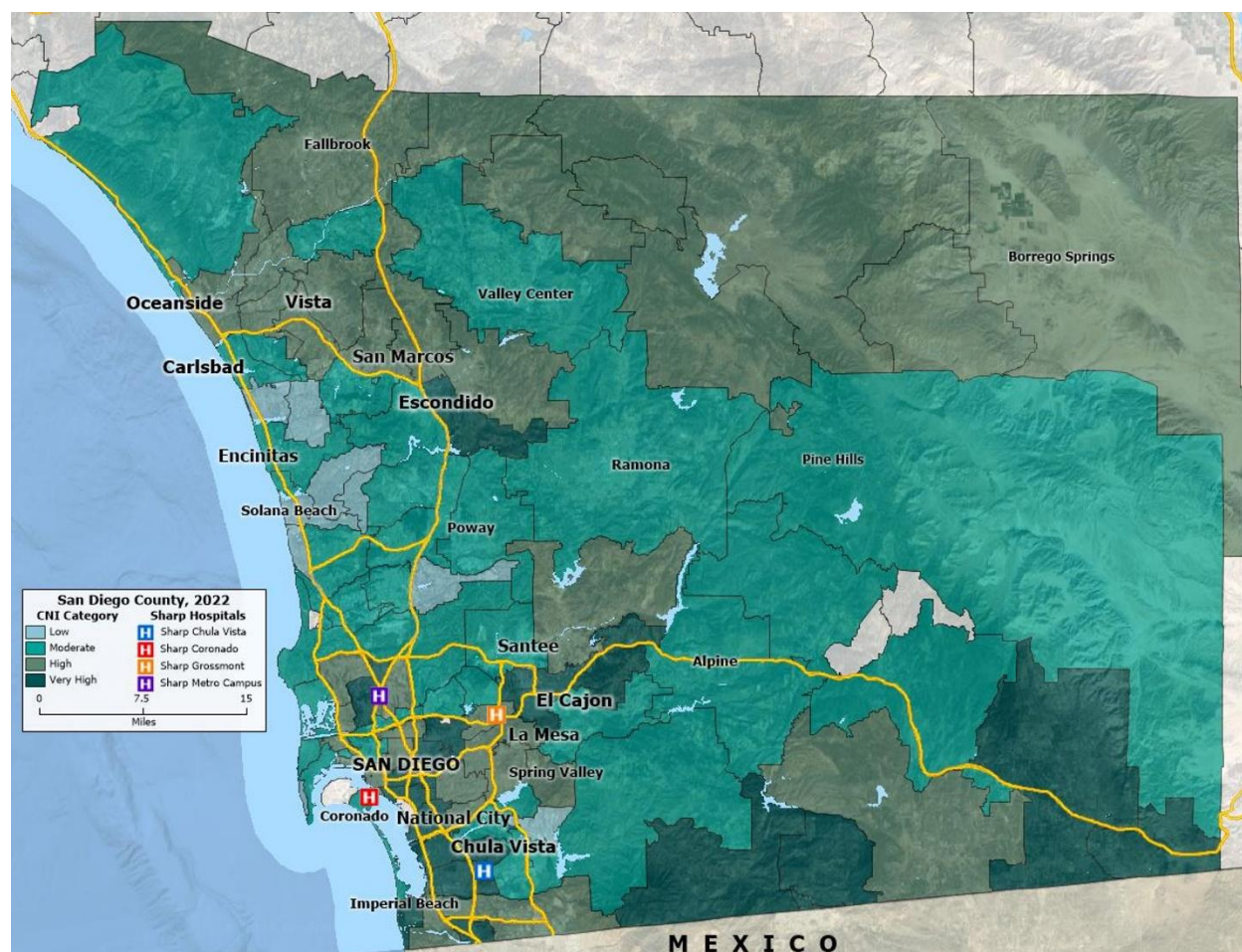
For Sharp Memorial Hospital's (SMH) 2022 CHNA process (which included the processes and findings addressing needs identified for communities served by SMBHWN), the Dignity Health/IBM Watson Health Community Need Index (CNI)<sup>187</sup> was used to identify communities within its service area that experience greater health inequities.<sup>188</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.

<sup>187</sup> Dignity Health and IBM Watson Health CNI. (2022). The Dignity Health and IBM Watson CNI was discontinued on January 31, 2023.

<sup>188</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).

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>189</sup> **Figure 40** presents a map of the CNI findings across SDC.

**Figure 40: CNI Map — SDC**<sup>189</sup>



## Community Health Profile

Please refer to **Section 4: Description of Community Needs** for the most current demographic and health data regarding the communities served by Sharp, including SMBHWN.

## Community Benefit Planning Process

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

<sup>189</sup> Truven Health Analytics, 2022; Insurance Coverage Estimates, 2022; The Nielson Company, 2022; and CNI, 2022. Map produced by Sharp Strategic Planning Department, 2022.



- 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 included 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 2024**

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 2024 and plans for FY 2025. 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 2024 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 2024, SMBHWN offered maternal and prenatal care classes both in person and online for expectant mothers and families. All classes are evaluated via survey to ensure the educators and topics meet participants' needs.

SMBHWN taught approximately 180 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 that provided pre-pregnancy education to over 60 community members. Topics included preparing the body for pregnancy, having a baby later in life, reproductive planning, optimizing conception, 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 2024. During American Heart Month in February, an SMBHWN staff member and Sharp-affiliated cardiologist led a community conversation on recognizing and preventing heart disease through a presentation titled Community Conversation: Pregnancy, Maternal Health & Your Heart. In partnership with the American Heart Association (AHA), the free webinar educated 18 community members on keeping their hearts healthy during pregnancy and included a question-and-answer session.

SMBHWN also offered several low-cost prenatal classes in FY 2024. 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 FY 2024, 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, an SMBHWN licensed clinical social worker led a breakout session titled The Fourth Trimester and Beyond: Empowering Women Postpartum, where participants learned when and how to ask for help, how to be a valuable support person and what resources are available to support new moms during a difficult time. Approximately 750 community members attended the event. In addition, SMBHWN provided year-round fundraising support for the 2024 San Diego Heart & Stroke Walk. In FY 2024, SMBHWN raised over \$8,100 for the AHA. During the walk in

September, team members hosted an informational booth with resources on cardiac disease for women.

For the past four years, SMBHWN's surgery team has supported the Ovarian Cancer Alliance of San Diego Teal Steps Walk during Ovarian and Gynecological Cancer Awareness Month. In September, nearly 40 Sharp staff members, including SMBHWN obstetrics/gynecology and SMH oncology departments, participated in the walk. Sharp raised over \$2,000 by selling homemade cake pops, dipped pretzels and through private donations to support the Ovarian Cancer Alliance of San Diego's community outreach programs, which aim to raise awareness of one of the most lethal gynecological cancers.

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 and Instagram pages and Sharp Health News. Topics included safe exercises during pregnancy, maternal heart health, reproductive planning, fertility challenges, keeping the heart healthy during pregnancy, weight loss drugs and pregnancy, how bariatric surgery can impact fertility, mental health concerns during and after pregnancy, and support groups during pregnancy.

The Sharp Mary Birch NRI discovers new, leading-edge treatments and practices in newborn care and disseminates 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 80 clinical trials with over 4,000 newborns enrolled since its launch in 2013.

In 2023, 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. 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 address 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 continues to benefit from generous philanthropy, receiving funding support from personal donations as well as various foundations and organizations. In FY 2024, the NRI also successfully secured grants from foundations including the Stephen & Mary Birch Foundation, Thrasher Research Fund, American Academy of Pediatrics, the Kenneth T. and Eileen L. Norris Foundation, the Conrad Prebys Foundation, the Samuel H. French III and Katherine Weaver French Fund, Rest Haven Children's Fund, Alexander & Eva Nemeth Foundation and the Chuck and Ernestina Kreutzkamp Foundation.

The NRI's medical discoveries have been featured by multiple news networks and publications, including Sharp Health News, American Association for the Advancement of Science EurekAlert!, Medical Xpress, Medpage Today, Neuroscience News, News Medical, Mirage.News, *Broadcast Reporting*, *The New York Times* and National Institutes of Health. In April, the NRI shared best practices on an international level through a virtual presentation titled Cord Management for the Term and Preterm Newborn at the Best Practice in Neonatology & Perinatology webinar series, which is endorsed by the Union of European Perinatal and Neonatal Societies. The NRI shared best practices through a presentation titled Long-Term Outcomes for the Milking in Non-Vigorous Infants Trial at both the 2024 Society for Maternal-Fetal Medicine Pregnancy Meeting in National Harbor, Maryland, as well as during the Neonatal Clinical Trials session at the Pediatric Academic Societies Meeting in Toronto, Canada.

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 2025 Plan**

SMBHWN will do the following:

- 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
- 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 2024 Report of Activities**

In FY 2024, SMBHWN continued to provide educational classes and support groups to address the needs of new mothers and families. SMBHWN served more than 670 new mothers through its free breastfeeding support group. Facilitated by an experienced lactation educator, the group was offered twice weekly to assist new parents with breastfeeding challenges. Two in-person breastfeeding support groups continued to be offered on a weekly basis throughout FY 2024. Topics included returning to work, 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 70 new parents in FY 2024, 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 licensed clinical social worker. 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 more than 400 parents in FY 2024.

Additionally, SMBHWN staff devoted approximately 520 hours to daily Family Home Care classes that provided critical information and support to more than 2,200 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 260 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 600 community members. A Feeding Your Baby, Your Way webinar led by a Sharp lactation educator provided approximately 30 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. The Partner Bootcamp: How to Support Your Partner During Postpartum webinar, led by a Sharp social worker and licensed marriage and family therapist, provided more than 60 attendees with tools to support their significant other as they managed the early recovery process and navigated their new relationship as parents. A webinar titled The Fourth Trimester: Navigating Your Postpartum Recovery provided education to approximately 30 attendees about navigating the early recovery process that occurs during the first three months after birth. Topics included postpartum body changes, tips to recognize symptoms of common postpartum conditions and strategies to support mental health. Further, the Baby on the Way webinar provided the opportunity for approximately 680 expectant parents to ask Sharp caregivers questions about pregnancy and childbirth.

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. To celebrate World Breastfeeding Week, a Sharp Mary Birch lactation educator offered support to more than 30 mothers at the venue.

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 and Instagram pages; Sharp Health News; Sharp 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; and breast cancer screening and treatment. Maternal and newborn care topics featured



maternal mental health, perinatal mood and anxiety disorders, 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, different feeding methods for an infant, the importance of newborn screenings, how early parental reading benefits infant development, reducing pain and discomfort from breastfeeding, baby care basics, labor comfort measures, breastfeeding support resources, storing breastmilk, and emotional challenges of breastfeeding.

SMBHWN's NICU department hosted a Sharp Mary Birch NICU Little Grad Reunion to celebrate children who were cared for by SMBHWN's NICU staff. Approximately 500 community members, including the NICU graduates and their families, attended the fun-filled event held in San Diego. Attendees enjoyed food, music, a bounce house, face painting, games, photo booths, therapy dogs and were reunited with their SMBHWN caregivers. SMBHWN staff distributed handouts at the event about the importance of blood pressure screening and hypertension during pregnancy, in addition to providing blood pressure screenings.

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. To close this gap, 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. SMBHWN continued to host an annual Donor Breastmilk Drive to help increase the supply of breastmilk for the Mothers' Milk Bank. Held in celebration of National Breastfeeding Month, the event collected approximately 14 gallons of breastmilk. Over the past eight years, SMBHWN's milk drives have collected nearly 390 gallons of breastmilk to help feed premature infants and those with specialized health needs.

SMBHWN expands its support for 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. Some breastfeeding concerns that NBB staff are able to address include low milk supply, latching of the infant, finding a comfortable and effective feeding position, sore or cracked nipples, poor weight gain in infants, insufficient wet diapers, difficulty expressing breastmilk, breastmilk storage advice, returning to work while breastfeeding and more. 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 2024, NBB staff dedicated more than 1,600 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 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 Jacobs & Cushman San Diego Food Bank, and participating distributors retrieve the diapers to provide them to families in need. SMBHWN distributed 14,300 diapers and 145 packs of wipes to 151 patients in FY 2024 and has provided approximately 63,660 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 2025 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 Jacobs & Cushman San Diego 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 2024 Report of Activities**

In FY 2024, 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. SMBHWN served as a training site for more than 150

nursing students and four ancillary (non-nursing) students in FY 2024, who spent over 13,300 hours on the hospital campus. Academic institution partners included California State University San Marcos, Grand Canyon University, Ohio University, Pima Medical Institute, Point Loma Nazarene University, Purdue Global, San Diego State University, Southwestern College and University of San Diego. In addition, in March, a SMBHWN nurse participated in providing mock interviews to approximately 30 undergraduate students from Point Loma Nazarene University's School of Nursing.

SMBHWN resumed its participation in the Health Sciences High and Middle College program in FY 2024, providing valuable health care experience, including job requirements and career ladder development, to ninth through 12th grade students. During the school year, Health Sciences High and Middle College students devoted more than 40 hours to rotations with maternal infant services, the NICU, the Women's Acute Care Unit and the transport team.

In FY 2024, 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 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 2024, this included *American Journal of Perinatology*, *BMJ Open*, *Early Human Development*, *Journal of Physiology*, *Journal of Pediatrics*, *The Lancet*, *New England Journal of Medicine*, *American Journal of Pediatrics*, *Archives of Disease in Childhood - Fetal and Neonatal Edition* and *JAMA Network Open*.

SMBHWN team members contribute to the expansion of scientific knowledge and medical advancements throughout the larger health and research communities through participation in clinical trials. In FY 2024, SMBHWN offered clinical trials to improve patient care and outcomes, including prenatal tobacco reduction, preeclampsia risk assessment, neonatal parenteral nutrition, contaminants in human breastmilk, plasma cell-free genetic sequencing, pharmaceuticals and more. In addition, in FY 2024, SMBHWN team members served on boards and committees for local and national organizations, including the AHA, 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 2025 Plan**

SMBHWN 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

- Participate in local and national collaboratives and share specialty expertise at professional conferences

### **SMBHWN Program and Service Highlights**

For a list of SMBHWN's programs and services offered, please visit <https://www.sharp.com/locations/hospitals/sharp-mary-birch>.

# Sharp Memorial Hospital



## Section

# 11 Sharp Memorial Hospital

*When our health care teams dedicate themselves to supporting the safety and healing of survivors, they are dedicating themselves to making San Diego a safer, more trauma-informed community.*

— Amy Sharpe, Assistant Librarian, Sharp Memorial Hospital

## Fiscal Year (FY) 2024 Community Benefit Program Highlights

Sharp Memorial Hospital (SMH) provided a total of **\$231,447,432** in community benefit in FY 2024. See **Table 29** for a summary of unreimbursed costs based on the categories specifically identified in Senate Bill 697 (SB 697), and **Figure 41** for the distribution of SMH's community benefit among those categories.

**Table 29: Economic Value of Community Benefit Provided  
Sharp Memorial Hospital — FY 2024<sup>190</sup>**

SB 697 Category	Programs and Services Included in SB 697 Category	Estimated FY 2024 Unreimbursed Costs
Medical Care Services	Shortfall in Medi-Cal, financial support for on-site workers to process Medi-Cal eligibility forms <sup>191</sup>	\$58,084,630
	Shortfall in Medicare <sup>191</sup>	153,815,563
	Shortfall in County Medical Services (CMS) <sup>191</sup>	4,599
	Shortfall in CHAMPVA/TRICARE <sup>191</sup>	3,239,549
	Shortfall in Workers' Compensation <sup>191</sup>	210,523
	Charity Care <sup>192</sup>	7,449,286
	Bad Debt <sup>192</sup>	6,153,479
Other Benefits for Vulnerable <sup>193</sup> Populations	Patient transportation, Project HELP and other assistance for the vulnerable <sup>194</sup>	820,766
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>194</sup>	549,273
Health Research, Education and Training Programs	Education and training programs for students, interns and health care professionals <sup>194</sup>	1,119,764
<b>TOTAL</b>		<b>\$231,447,432</b>

<sup>190</sup> Economic value is based on unreimbursed costs.

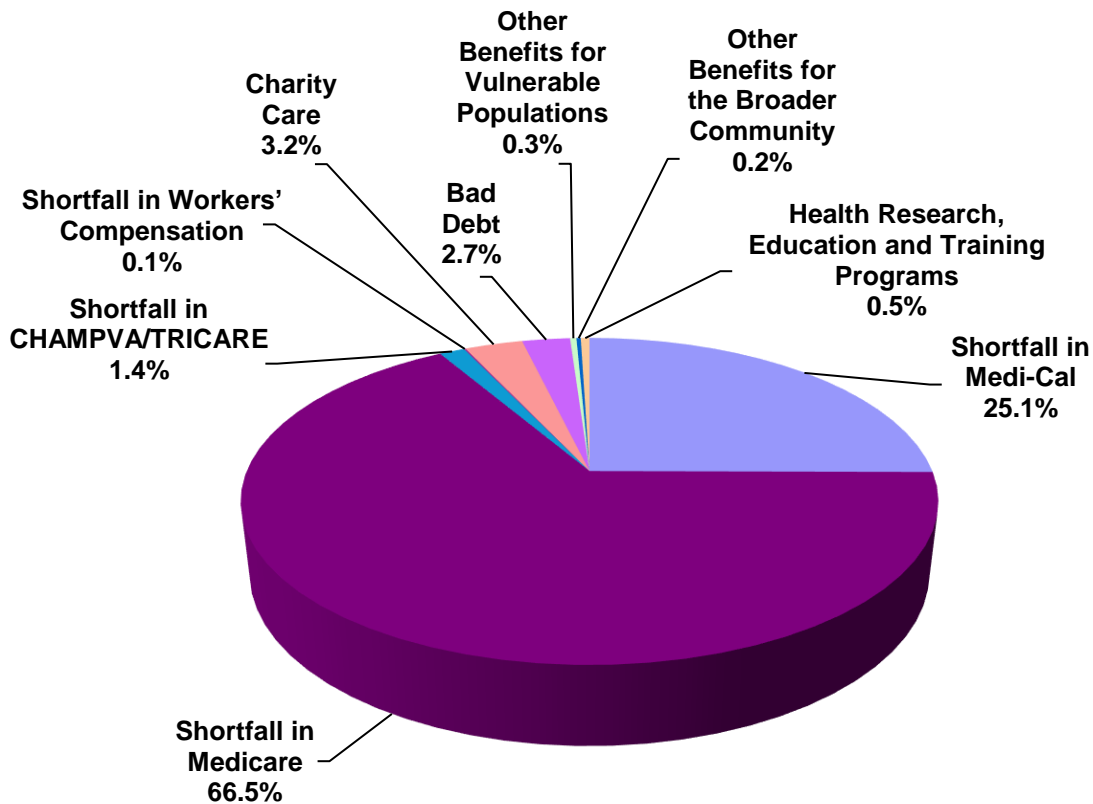
<sup>191</sup> Methodology for calculating shortfalls in public programs is based on Sharp's payor-specific cost-to-charge ratios, which are derived from the cost accounting system, offset by the actual payments received. Costs for patients paid through the Medicare program on a prospective basis also include payments to third parties related to the specific population.

<sup>192</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>193</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>194</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 41: Percentage of Community Benefit by SB 697 Category  
Sharp Memorial Hospital — FY 2024**



**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, County Medical Services and CHAMPVA/TRICARE.<sup>195</sup> In FY 2024, 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, 2023 through December 31, 2024. This resulted in recognition of net supplemental revenues for SMH totaling \$18.0 million in FY 2024. This reimbursement helped offset prior years' unreimbursed medical care services; however, the additional funds recorded in FY 2024 understate the true unreimbursed medical care services performed for the past FY.

<sup>195</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; and other assistance for vulnerable community members.
- **Other Benefits for the Broader Community** included education and resources on cancer, diabetes, orthopedics, stroke, heart health, rehabilitation and other health topics; participation in community health fairs and events; support groups; and blood pressure and balance screenings. In addition, SMH donated meeting room space to community groups and 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. See **Appendix A** for a listing of Sharp HealthCare's (Sharp) involvement in community organizations in FY 2024. 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 students and health professionals, and 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 C** 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>196</sup> was used to identify communities within its service area that experience greater health inequities.<sup>197</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,

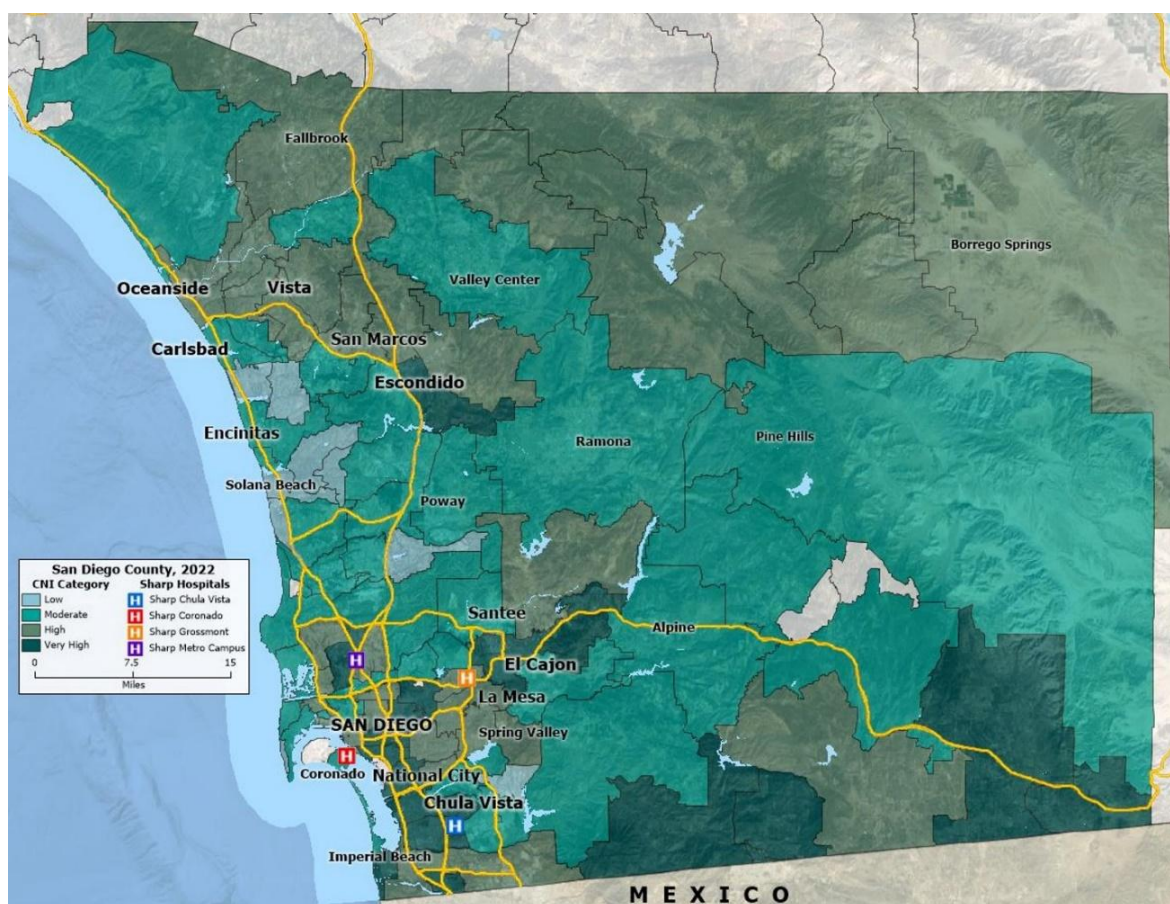
<sup>196</sup> Dignity Health and IBM Watson Health CNI. (2022). The Dignity Health and IBM Watson CNI was discontinued on January 31, 2023.

<sup>197</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).

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>198</sup> **Figure 42** presents a map of the CNI findings across SDC.

**Figure 42: CNI Map — SDC**<sup>198</sup>



## Community Health Profile

Please refer to **Section 4: Description of Community Needs** for the most current demographic and health data regarding the communities served by Sharp, including SMH.

<sup>198</sup> Truven Health Analytics, 2022; Insurance Coverage Estimates, 2022; The Nielson Company, 2022; and CNI, 2022. Map produced by Sharp Strategic Planning Department, 2022.

## **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 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 included 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>199</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

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<sup>199</sup> California's Department of Health Care Access and Information was formerly known as the Office of Statewide Health Planning and Development.

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.

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 Sharp Metropolitan Medical 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.

SMH addresses chronic health conditions by providing education and healthy lifestyle programs as part of care for cardiovascular disease, 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 2024**

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 2024, and plans for FY 2025. 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 2024 Report of Activities**

The SMH Diabetes Education Program is recognized by the American Diabetes Association 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 to successfully manage various conditions, including prediabetes, gestational diabetes (diabetes developed during pregnancy), as well as Type 1 and Type 2 diabetes. In FY 2024, small group and one-on-one education options were offered in person and online, in both English and Spanish. As of January 2024, the Sharp Diabetes Education Program has taken over systemwide diabetes education efforts, including those typically assumed by SMH.

Throughout FY 2024, the Sharp Diabetes Education Program provided health education through community presentations. This included a presentation by a program dietitian on how diabetes affects healthy aging to more than 10 attendees at the Center for Healthy Aging. The Sharp Diabetes Education Program also provided fundraising and team participation for the annual San Diego Heart & Stroke Walk.

The Sharp Diabetes Education Program is actively involved with San Diego's renal health community. In FY 2024, 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 were either anticipating or had undergone a kidney transplant or had 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 through education on nutrition, exercise and blood sugar monitoring. In FY 2024, the program collaborated with community clinics, including Family Health Centers of San Diego, La Maestra Family Clinic, Inc., 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 accommodated patient preferences by offering virtual, telephone and on-site education

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 SMH, the Sharp Diabetes Education Program provided services and education to more than 190 underserved pregnant and breastfeeding women with diabetes in FY 2024.

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, Know Diabetes by Heart, 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.

### **FY 2025 Plan**

Sharp Diabetes Education Program will do the following:

- Explore opportunities for involvement in community events, conferences and educational presentations throughout SDC
- Explore additional opportunities and partnerships to provide clinic- and community-based diabetes education classes and resources
- Explore collaborations with community organizations that focus on diabetes prevention and care
- Explore collaborations to assist and educate community members experiencing food insecurity
- Offer a webinar series on the role of nutrition in preparation for pregnancy, including information about 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 diabetes education and support at the annual Sharp Women's Health Conference

- Participate in Tour de Cure — the American Diabetes Association’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 as well as through virtual platforms
- Provide gestational diabetes services and resources to underserved pregnant and breastfeeding women, both at Sharp 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 SDC’s central region

### **FY 2024 Report of Activities**

SMH is certified by the Joint Commission and the American Heart Association (AHA)/American Stroke Association (ASA) as an Advanced Primary Stroke Center (re-certified in November 2023). 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 Plus Honor Roll and Target: Type 2 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 thrombolytic therapy to treat eligible stroke patients. In addition, the SMH Allison deRose Rehabilitation Center is accredited by the 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.

Throughout the year, Sharp’s systemwide stroke program, including SMH, provided stroke education and screenings in various venues throughout SDC. Education topics included: BE-FAST,<sup>200</sup> 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.

Sharp’s systemwide stroke program, including SMH, provided stroke education and resources to approximately 150 attendees at the annual 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, women’s stroke risk factors, and when to call 911. Sharp’s systemwide stroke program, including SMH, participated in the AHA’s annual San Diego Heart & Stroke Walk where they offered stroke education to more than 3,000 attendees.

<sup>200</sup> BE-FAST stands for Balance, Eyes, Face, Arms, Speech, Time. It is an easy technique to detect and enhance responsiveness to a stroke.



In FY 2024, the San Diego County Stroke Consortium, including Sharp, participated in the Strike Out Stroke 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 350 community members throughout the evening.

The SMH Allison deRose Rehabilitation Center continued to provide online 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 facilitated opportunities to socialize throughout SDC. In FY 2024, Young Enthusiastic Stroke Survivors reached approximately 200 attendees and connected with approximately 700 survivors, family members and health professionals through its mailing list.

SMH continued its 19-year collaboration with the County of San Diego Emergency Medical Services (EMS) to provide data for the SDC stroke registry to help identify gaps and determine trends. SMH also continued to participate in quarterly meetings for the 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<sup>201</sup> consists of 18 hospitals across the county, including all four of Sharp's acute care hospitals.

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 acting as 911 first responders. In FY 2024, the consortium provided these first responders with education on recognizing and responding to Large Vessel Occlusion, or blockages of intracranial arteries by a clot. Additionally, the team developed a video, which was filmed at Sharp Grossmont Hospital (SGH), educating EMS on how to perform an assessment using the FAST-ED<sup>202</sup> stroke severity scale. 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 Stroke Severity Scale, an addition to BE-FAST assessment. The updated education materials were approved by the consortium and shared with all EMS agencies.

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<sup>201</sup> For a list of stroke receiving centers in SDC, please visit: <https://www.sandiegocounty.gov/content/sdc/ems/stroke-receiving-centers.html>.

<sup>202</sup> FAST-ED stands for facial palsy, arm weakness, speech changes, time, eye deviation, denial/neglect.

Further, in FY 2024, Sharp's systemwide stroke program participated in research conducted by the County of San Diego and University of California, San Diego to determine the correlation between the FAST-ED score and the likelihood of having a Large Vessel Occlusion. Data was collected early to mid-2024 at all of Sharp's stroke centers. This research aims to guide future EMS protocols to directly transport Large Vessel Occlusion patients to stroke centers with thrombectomy capabilities, including Sharp Chula Vista Medical Center (SCVMC), SGH and SMH.

### **FY 2025 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 and partner with the San Diego County Stroke Consortium to educate and train EMS and fire department professionals, with a focus on Large Vessel Occlusion identification
- Provide stroke screening and education at events in SDC, including events for seniors and vulnerable adults
- Provide stroke education, screenings and outreach to community members via social media and in-person events
- 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

### **FY 2024 Report of Activities**

In FY 2024, 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 events. Programs served individuals of all ages at locations throughout SDC.

Throughout the year, various SMH departments either facilitated, offered meeting space or provided technical assistance for free classes and support groups on health topics

including cancer, stroke, spinal cord injury, COVID-19 (coronavirus disease 2019) and bariatric surgery, some of which are described in more detail below. In FY 2024, these offerings reached approximately 1,550 members of the community.

SMH Rehabilitation Services provided classes to support individuals' health and recovery following a prior COVID-19 diagnosis. This included a monthly, post-COVID-19 group for community members living with residual health issues from the virus, such as pulmonary, balance/vestibular or cognitive challenges, or 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. In addition, a Long-Haul COVID-19 Cognitive Skills series was provided three times in FY 2024 for individuals experiencing cognitive issues following COVID-19. The eight-week online series introduced mental strategies and external aids to help manage problems with memory, attention, organization and other cognitive skills. Although this series was provided for a fee, SMH waived the cost for community members who could not afford to pay.

Further, in FY 2024 an SMH senior rehabilitation specialist taught a free, online Mindful Self-Compassion Training for Post-COVID-19 and Oncology Participants course. The eight-week series served 40 community members who had either experienced symptoms persisting more than four weeks after a COVID-19 diagnosis or 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 2024, SMH Rehabilitation Services 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.

SMH also participated in the annual Sharp Women's Health Conference, which was attended by approximately 750 community members. Staff from a variety of hospital services — including oncology, heart and vascular, rehabilitation, orthopedics, stroke, trauma and women's imaging — provided attendees with education and resources on a range of health and lifestyle topics. In addition, SMH shared information about the hospital's Generational Health Program, which provides age-friendly services to help older patients maintain dignity, function and independence through their health care journey. The conference also included several presentations by SMH team members, including myths and facts about menopause and hormone therapy; achieving and maintaining strong bones; how to incorporate more plants into meals for better health; skincare products and procedures to help rejuvenate the skin; the relationship between toxic stress and breast cancer; and end-of-life options, resources and planning ahead.

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 more than 100 community members in FY 2024, including members of the Tifereth Israel Synagogue, the Serra Mesa-Kearny Mesa Branch Library and students. Through these trainings, participants learned how to properly assess and control a hemorrhage (blood loss) and apply a tourniquet. They also received STOP the Bleed certification upon successful course completion.

In addition, the SMH trauma center team provided fall prevention education and resources at community events reaching nearly 200 senior community members. This included the Fall Prevention & Balance Screening Event at the Grossmont Healthcare District in collaboration with SGH Rehabilitation Services, as well as the Salvation Army Kroc Center Senior Resource Fair.

In FY 2024, SMH supported the community's cardiovascular health as part of Live Well San Diego's Love Your Heart — an annual initiative around Valentine's Day in which organizations across the county offer free blood pressure screenings. Through the effort, hospital team members provided screenings to nearly 240 community members both onsite as well as during the AHA's 2024 San Diego Go Red for Women luncheon at the US Grant Hotel. In addition, throughout the year SMH provided coordination, support and related fundraising activities for the 2024 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 uses a machine — ECMO (extracorporeal membrane oxygenation) — to oxygenate a patient's blood. It's a type of artificial life support that can help a person whose lungs and heart are not functioning properly. The pilot focuses on out-of-hospital cardiac arrest patients who meet specific criteria and 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.

In FY 2024, SMH shared health and wellness education through social media and articles on Sharp Health News. Education covered a range of subjects, from mental health and heart health to cancer, kidney disease and more. Mental health topics explored the importance of providing mental health care for BIPOC (Black, Indigenous, People of Color) communities, males and depression, the difference between sadness and depression, the importance of depression screening and when to seek help, strategies to ease anxiety, and the benefits of "Dry January" for health and well-being. Heart health education included the link between the sugar substitute xylitol and heart issues, healthy habits to lower women's risk of cardiovascular disease, heart-healthy tips for busy people, the warning signs of heart failure and heart attacks, and heart-healthy benefits of exercise. Cancer topics highlighted risk factors, warning signs,

screenings, and other concerns related to breast, prostate and colorectal cancer. Other social media and Sharp Health News education provided during the year included ways to improve sleep, heat versus ice therapy to manage pain, how to know if you have a stress fracture; staying hydrated and healthy during a heatwave, weight loss drugs compared to weight loss surgery, how bariatric surgery can boost fertility, the five stages of kidney disease, nine myths about kidney donation, and cardiovascular-kidney-metabolic syndrome. SMH's health and wellness education was also featured on several public media networks in FY 2024, including NBC 7 San Diego, KPBS, KUSI News, FOX 5 San Diego, ABC 10News San Diego and NewsRadio 600 KOGO.

### **FY 2025 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 free STOP the Bleed trainings to community members throughout SDC
- Provide a fall prevention and balance screening event for community seniors
- 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, resources and support groups to community members
- Provide cancer support services, including health care navigation, to community members
- Participate in cancer clinical trials, including screening and enrolling patients

### **FY 2024 Report of Activities**

The Cancer Centers of Sharp HealthCare (Cancer Centers of Sharp) include the Laurel Amtower Cancer Institute and Neuro-Oncology Center at SMH (Laurel Amtower Cancer Institute), Douglas & Nancy Barnhart Cancer Center at SCVMC (Barnhart Cancer Center), and David and Donna Long Center for Cancer Treatment at SGH. The Cancer Centers of Sharp are accredited by the American College of Surgeons Commission on Cancer as an Integrated Network Cancer Program and accredited by the American Society for Radiation Oncology as an Accreditation Program for Excellence.

The Cancer Centers of Sharp serve community members, patients and their loved ones through a variety of free cancer support groups, classes, workshops and community events, as well as patient navigation and other support services. In FY 2024, all

programs were provided virtually or in person and served more than 1,800 community members impacted by cancer.

The Cancer Centers of Sharp 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, 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 125 individuals who were unable to attend the live webinars. 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; and structured healing art activities to improve overall well-being.

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. In addition, the How to Help Someone with Chemo Brain — A Class for Loved Ones was created 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 Practicing Calm workshop, where a cancer center clinician offered breathing and other relaxation exercises and well as guided meditations to reduce tension and stress in the body and mind. More than 500 community members attended these classes and workshops in FY 2024.

In FY 2024, the Cancer Centers of Sharp offered a webinar titled Surviving Cancer: Thriving After a Diagnosis to more than 70 individuals. A Sharp physician presented on her own experience as a cancer patient and Sharp oncology social workers and a dietitian presented on brain fog, survivorship and relationships, weight challenges in cancer survivorship and cancer genetics. Further, four Out of the Fog MAAT (Memory and Attention Adaptation Training) groups were held with more than 30 participants. These eight-session trainings are taught by a speech language pathologist and an oncology social worker and offer quarterly reunion classes for graduates.

In FY 2024, the Cancer Centers of Sharp continued to offer an assortment of support groups intended to provide safe places for patients to explore their experiences living with cancer, receiving treatment and life after cancer. Groups were provided for anyone living with cancer, care partners of individuals living with cancer, anyone living with breast cancer, anyone living with a brain tumor or brain cancer, care partners of individuals living with a brain tumor or brain cancer, patients and survivors of head and neck cancer, men with any cancer diagnosis, young individuals living with stage 0-3 cancer, young individuals living with advanced cancer, and Spanish-speaking individuals with cancer. In addition, a Bring Your Own Project support group served individuals living with cancer as well as survivors and their loved ones through a combination of conversation and relaxing drawing methods to increase focus, creativity, self-confidence and personal well-being.

The Cancer Centers of Sharp, including the Laurel Amtower Cancer Institute, participated in the Sharp Women's Health Conference. 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 cancer prevention and available support services, including nurse navigation, social work, nutrition and exercise, and classes and support groups. Board-certified genetic counselors from the Sharp Cancer Genetic Counseling program provided information about understanding the risks of developing cancer based on personal and family history. In addition, a Sharp-affiliated physician discussed the relationship between toxic stress and breast cancer.

The Cancer Centers of Sharp hosted Cancer Survivors Day to celebrate community members who have experienced cancer, inspire those recently diagnosed and provide support for family members. Over 200 community members engaged in a variety of relaxing therapies, including yoga, massage, and pet and art therapy. Community partners, including the American Cancer Society, LIVESTRONG, Camp Kesem, and others provided informational tables, while various Sharp teams such as lymphedema therapy, clinical trials, patient navigation, oncology social work and genetic counseling offered support and answered attendees' questions. The event allowed patients to share their stories and meet other survivors while enjoying food, coffee and other treats. Further, transportation was provided by Sharp Van Services.

In FY 2024, the Cancer Centers of Sharp continued to host a private Facebook group called the 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. More than 260 people have joined the Sharp HealthCare Cancer Patient Community group on Facebook.

In FY 2024, the Cancer Centers of Sharp helped raise community awareness of cancer through a variety of methods. The Cancer Centers of Sharp partnered with the American Lung Association and participated in the LUNG FORCE Walk. Additionally,



the Cancer Centers of Sharp participated and sponsored the American Cancer Society in the Making Strides Against Breast Cancer Walk. During Ovarian and Gynecological Cancer Awareness Month, alongside the SMBHWN's surgery team, SMH oncology department staff participated in the Ovarian Cancer Alliance of San Diego Teal Steps Walk and raised over \$2,000.

The Laurel Amtower Cancer Institute also continued to offer a wig and prosthesis bank. In FY 2024, the center provided cancer patients with donated wigs, prosthetic devices and bras.

The Laurel Amtower Cancer Institute includes the Center for Neuro-Oncology and the Breast Health Center, with designated licensed clinical social workers, cancer patient navigators, genetic counselors, registered oncology dietitians 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 2024, cancer patient navigators supported approximately 3,700 patients and their families through care coordination and connection to needed resources. In addition, the dietitians provided individualized nutrition assessments, education and follow-up to approximately 1,200 patients who were at high risk for malnutrition and receiving radiation therapy or combined radiation and chemotherapy.

In FY 2024, the Laurel Amtower Cancer Institute also connected patients and family members to community services, such as San Diego Homecare, Mama's Kitchen, Meals on Wheels San Diego County, Jacobs & Cushman San Diego 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, American Cancer Society, National Cancer Institute, Acoustic Neuroma Association, Breast Cancer Angels, Cancer Project, Sharsheret and Hair to Stay.

Throughout FY 2024, 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.

In FY 2024, Sharp partnered with the American Cancer Society for National Lung Cancer Screening Day. The Cancer Centers of Sharp worked with Sharp's marketing department to distribute a community newsletter that included eligibility criteria for lung cancer screenings, a list of upcoming screening events at SCVMC, SGH and SMH and contact details for more information. Once eligibility was confirmed, staff at all three sites worked collaboratively with participants' primary care physicians to schedule low-dose CT scans to complete their lung cancer screenings. More than 20 community

members responded to the campaign announcement, eight of whom were eligible for and completed screenings.

For more than 20 years, Sharp's Clinical Oncology Research department has conducted clinical trials to facilitate the discovery of new and improved treatments for cancer patients and to enhance scientific knowledge. In FY 2024, the department pre-screened more than 3,000 patients for participation in oncology clinical trials. For eligible, consenting patients, clinical trials focused on multiple types of cancer, including 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 2024, nearly 360 patients submitted blood specimens or tissue for testing.

### **FY 2025 Plan**

The Laurel Amtower Cancer Institute at SMH will do the following:

- Partner with local organizations and agencies to provide underserved community members with health education and access to cancer screenings
- Participate in and offer various cancer resources at community events
- Educate and raise awareness among community members and physicians about low-dose CT lung cancer screenings and lung nodule management
- Collaborate with the Cancer Centers of Sharp to provide virtual workshops on various cancer wellness topics, including Spanish-language options
- Offer cancer support groups for patients, caregivers and loved ones as well as members of the community, including groups in English and Spanish
- 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
- Offer a variety of pre-recorded classes based on the popular rotational workshops
- Offer a monthly seminar for new diagnosis brain tumor patients and their families
- Offer a new support group for lung cancer patients
- Offer wigs, prosthetics, bras, hats and scarves to patients with cancer
- Provide patients transportation to other appointments and the pharmacy for medication pick-up
- Provide the private Sharp HealthCare Cancer Patient Community Facebook group
- Conduct clinical trials to discover cancer treatments, promote clinical trials and inform the broader health and research community
- Participate in and provide fundraising for events to support cancer research in San Diego

## ***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 Sharp's ThinkFirst San Diego (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 2024 Report of Activities**

ThinkFirst — a program led by SMH Rehabilitation Services and SMH Trauma 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 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 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 2024, Sharp's ThinkFirst program partnered with SDCOE's College and Career Readiness program to provide injury prevention education to nearly 1,000 students in grades nine through 12 from Castle Park, Chula Vista, Olympian, Point Loma, Sage Creek, Steele Canyon, Granite Hills, West Hills and IDEA Center high schools. Between one and six in-person or virtual presentations were conducted for each school, which were delivered through either one- to two-hour classes or during small assemblies. Presentations explored 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 when conducted virtually, students showed great engagement and participation in the presentations.

In addition, ThinkFirst presented on traumatic brain injury, spinal cord injury, disability awareness and the permanence of certain injuries to 150 students at Avocado Elementary School in La Mesa. Students also 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 2025 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 SDCOE's College and Career Readiness program to provide educational presentations to schools throughout SDC
- 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 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 education and training for community health professionals
- Participate in conferences and events to share best practices with the broader health care community

## **FY 2024 Report of Activities**

In FY 2024, 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. SMH provided hospital-based training to more than 140 nursing students, 20 advanced practice provider students and nearly 210 ancillary (non-nursing) students. These students spent more than 89,300 hours on the hospital campus. Program partners included Azusa Pacific University; Baylor University; Boston University; Capella University; California State University, San Marcos; Casa Loma College; CBD College; Chapman University; Creighton University; Emory University; EMSTA College; Grand Canyon University; Grossmont College; Grossmont Health Occupations Center; High Desert Medical College; Loma Linda University; Palomar College; Pima Medical

Institute; Point Loma Nazarene University (PLNU); Purdue Global; San Diego Fire-Rescue Department Paramedic Program; San Diego Mesa College; San Diego State University; San Joaquin Valley College; San Juan College; Smith-Chason College WCUI School of Medical Imaging; Sodexo Dietetic Internship; Southern New Hampshire University; Southwestern College; Tulane University; University of California, San Diego; University of Puget Sound; University of San Diego; University of Southern California; University of St. Augustine; Utah State University; Vanderbilt University; West Coast University, Los Angeles; Western Governors University; and Western University of Health Sciences.

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 2024, approximately 80 HSHMC students shadowed SMH staff from various hospital teams, including radiology, nursing, emergency, laboratory, engineering and guest and patient services.

The Sharp Diabetes Education Program provided education to several students throughout FY 2024. The program provided two sessions that explored career opportunities in diabetes care, offered guidance on gaining relevant experience and education and covered topics such as the types of diabetes, diagnostic methods, current technology and medications, community resources for patients and patient education modalities to approximately 40 dietetic students at SDSU. In addition, in FY 2024, the Sharp Diabetes Education Program supported the San Diego Women, Infants and Children (WIC) Dietetic Internship program by providing education, career development and mentorship opportunities for interns as well as through board leadership.

The Sharp Diabetes Education Program continued to share best practices in diabetes care through professional events and training programs in FY 2024. Program leadership provided a poster presentation on blood sugar levels, blood pressure and diabetes management to approximately 200 attendees at the 2023 AHA Annual Meeting. The program also continued to serve as an insulin pump training center to support endocrinologists and primary care 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 program recently implemented an enhanced electronic medical record system to improve care coordination with more than 300 community providers.

In 2018, an SMH Health Sciences Library team member created the Health Subcommittee for the San Diego Regional Human Trafficking and Commercial Sexual Exploitation of Children 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 2024, 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 Hospital Association of San Diego and Imperial Counties CHNA process.

For the fifth year, the 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 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 2024, Sharp continued to collaborate with the Health Subcommittee for the San Diego Regional Human Trafficking and Commercial Sexual Exploitation of Children Advisory Council, Palomar Health and the Institute on Violence, Abuse and Trauma to provide a trauma-informed care continuing medical education series for community physicians, physician assistants, nurse practitioners, nurses, licensed marriage and family therapists, licensed clinical social workers 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 trauma-informed care principles. Providing health professionals with knowledge and skills in trauma-informed care can help improve both clinician and patient experiences. In addition, using trauma-informed care 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 2024, more than 50 community health care professionals participated in Sharp's trauma-informed care continuing education series.

As co-chair of the Health Subcommittee for the San Diego Regional Human Trafficking and Commercial Sexual Exploitation of Children 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 2024 including: trauma-informed care as a universal precaution, new legislation impacting California emergency departments ED) (Senate Bill 963), the importance of language and documentation, identifying gaps through the CHNA within different health sectors in SDC, chronic stress responses and how to support patients, and strategizing C-suite level management to impact changes within one's system to increase awareness, education, and responses

to human trafficking. Approximately 600 community members received meeting details, best practices and topic resources throughout the year.

Further, in FY 2024 the SMH Health Sciences Library team member provided education on trauma-informed approaches to human trafficking to 60 nursing students from PLNU.

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 2024, SMH contributed to numerous clinical trials investigating areas including oncology, cardiology, surgery/transplant, pulmonology, ophthalmology and infectious disease. Further, in FY 2024, members of the Sharp Hip Preservation Center presented at various venues including the ISHA – The Hip Preservation Society, Ehlers-Danlos Society Clinicians North America Program, San Diego Orthopaedic Society, International Hip Society, University of California, San Diego Grand Rounds and the Chinese Hip Preservation Society's Guangzhou Orthopedic Meeting. Topics included the evolution of osteotomy surgery, hip hypermobility, hip dysplasia, musculoskeletal concerns in orthopedic medicine.

### **FY 2025 Plan**

SMH will do the following:

- Provide professional development opportunities for health professions students and interns throughout SDC
- Collaborate with Health Sciences High and Middle College to provide opportunities for high school students to explore careers in health care
- Offer education and training programs for community health 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 Commercial Sexual Exploitation of Children Advisory Council to assist health care systems with addressing human trafficking and supporting survivors
- Share Sharp's trauma-informed care continuing education series with community stakeholders and organizations
- Provide a continuing education training on non-fatal strangulation or mandated support
- Collaborate with Hospital Association of San Diego and Imperial Counties 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 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 2024 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 2024, 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 participation in the California Bridge program, which serves patients with opioid use disorder. The goal is to better identify patients in need of medication assisted treatment (MAT) in Sharp EDs and inpatient areas to 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 physicians. Sharp established assessment and referral pathways for those with opioid use disorders and screened patients for need and interest in MAT, offering them the ability to receive a first dose of Suboxone in the ED to serve as a bridge until they can secure outpatient treatment; 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 partnered with community organizations, including Comprehensive Treatment Centers, Sharp McDonald Center and Family Health Centers of San Diego for prioritized access to treatment upon discharge from the ED. In addition, SMH's ED began distributing NARCAN® and fentanyl testing strips, free of charge, to any requesting community member.

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 at 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 program provides prehabilitation services to help geriatric patients reach maximum health and independence following an elective surgery or procedure through its Geriatric Surgery Verification program. SMH has the only Level 1 Comprehensive Excellence Geriatric Surgery Verification from the American College of Surgeons in Southern California. During hospitalization, individuals ages 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 Geriatric Surgery Verification 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 2024, SMMC provided more than \$89,400 in free medications and transportation to individuals facing financial barriers through its Project HELP program.

SMH's Integrated Care Management team partnered with recuperative care providers in FY2024 to assist individuals experiencing homelessness with treatment options upon discharge. This team also partnered with the state's Assisted Living Waiver Program to help secure housing for patients who required assisted living but lacked the funding to pay for it. Further, SMH continued assisting 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 who lack a safe place to quarantine or isolate.

SMH also continued serving as a donation site to collect food for the Jacobs & Cushman San Diego 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 2025 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 in 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**

For a list of SMH's programs and services offered, please visit

<https://www.sharp.com/locations/hospitals/sharp-memorial#memorial-services>.

# Sharp Mesa Vista Hospital & Sharp McDonald Center



## Section

# 12 Sharp Mesa Vista Hospital and Sharp McDonald Center

*To be an exceptional citizen of San Diego means accepting responsibility for improving it. Through involvement, we can change our community for the better.*

— JP Conly, Advanced Clinician, Sharp Mesa Vista Hospital

## Fiscal Year (FY) 2024 Community Benefit Program Highlights

Sharp Mesa Vista Hospital (SMV) and Sharp McDonald Center (SMC) provided **\$36,420,863** in community benefit in FY 2024. See **Table 30** for a summary of unreimbursed costs based on the categories specifically identified in Senate Bill 697 (SB 697) and for the distribution of SMV and SMC's community benefit among those categories.

**Table 30: Economic Value of Community Benefit Provided**  
**Sharp Mesa Vista Hospital and Sharp McDonald Center — FY 2024<sup>203</sup>**

SB 697 Category	Programs and Services Included in SB 697 Category	Estimated FY 2024 Unreimbursed Costs
Medical Care Services	Shortfall in Medi-Cal <sup>204</sup>	\$9,812,699
	Shortfall in Medicare <sup>204</sup>	18,377,126
	Shortfall in County Medical Services (CMS) <sup>204</sup>	2,735,062
	Shortfall in CHAMPVA/TRICARE <sup>204</sup>	3,059,632
	Charity Care <sup>205</sup>	679,265
	Bad Debt <sup>205</sup>	176,324
Other Benefits for Vulnerable <sup>206</sup> Populations	Patient transportation and other assistance for the vulnerable <sup>207</sup>	1,102,645
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>207</sup>	142,020
Health Research, Education and Training Programs	Education and training programs for students, interns and health care professionals <sup>207</sup>	336,090
<b>TOTAL</b>		<b>\$36,420,863</b>

<sup>203</sup> Economic value is based on unreimbursed costs.

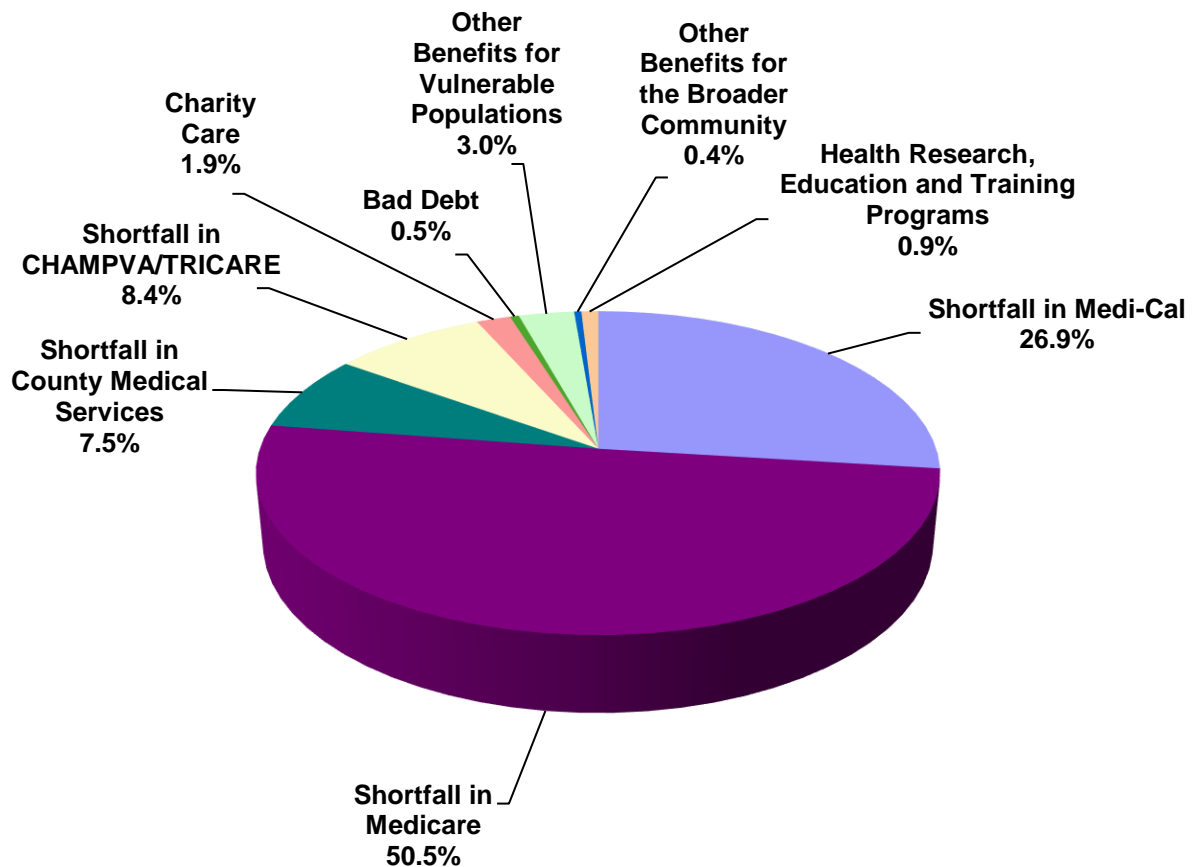
<sup>204</sup> Methodology for calculating shortfalls in public programs is based on Sharp's payor-specific cost-to-charge ratios, which are derived from the cost accounting system, offset by the actual payments received. Costs for patients paid through the Medicare program on a prospective basis also include payments to third parties related to the specific population.

<sup>205</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>206</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>207</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 43: Percentage of Community Benefit by SB 697 Category  
Sharp Mesa Vista Hospital and Sharp McDonald Center — FY 2024**



**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, County Medical Services, Civilian Health and Medical Program of the Department of Veterans Affairs and TRICARE.<sup>208</sup>
- **Other Benefits for Vulnerable Populations** included van transportation for patients to and from medical appointments; participation in the Sharp Humanitarian Service Program; free psychiatric and substance use assessments and referrals; and programs to address barriers to behavioral health services for disadvantaged, culturally diverse urban seniors.

<sup>208</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.



- **Other Benefits for the Broader Community** included health education and information on a variety of behavioral health and substance-use topics, participation in community events and collaboration with local schools to promote interest and provide career pathways in health care. In addition, staff at the hospital actively participated committees and other civic organizations. See **Appendix A** for a listing of Sharp HealthCare's (Sharp) involvement in community organizations in FY 2024. 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 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 cities of San Diego, Chula Vista, the east region and the north inland communities surrounding Rancho Bernardo. See **Appendix C** 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>209</sup> was used to identify communities within its service area that experience greater health inequities.<sup>210</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.

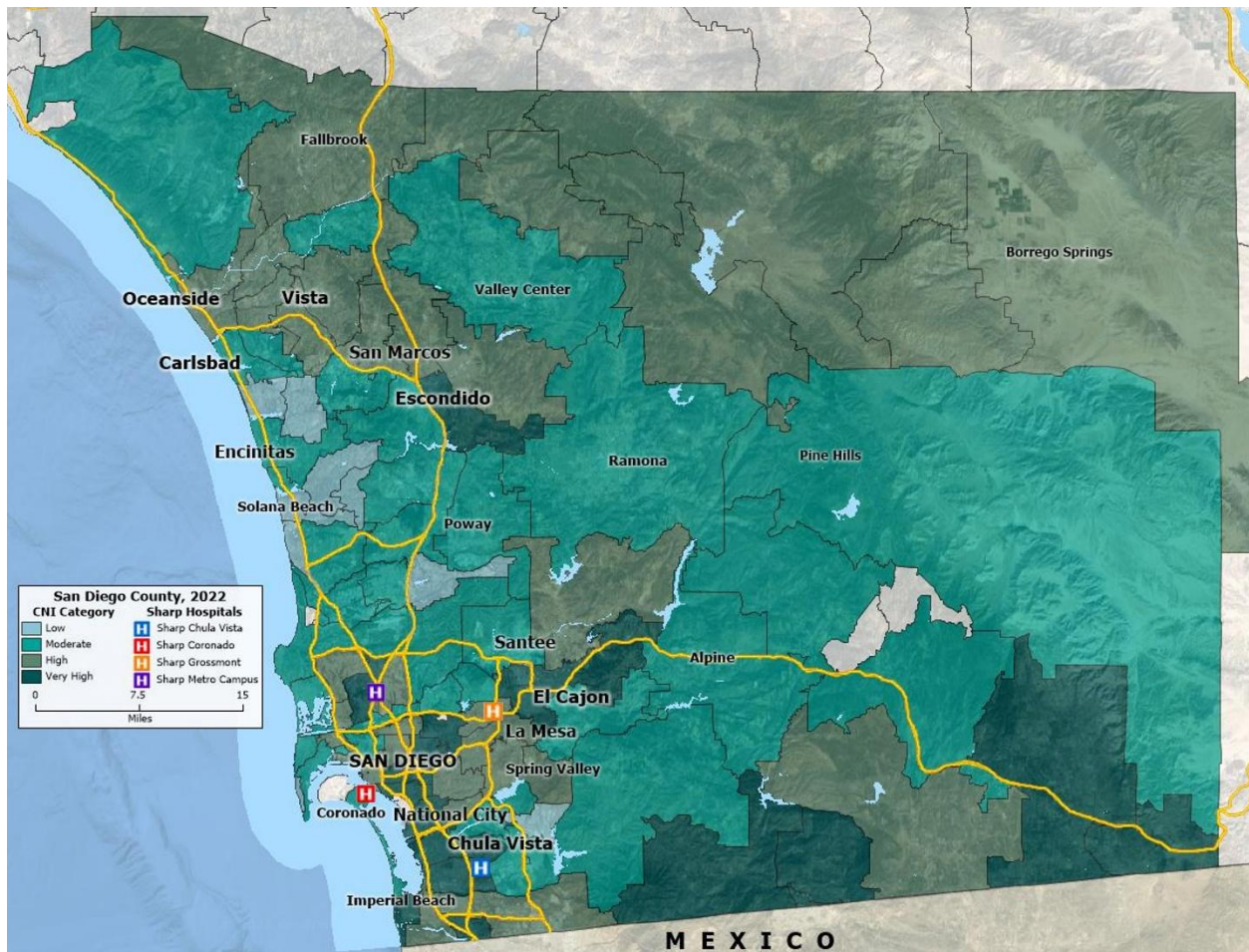
According to the CNI, communities served by SMV and SMC with especially high need include a number of communities in SDC's south, central and east regions.<sup>211</sup> **Figure 44** presents a map of the CNI findings across SDC.

<sup>209</sup> Dignity Health and IBM Watson Health CNI. (2022). The Dignity Health and IBM Watson CNI was discontinued on January 31, 2023.

<sup>210</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 44: CNI Map — SDC<sup>211</sup>**



## Community Health Profile

Please refer to **Section 4: Description of Community Needs** for the most current demographic and health data regarding the communities served by Sharp, including SMV and SMC.

## 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

<sup>211</sup> Truven Health Analytics, 2022; Insurance Coverage Estimates, 2022; The Nielson Company, 2022; and CNI, 2022. Map produced by Sharp Strategic Planning Department, 2022.

- 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 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 2024**

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 2024 and plans for FY 2025. 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 2024 Report of Activities**

In FY 2024, SMV and SMC hosted education sessions that addressed a variety of topics, including psychotherapy, substance use, life transitions and child and geriatric psychiatry. This included SMV's monthly virtual and in-person lecture series designed to educate participants about cognitive behavioral therapy — a research-based treatment approach to mood disturbances and behavioral 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. The attendance rate was five to 10 people per month.

SMV also offered a Maternal Mental Health Intensive Outpatient Program, which provided comprehensive, specialized care for people who were pregnant or postpartum and experiencing moderate to severe mental health conditions affecting their daily life. Groups were provided both virtually and in person to accommodate parents with infants.

SMV includes the Sharp Neurocognitive Research Center. At the annual Sharp Women's Health Conference, Sharp Neurocognitive Research Center staff provided behavioral health resources and offered memory screening appointments to interested attendees. During the event, an SMV clinician provided a breakout session focused on setting boundaries, titled The Power of "No" — How to Set Guilt-Free Boundaries.

SMV and SMC also sponsored and participated in events benefitting behavioral health organizations across SDC in FY 2024, including the following events: American Foundation for Suicide Prevention's Out of the Darkness Walk, National Alliance on Mental Illness Walks San Diego, San Diego Padres Mental Health Tabling Event, International Bipolar Foundation's Starry Nights Event, National Alliance on Mental Illness Awards Cocktail Reception, and San Diego Oasis Vista Hill Council on Mental Health Brunch: Screen Time - How Much is Too Much? SMV and SMC staff also participated in the Meeting of the Minds Conference.

To educate the community about substance use disorders, SMC joined forces with SMH's case management and social work teams on International Overdose Awareness Day. Together, they provided visitors to the emergency department with valuable resources on addiction treatment and strategies for preventing and treating overdoses.

In FY 2024, SMV professionals provided behavioral health education to the community through interviews with local news outlets, including ABC 10News San Diego, CBS News 8 – San Diego, FOX 5 San Diego, NBC 7 San Diego and *The San Diego Union-Tribune*. Professionals who offered expertise included licensed marriage and family therapists, licensed clinical social workers, registered nurses and doctors. Interview topics included monitoring children's use of social media; the decline in overdose deaths in the U.S. and possible reasons why; the importance of naloxone (Narcan) and fentanyl test strips; Suicide Prevention Week and warning signs as well as treatment options; International Overdose Awareness Day, including signs of an overdose and how to help someone who may have overdosed; alcohol use disorder and its symptoms and treatment options; the fourth opioid epidemic, including how stimulants are being mixed with fentanyl, as well as warning signs and treatment options; Post-Traumatic Stress Disorder Awareness Day and treatment options for post-traumatic stress disorder; factors influencing loneliness in parents and ways to find relief; the difference between tantrums and mental health conditions in children, and how parents can support their kids; and AHEAD 3-45, a clinical trial that strives to find a treatment for Alzheimer's disease by examining people who currently lack symptoms of the condition.

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 2024, 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 National Alliance on Mental Illness Walks San Diego event to raise awareness and reduce stigma around behavioral health.

In addition, SMV partnered with Jewish Family Service of San Diego to educate SMV and SMC staff on SB 43 and CHIP (Community Health Improvement Partners) 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 2025 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 medication-assisted treatment (MAT) 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 disorders

### **FY 2024 Report of Activities**

In FY 2024, 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 1,190 free psychiatric evaluations and referrals. In addition, SMC offered free hour-long substance use assessments, educational materials and community referral resources to more than 1,560 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 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 2024, SMV and SMC offered weekly and biweekly virtual support groups for community members with behavioral health challenges with an attendance rate of 80 to 120 people. This included a family support group for individuals who have a loved one living with substance use disorder; a mood disorder support group for individuals whose loved one is diagnosed with depression, bipolar disorder, post-traumatic stress disorder or anxiety; a dialectical behavioral therapy support group to help individuals develop coping skills to manage severe emotional reactions, intense anxiety, impulsivity, self-harm, suicidal thoughts and high-conflict relationships; and the SMC Aftercare Group, which helps 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 2025 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
- 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

### ***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 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 2024 Report of Activities**

Throughout the year, clinicians from SMV's Senior Intensive Outpatient Program provided community education and outreach on mental and social wellness for several senior living facilities and San Diego Oasis. In May, an SMV clinician spoke about health care and challenges for LGBTQ+ older adults at San Diego LGBT Community Center's LGBTQ+ Health Symposium and Resource Fair.

SMV includes the Sharp Neurocognitive Research Center. Throughout the year, Sharp Neurocognitive Research Center staff provided free memory screenings — a wellness tool that identifies possible changes in memory and cognition — to hundreds of community members age 55 and over who were concerned about memory loss or interested in establishing a baseline to detect future changes. Screening locations included the Sharp Neurocognitive Research Center, senior living facilities, community health centers, libraries and YMCAs.

In FY 2024, the Sharp Neurocognitive Research Center sponsored and partnered with Alzheimer's San Diego's Walk4AALZ and Date with a Cure events. At the Walk4ALZ event, the Sharp Neurocognitive Research Center provided memory screenings, behavioral health education and resources to community members. At the Date with a Cure event — a free, virtual event that brings together SDC's most prominent Alzheimer's disease researchers and institutions to answer community members' questions about dementia — an SMV clinician participated in a panel discussion about recent advances in Alzheimer's disease treatment.

## **FY 2025 Plan**

SMV will do the following:

- Provide education and support to community members around senior behavioral health issues
- Address the behavioral health needs of vulnerable, culturally diverse seniors
- Collaborate with community organizations to address the behavioral health needs of SDC seniors and community members with barriers to health equity
- Provide memory screenings to senior community members

### ***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
- Address behavioral health workforce shortages by providing formalized practicum, internship and fellowship training opportunities

### **FY 2024 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, pharmacy, medicine and nursing. Academic institution partners included Alliant International University; Azusa Pacific University; California State University, San Marcos; Chamberlain University; Grand Canyon University; National University; Pima Medical Institute; Point Loma Nazarene University; San Diego State University; Southwestern College; University of California, San Diego; University of San Diego; West Coast University of Los Angeles; and Western University of Health Sciences.

In FY 2024, SMV provided clinical supervision and training for psychology trainees. Trainees included graduate students, doctoral interns and behavioral health therapists, as well as Master of Family Therapy, Master of Social Work (MSW) and Bachelor of Social Work student interns. In FY 2024, these ancillary (non-nursing) students served more than 36,400 hours on the SMV campus.

In addition, approximately 260 nursing students spent nearly 820 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 19,000 hours at SMV in FY 2024.

In FY 2024, SMV received approximately 160 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 1,450 of psycho-diagnostic assessments throughout the year, leading to 38 psycho-diagnostic assessments for children and adolescents, 18 of which helped diagnose autism spectrum disorder. There were also 48 psycho-diagnostic assessments provided to adults and older adults, demonstrating a wide range of presenting diagnoses. These assessments have helped SMV and SMC 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 3,100 hours of group therapy and over 620 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 an estimated 1,030 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 2024, allowing the hospital to provide clinical programming in 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 licensed clinical social workers provided thousands of hours of direct clinical supervision to trainees. SMV clinicians provided 1.5 hours of virtual lectures every week for psychology doctoral interns. These lectures were also open to trainees and staff throughout the hospital.

In FY 2024, SMV's Inpatient Social Services Department provided specialized learning opportunities for seven MSW and Bachelor of Social Work 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.

Master of Family Therapy practicum trainees, along with MSW and Bachelor of Social Work 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 2024. An SMV clinical psychologist attended career panels at San Diego City College and San Diego Miramar College. Throughout FY

2024, SMV also provided behavioral health resources to approximately 280 social work and behavioral health students at virtual internship fairs hosted by various colleges and universities throughout the county.

The Sharp Neurocognitive Research Center also contributed to the expansion of scientific knowledge and medical advancements throughout the larger health and research communities. In FY 2024, they provided clinical trials to improve care and outcomes for patients experiencing Alzheimer's disease and dementia and had an article published in the journal Cancer Causes & Controls titled, "Intervention recommendations to improve uptake of breast, cervical, and colorectal cancer screening among individuals living with serious mental illness."

Throughout FY 2024, staff at SMV and SMC regularly led or attended various community and professional health boards, committees and advisory and work groups, including Association for Ambulatory Behavioral Healthcare, CHIP Behavioral Health Work Team, CHIP Suicide Prevention Council Means Restriction and Higher Education Subcommittees, NAMI San Diego, County of San Diego Psychiatric Emergency Response Team, Point Loma Nazarene University, San Diego Psychological Association Membership and Public Education Media Committees, and County of San Diego Behavioral Health Services' Older Adult Council and County of San Diego Aging & Independence Services' Social Isolation and Inclusion Taskforce.

### **FY 2025 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
- Provide educational offerings for behavioral health care professionals, community groups and community members

### **SMV and SMC Program and Service Highlights**

For a list of SMV and SMC's programs and services offered, please visit <https://www.sharp.com/locations/hospitals/sharp-mesa-vista> and <https://www.sharp.com/locations/hospitals/sharp-mcdonald>.

# Sharp Rees-Stealy Medical Centers



## Section

# 13 Sharp Rees-Stealy Medical Centers

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*I am very grateful for the opportunity to establish connections with schools in our community to create pathways for young adults. To me, giving back to my community means giving a person hope so that they can be more successful in their life!*

— Elisa Romero, Director of Surgical Specialty Care, Sharp Rees-Stealy Medical Centers

## Fiscal Year (FY) 2024 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 2024, 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; contribution of time to the Jacobs & Cushman San Diego Food Bank, 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 education and resources on a variety of health topics provided by Sharp Rees-Stealy Center for Health Management and Education; 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. 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 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 C** for a map of community and region boundaries in SDC.

## Community Health Profile

Please refer to **Section 4: Description of Community Needs** for the most current demographic and health data regarding the communities served by Sharp, including SRSMC.

## 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. National Committee for Quality Assurance Population Health Program Accreditation helps organizations align their operations with industry best practices in population health management. In compliance with National Committee for Quality Assurance 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>212</sup> identified the following characteristics and health needs for its patient population:

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<sup>212</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.



- 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 who 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 with 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 2024**

SRSMG addresses the needs of its community through the program and service efforts listed below. The following pages describe the group's objective(s), activities conducted in FY 2024, and plans for FY 2025. 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**
- **Access to Health Care and Community and Social Support**

### ***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** 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 as well as 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 2024 Report of Activities**

In FY 2024, 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, 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 2024, nearly 450 community members, patients and Sharp employees participated in the program.

In addition, SRSMC providers continued partnerships with several organizations to provide free community classes, event support, and free screenings and resources. This included San Diego Oasis, a unique educational program for adults ages 50 and over who want to continue to learn and be productive throughout their lives. In FY 2024, at its San Diego – Grossmont location, SRSMC staff across various specialties, including physical therapy, internal medicine, family medicine and neuroscience, provided classes on topics such as improving balance and coordination, the importance of a heart-healthy diet and lifestyle, understanding and managing osteoporosis, learning how to advocate for your health and building a better relationship with your doctor, and how deep brain stimulation surgery and an innovative, non-invasive treatment called focused ultrasound can ease symptoms of Parkinson's disease and other neurological conditions.

SRSMC staff participated in the annual Sharp Women's Health Conference. Clinicians with the Center for Health Management provided free comprehensive screenings (total cholesterol, blood glucose, blood pressure, height, weight, BMI and tobacco use status) to approximately 130 conference attendees and provided talks, including: You are What You Absorb: Holistic Ways to Improve Gut Health, The State of Weight: Understanding New Treatment Options for Weight Management, Blue Zone Life Hacks: Implementing the Science of Longevity, and Building Functional Strength. Additionally, blood pressure screenings were provided to the community at the City of Santee Health Fair and San Diego Oasis – Rancho Bernardo location.

SRSMG's Dermatology Division continued its annual participation in 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 150 free skin cancer screenings to relay participants and attendees. 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 65

interviews with local and national media outlets, including Fox 5 San Diego, ABC 10News San Diego, CBS News 8 – San Diego, KPBS, KUSI News, NBC 7 San Diego, Univision, *The San Diego Union-Tribune*, *Times of San Diego* and *KOGO Radio*. Professionals offered expertise in various disciplines, including cardiology, family medicine, internal medicine, ophthalmology, sports medicine, dermatology, sleep medicine and oncology.

Throughout FY 2024, SRSMC staff and leaders regularly led and attended various community and professional health boards, committees and advisory and work groups, including CalHIVE Behavioral Health Integration, American Medical Group Association, America's Physician Groups, Be There San Diego, California Doctor of Physical Therapy Advisory Committee, California Office of Health Care Affordability Advisory Committee, Community Health Improvement Partners Suicide Prevention Council, Integrated Healthcare Association, North San Diego Business Chamber, San Diego County Meth Strike Force, and Climate Action Campaign Public Health Advisory Council.

### **FY 2025 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 2024 Report of Activities**

In FY 2024, 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. More than 250 nursing students and nearly 125 ancillary (non-nursing) students from a variety of colleges and universities spent more than 68,000 hours at SRSMC locations. Program partners included American Career

College; Azusa Pacific University; Boston University (Sargent College); California State University San Marcos; Casa Loma College; Chapman University; College of Saint Mary; Concorde Career College; Grand Canyon University; Grossmont College; Grossmont Health Occupations Center; High Desert Medical College; Keck Graduate Institute; Loma Linda University; MiraCosta College; Pima Medical Institute; San Diego Mesa College; San Diego State University; Southwestern College; University of Massachusetts (UMass) Global; University of California, San Diego; University of San Diego; University of St. Augustine; University of the Pacific and Western Governors University.

Additionally, in FY 2024, SRSMC served as the primary training location within the Sharp system for nearly 80 advanced practice provider students, including individuals studying to become nurse practitioners and physician assistants. Students represented a variety of specialties, including cardiology, family medicine, internal medicine, pediatrics, surgery and urgent care. SRSMC also hosted a student from UMass Global's Department of Social Work Field Division for an internship focused on maternal and child health, including postpartum depression screening.

This year, SRSMG began supporting a one-year mentorship program between high school students at San Diego Metropolitan Regional, Career, and Technical High School and SRSMC leaders. Students join their mentors in various clinic and office settings twice per week to learn about health care roles. In the fall, SRSMG began supporting Helix Charter High School Medical Assistant students with a six-week externship to provide hands-on clinical experience.

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 *American Journal of Ophthalmology*, *Abdominal Radiology*, *American Journal of Health-System Pharmacy*, *Journal of Infectious Diseases*, *Clinical Infectious Diseases* and the *Journal of Primary Care & Community Health*.

### **FY 2025 Plan**

SRSMC will do the following:

- Provide professional development opportunities for health professions students and interns throughout SDC
- Collaborate with San Diego Metropolitan Regional, Career, and Technical High School to provide a one-year mentorship program for high school students to explore careers in health care
- Provide a six-week externship for Helix Charter High School Medical Assistant students
- 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 2024 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 2024, 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 multiple routes. Patient service representatives helped patients schedule appointments that coincided with shuttle routes, allowing individuals to arrive at their doctor's office safely and on time. In FY 2024, more than 3,000 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 2024, 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 team. Clinical Pharmacy Services 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 across more than 700 patients, adding up to almost \$350,000. This program ended in February 2024.

SRSMC also used Sharp HealthCare Foundation assistance in FY 2024 to provide blood pressure cuffs to underserved patients with hypertension. SRSMC pharmacy staff as well as the Clinical Pharmacy Services and Population Health Department 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 Clinical Pharmacy Services to receive an affordable blood pressure cuff through SRSMC pharmacies. Since its inception in 2021, nearly 2,000 SRSMC patients have received free blood pressure cuffs, valued at approximately \$88,600.

Sharp entities, including SRSMC, also leverage 211 San Diego's Community Information Exchange (CIE) to provide more informed, holistic care to patients 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 2025 Plan**

SRSMC will do the following:

- Provide free shuttle services to those in need of transportation assistance
- Provide free blood pressure cuffs to patients who meet the eligibility criteria

### **SRSMC Program and Service Highlights**

For a list of SRSMC's programs and services offered, please visit <https://www.sharp.com/medical-groups/sharp-rees-stealy#sharp-rees-stealy-services>.

# Sharp Health Plan



## Section

# 14 Sharp Health Plan

*Serving the community is a privilege and at Sharp Health Plan, we give and volunteer to support our neighbors. The needs of the community begin with each of us.*

— 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) 2024, 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 2024 Community Benefit Program Highlights

SHP provided a total of **\$137,177** in community benefit in FY 2024. See **Table 31** in this section for a summary of unreimbursed costs for SHP based on the categories identified in SB 697, and for the distribution of SHP's community benefit among those categories.

**Table 31: Economic Value of Community Benefit Provided**  
**Sharp Health Plan — FY 2024<sup>213</sup>**

SB 697 Category	Programs and Services Included in SB 697 Category	Estimated FY 2024 Unreimbursed Costs
Other Benefits for Vulnerable <sup>214</sup> Populations	Donations to community health centers and other agencies serving the vulnerable <sup>215</sup>	\$41,863
Other Benefits for the Broader Community	Health education programs, donations to community organizations, meeting room space, and participation in community organizations <sup>215</sup>	90,064
Health Research, Education and Training Programs	Support of education and training programs for students, interns and health care professionals <sup>215</sup>	5,250
<b>TOTAL</b>		<b>\$137,177</b>

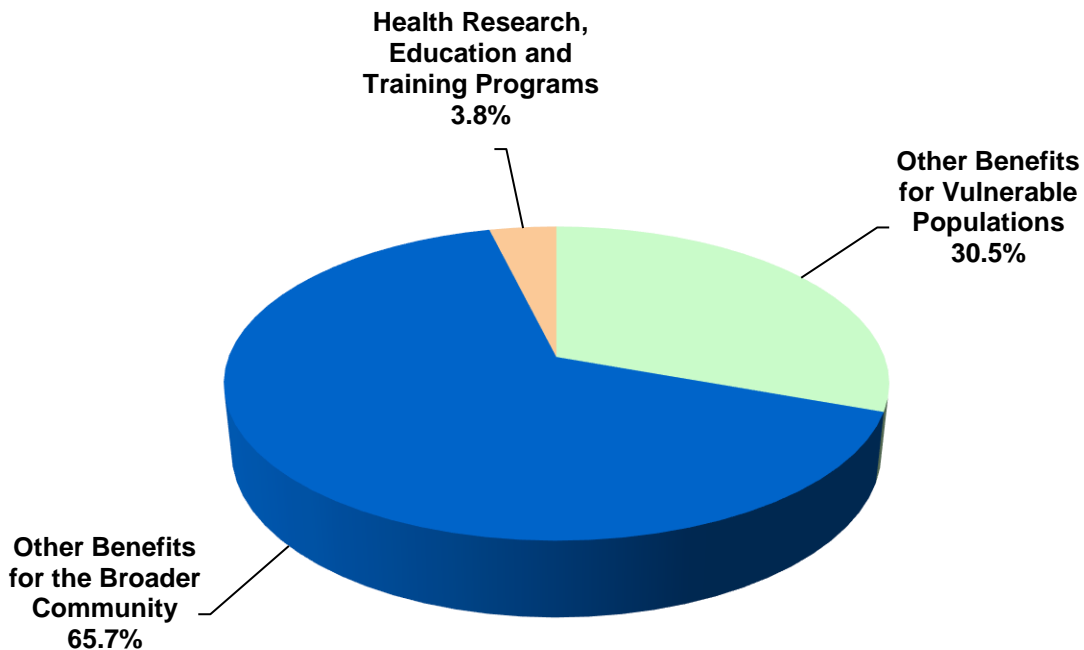
<sup>213</sup> Economic value is based on unreimbursed costs.

<sup>214</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>215</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 45: Percentage of Community Benefit by SB 697 Category  
Sharp Health Plan — FY 2024**



Key highlights:

- **Other Benefits for Vulnerable Populations** included contribution of time to Feeding San Diego, 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. See **Appendix A** for a listing of Sharp HealthCare's involvement in community organizations in FY 2024. The category also includes costs associated with community benefit planning and administration, including CHNA development and participation.
- **Health Research, Education and Training Programs** included time devoted to intern supervision.

### **SHP Community Benefit Programs and Services, FY 2024**

The following pages describe SHP's objective(s), community benefit activities conducted in FY 2024, and plans for FY 2025. 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 2024 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 2024: AHIP, Asian Business Association of San Diego Board of Directors, California Association of Health Plans, Community Information Exchange Advisory Board, Girl Scouts San Diego, Health Plan Alliance, Health Sciences High and Middle College, Health Transformation Alliance Strategic Advisory Group, Pacific Arts Movement Advisory Committee, San Diego Community College District Corporate Council, Second Chance Board of Directors and The Nonprofit Institute at University of San Diego Advisory Board.

In addition, in FY 2024, SHP provided financial support to organizations including 211 San Diego, Alliance for African Assistance, All Kids Academy Head Start, Inc., Arc of San Diego, Chicano Federation, Epilepsy Foundation of San Diego County, Episcopal Community Services, Home Start, Inc., Jacobs & Cushman San Diego Food Bank, JACL (Japanese American Citizens League) – San Diego Chapter, La Maestra Community Health Centers, National Alliance on Mental Illness San Diego, OpSam Health, San Diego Food System Alliance, San Diego Hunger Coalition, San Diego Prosperity Foundation, San Diego Rescue Mission, SAY San Diego, Second Chance San Diego, The Nonprofit Institute at the University of San Diego, Walden Family Services, and more.

As part of its commitment to the community, SHP proudly supported local organizations, schools, families and individuals in FY 2024. SHP remained dedicated to the health needs 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 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 sponsored the 2024 Chicano Federation Unity Luncheon, an annual event which unites community, business and

civic leaders to share updates about critical family issues and needs of the San Diego community.

Girl Scouts San Diego 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 2024 Girl Scouts Urban Campout: Fortune Favors the Bold event featured fun recreational activities as well as a silent and live auction at the Girl Scouts San Diego's headquarters in Balboa Park. SHP sponsored the 2024 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 2024, 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 annually 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 FY 2024, SHP sponsored PLAY 4 SAY, a fundraiser where teams of supporters "compete" in a lawn games tournament to help ensure local kids, families and youth — especially the most vulnerable — have every opportunity to thrive and reach their full potential.

### **FY 2025 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

### **SHP Program and Service Highlights**

For a list of SHP's programs and services, please visit <https://www.sharphealthplan.com/about-us>.

# 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 2024. This involvement included but is not limited to program collaboration, volunteer service, corporate donations, student placement partnerships, and board or committee leadership. Community organizations are listed alphabetically.

- 211 San Diego
- A Healthier Me
- Access Health Insurance Services, Inc.
- AHIP
- All Kids Academy Head Start, Inc.
- Alliance for African Assistance
- Alliant International University
- Alpha Project
- Alzheimer's San Diego
- American Association of Critical-Care Nurses – San Diego Chapter
- American Association of Neuroscience Nurses
- American Cancer Society
- American Career College
- American Diabetes Association
- American Foundation for Suicide Prevention
- American Heart 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
- Arizona State University
- Asian Business Association of San Diego
- Aspen University
- Association for Ambulatory Behavioral Healthcare
- 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

- Baylor University
- Be There San Diego
- Beacon Council's Patient Safety Collaborative
- Borrego Health
- Boston University
- CalHive Behavioral Health Integration
- 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 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 Office of Health Care Affordability Advisory Committee
- California Perinatal Quality Care Collaborative
- California School-Age Families Education
- California Society for Clinical Social Work Professionals
- California State University Northridge
- California State University San Marcos
- Capella University
- Caregiver Coalition of San Diego
- Casa Loma College
- CBD College
- Chamberlain University
- Chapman University
- Chicano Federation
- Chula Vista Chamber of Commerce
- Church of the Nazarene USA/Canada Region's Nazarene Missions Teams
- 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
- Coalition for Health AI, Inc.
- College of Saint Mary
- Colorado Technical University
- Community Health Improvement Partners
- Community Information Exchange
- Compassion & Choices
- Comprehensive Treatment Centers

- Concorde Career College
- Connect Foundation
- Coronado Chamber of Commerce
- Coronado Fire Department
- Coronado High School
- Coronado Police Department
- 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
  - Live Well San Diego
  - Psychiatric Emergency Response Team
  - Public Health Nursing Advisory Board
  - Senate Bill 43 Educational Subcommittee
- County Service Area – 69 Advisory Board
- Creighton University
- Disabled Services Advisory Council
- East County Action Network
- East County Pregnancy Clinic
- East County Senior Service Providers
- East County YMCA
- Emergency Nurses Association – San Diego Chapter
- Emory University
- EMSTA College
- Epilepsy Foundation of San Diego County
- Episcopal Community Services
- Family Health Centers of San Diego
- Father Joe's Villages
- Feeding San Diego
- Girl Scouts San Diego
- Glendale Career College
- Grand Canyon University
- Grossmont College
- Grossmont Health Occupations Center
- Grossmont Healthcare District
- Grossmont Union High School District
- 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
- Healthcare Financial Management Association
- Helix Charter High School
- High Desert Medical College
- Home Start, Inc.
- Hope Imaging Inc.
- Hospice and Palliative Nurses Association — San Diego Chapter
- Hospital Association of San Diego and Imperial Counties
- Hydrocephalus Association
- 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
- Jackie Robinson Family YMCA
- Japanese American Citizens League – San Diego Chapter
- Jewish Family Service of San Diego
- John D. Spreckels Center & Bowling Green
- Joyce Meyer Ministries' Hand of Hope
- Keck Graduate Institute
- La Maestra Community Health Centers
- La Maestra Family Clinic, Inc.
- La Mesa Park & Recreation Foundation
- La Mesa Rotary Club
- Lantern Crest Senior Living Advisory Board
- Life Perspectives
- Life Rolls on Foundation
- LIGA International
- Living Room International
- Loma Linda University
- Mama's Kitchen
- March of Dimes
- Meals on Wheels San Diego County
- Medcerts
- Mental Health America of San Diego County
- Mercy Outreach Surgical Team
- Midwestern University
- MiraCosta College
- Mission Edge
- Mothers' Milk Bank
- National Alliance on Mental Illness
- National Association of Behavioral Healthcare
- National Association of Orthopedic Nurses
- National Hospice and Palliative Care Organization
- National University

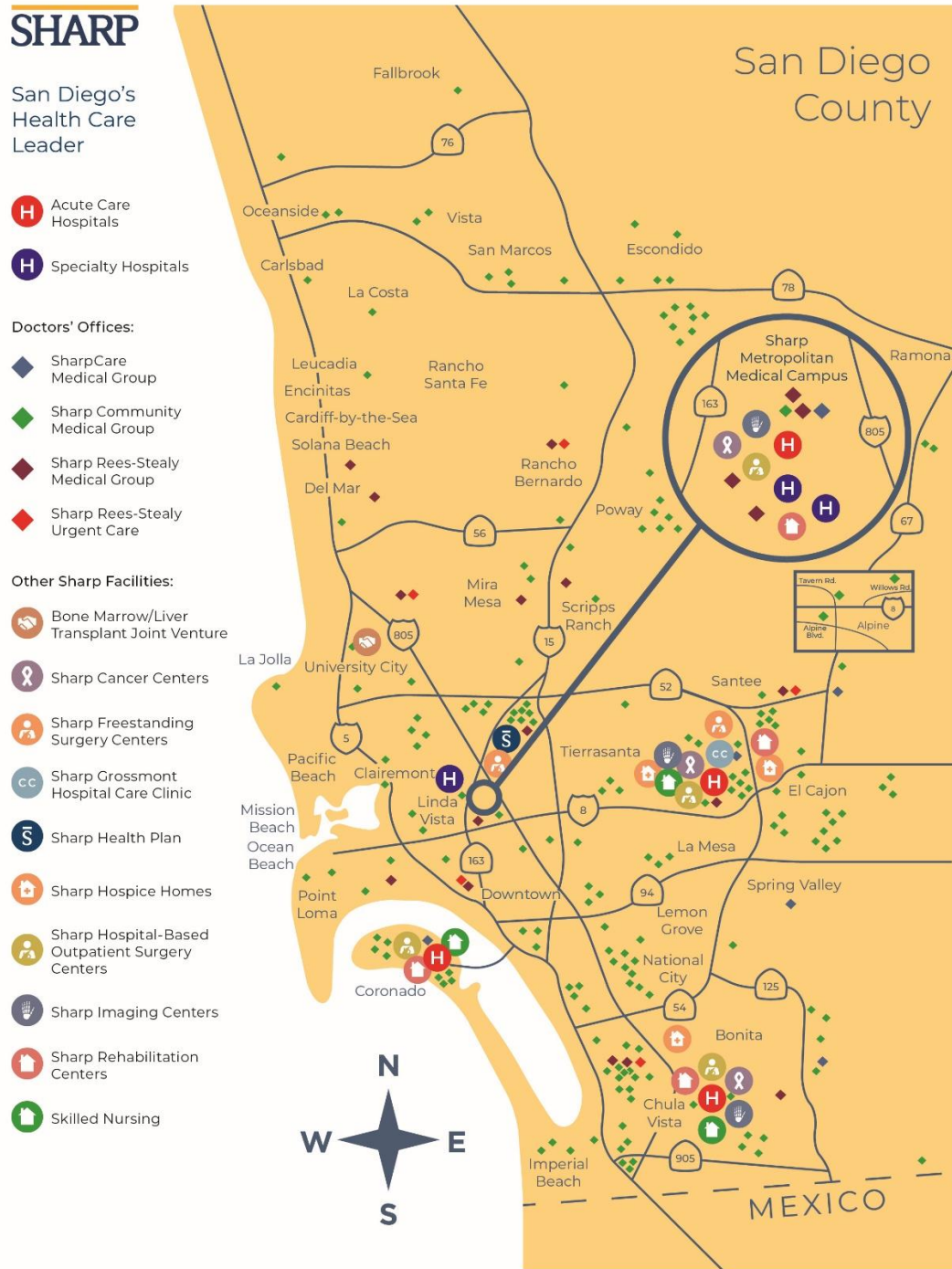
- Neighborhood Healthcare
- Neonatal Research Network
- North San Diego Business Chamber
- Northern Arizona University
- North-West College
- Northwest University
- Ohio University
- OpSam Health
- Optimist Club of Coronado
- Pacific Arts Movement Advisory Committee
- Palomar College
- Partnership for Smoke-Free Families
- Perinatal Care Network
- Perinatal Social Work Cluster
- Philippine Nurses Association of San Diego County, Inc.
- Pima Medical Institute
- Point Loma Nazarene University
- Poway Chamber of Commerce
- Private Essential Access Community Hospitals
- Prostate Cancer Awareness for Life
- Purdue Global
- Ronald McDonald House Operations Committee
- Rotary Club of Chula Vista
- Rotary Club of Coronado
- Sacred Heart University
- 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 Association of Directors of Volunteer Services
- San Diego Association of Health Underwriters
- San Diego & Imperial Counties Community Colleges Regional Consortium
- San Diego Blood Bank
- San Diego Brain Injury Foundation
- San Diego Coalition for Compassionate Care
- San Diego Committee on Employment for People with disABILITIES
- San Diego Community College District Corporate Council
- San Diego Consortium for Excellence in Nursing and Allied Health
- San Diego County
  - Breastfeeding Coalition Advisory Board
  - 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 County Prosperity Foundation
- 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 Human Resource Forum
- San Diego Hunger Coalition
- San Diego-Imperial County Council of Hospital Volunteers
- San Diego International Airport Aviation Security and Public Safety Department
- San Diego Mesa College
- San Diego Metropolitan Regional, Career, and Technical High School
- San Diego National Association of Hispanic Nurses
- San Diego Oasis
- San Diego Public Library
- San Diego Pride
- San Diego Prosperity Foundation
- San Diego Psychological Association Membership and Public Education Media Committees
- San Diego Regional East County Chamber of Commerce
- San Diego Regional Human Trafficking and Commercial Sexual Exploitation of Children Advisory Council
- San Diego Rescue Mission
- 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 Women's Foundation
- San Diego Workforce Partnership
- San Joaquin Valley College
- San Juan College
- San Ysidro Health
- SANDAG (San Diego Association of Governments)
- Santee Chamber of Commerce Government Affairs Committee
- SAY San Diego
- Second Chance
- Sentimental Journey program
- Smith-Chason College
- SoCal Safe Shelter Collaborative
- Sodexo Dietetic Internship
- 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 New Hampshire University
- Southwestern College
- St. Paul's PACE
- St. Paul's Senior Services
- St. Vincent de Paul Village
- SunCoast Market Co-op
- Surfrider Foundation
- The Beryl Institute Community Council Equity and Inclusion Workgroup
- The Doris A. Howell Foundation for Women's Health Research
- The Jacobs & Cushman San Diego Food Bank
- ThinkFirst National Injury Prevention Foundation
- Touro University
- Tulane University
- UEI College
- University of Arizona
- University of California, Irvine
- University of California San Diego
- University of Massachusetts Global
- University of Phoenix
- University of Puget Sound
- University of San Diego
- University of San Diego – The Nonprofit Institute
- University of South Alabama
- University of Southern California
- University of St. Augustine for Health Sciences
- University of the Pacific
- U.S. Department of Health and Human Services' Public Health Emergency Hospital Preparedness Program
- USS Midway Museum
- Utah State University
- VA San Diego Healthcare System
- Vanderbilt University
- Vista Hill Foundation
- Vista Hill ParentCare
- Walden Family Services
- Walk with a Doc
- 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

