



2016 Community Benefit Report Our Promise to the Community

In fiscal year 2015, Scripps Health provided

\$353 million

in community benefit services



Dedicated to Our Community

Scripps is dedicated to finding solutions that address today's most critical community health needs with compassion, and creating ways to improve the quality of life for tomorrow's generation. Through strong partnerships, we are able to provide high-quality care to those who need it most with specialized programs, expanded outreach and advanced medical training for future doctors who will carry this commitment forward.

Investing in Our Community

Scripps touches countless lives in San Diego. We are proud of our multifaceted community efforts, which expand access to vitally needed health care services, and improve the health and quality of life for people throughout the region. This report shares many of the ways we serve our community.

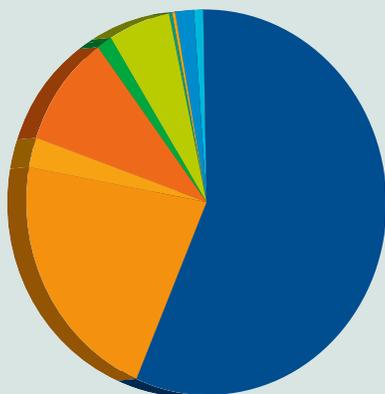
In fiscal year 2015, Scripps devoted more than \$353 million to community benefit programs, including nearly \$37 million in charitable care. We offer many free and low-cost services, such as community clinics, support groups, screenings for key health indicators, youth programs, special education for pregnant mothers and patient advocacy services.

Keeping patients at the center of everything we do, Scripps collaborates with other health systems, community groups, government agencies, businesses and grassroots organizations to serve the greatest needs, and prioritize our investments in the health of our community. For more information, visit scripps.org/communitybenefit.

Scripps Facts

- 3,000 affiliated physicians and 14,000 employees treat and support more than 700,000 patients each year.
- Caring for people throughout San Diego with four acute care hospitals on five campuses, 29 outpatient locations, a home health network, hospice care and a mobile medical unit.
- Three highly respected graduate medical education programs and two pharmacy resident programs train the next generation of caregivers.
- Operating revenue: \$2.857 billion
- Operating expenses: \$2.714 billion
- Total inpatient discharges: 68,376
- Total outpatient visits: 2,380, 674
- Emergency visits: 170,229

Total Community Benefits in FY15: \$353,578,378*



Medicare Shortfalls	\$217,210,276	56.7%	Community Building	\$1,799,149	0.5%
Medi-Cal Shortfalls	\$52,282,439	21.4%	Cash and In-kind	\$929,440	0.2%
Bad Debt	\$9,646,432	2.5%	Subsidized Health Services	\$6,490,142	1.7%
Charity Care	\$36,894,589	9.6%	Community Health Improvement Services & Community Benefit Operations	\$2,141,720	0.6%
Health Research	\$5,347,928	1.4%			
Professional Education	\$20,836,262	5.4%			

Colors coordinate clockwise from medicare shortfalls.

13% of our total operating expenses in 2015 were devoted to community benefit services at cost.*

*Hospital Provider Fee was reported as offsetting revenue from Medi-Cal.

Financial Assistance Policy: Scripps' financial assistance policy reflects our commitment to assisting low income and uninsured patients with discounted hospital charges, charity care, and flexible billing and debt collection practices. These programs are consistent with California Hospital AB774 Fair Pricing Policy legislation and are available to everyone in need, regardless of their race, ethnicity, gender, religion or national origin.



Last year, Mercy Clinic began using the pocket-size, Vscan ultrasound device to aid in diagnosing heart conditions. Residents and medical students take an active role in caring for patients every day as part of their training.

Mercy Clinic Continues Scripps' 125-Year Tradition of Compassionate Care

Last year marked the 125th anniversary of Scripps Mercy Hospital, San Diego's longest-established community hospital.

"While there have been a lot of changes in health care in the past 125 years, the heart and soul of our mission remains providing high-quality, compassionate care to those in need," said Tom Gammieri, chief executive of Scripps Mercy Hospital.

Mercy Clinic is a cornerstone of this mission. In fiscal year 2015, the clinic provided 11,671 patients with access to nationally renowned health care and vital resources to improve their quality of life. Additionally, the clinic expanded its nursing staff and purchased specialized cardiology and ophthalmological equipment.

"Last year, we were also able to better integrate more specialized services, like nutrition counseling for patients with diabetes," says Renée Smilde, medical

director of Mercy Clinic. "When we empower patients with knowledge, it helps support them for the rest of their lives."

Mercy Clinic continues to be the training ground for more than 60 residents from the Scripps Mercy Hospital Graduate Medical Education Program and 50 rotating medical students.

As a resource for the working and disabled poor who need chronic disease management and specialty medical care, a full-time staff of nurses and other personnel work closely with physicians from Scripps Mercy Hospital to deliver advanced, compassionate care. Each year, 90 percent of patient visits are paid through Medi-Cal, Medicare or another insurance plan. Scripps provides full financial assistance for patients earning less than 200 percent of the federal poverty level guidelines. Financial assistance is also available to others who qualify according to federal guidelines.

Scripps Recuperative Care Program

In partnership with the San Diego Rescue Mission, the Scripps Recuperative Care Program (RCU) provides safe discharge, placement services and resources for unfunded or underfunded, chronically homeless patients with ongoing medical needs. Last year, the program served 42 patients who had a cumulative total of 1,446 hospital days of stay before going to the RCU.

The program provides 24-hour supervision, medication monitoring, RN case management oversight with physician backup, meals, clothing and counseling, as well as assistance with permanent housing and county medical services, Medi-Cal and disability applications. All patients are connected with a medical home in the community, and patients with psychiatric disorders are established with a community psychiatrist. Last year, 92 percent of Scripps' RCU patients had obtained insurance by the time they left the program.



Project Dulce's peer-led education model is a vital component of the program's success.

Project Dulce Supports Countywide Diabetes Prevention Efforts

In 2015, Project Dulce provided care to more than 6,600 patients, hosted 125 peer-led classes, and screened more than 500 individuals through clinic sites and community health fairs. Established more than 17 years ago, Project Dulce is the flagship program of Scripps Diabetes Care and Prevention, and focuses on providing diabetes care, self-management education and continuous support to low-income and uninsured populations.

Project Dulce also launched its bilingual Healthy Living Classes as part of the countywide 3-4-50 initiative, which addresses the three behaviors (smoking, diet, lack of physical exercise) that contribute to four chronic diseases (cancer, type 2 diabetes, cardiovascular disease, respiratory disease), which lead to 50 percent of the deaths in San Diego. The first pilot class of 23 participants was held last May at the South Bay YMCA, and included discussion about healthy eating at home and in restaurants, smoking and smoking cessation resources, and practical ways to increase exercise.

"At the heart of Project Dulce is caring for people on their own terms," says Athena Philis-Tsimikas, MD, corporate vice president of Scripps Diabetes Care and Prevention. "The Healthy Living Classes are taught by

peers and, sometimes, patients who have similar social and cultural backgrounds. Their ability to connect on a personal level is an important factor that we hope will result in saving more lives."

Last year, Project Dulce also introduced a culturally tailored, 12-week diabetes prevention lifestyle intervention program developed specifically for Mexican-American women who live near the U.S.-Mexico border to help address the rapidly increasing prevalence of type 2 diabetes in the region.

Su Vida, Su Corazon Keeps The Beat

Su Vida, Su Corazon (Your Life, Your Heart), a Scripps community intervention program for underserved patients diagnosed with heart disease, showed tremendous success in 2015. The goal of the five-week intervention is to decrease readmission rates for heart failure patients, reducing medical costs and improving quality of life. The program launched in 2014, and results show that 95 percent of the first year's participants have not been readmitted to the hospital — and most improved their Body Mass Index (BMI), and lowered their cholesterol, blood pressure and glucose levels.



Last year, Scripps screened more than 365 public service employees for skin cancer.

Community Health Screenings Save Lives

Last year, Scripps provided free and low-cost community health screenings throughout the region to help identify individuals at risk for diabetes-related eye disease and skin cancer. Additionally, Scripps continued its participation in National Depression Screening Day, and began offering low-cost youth concussion screenings.

Seeing is Believing

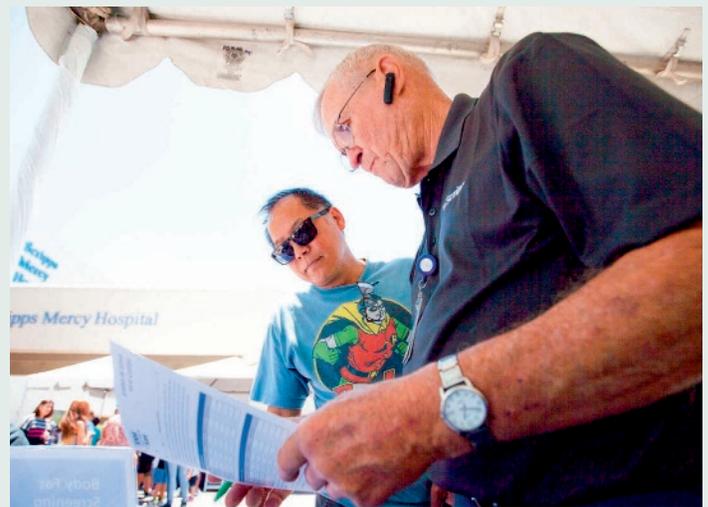
Through its mobile medical unit, Scripps provided more than 500 free retinal screenings to underserved and low-income individuals in conjunction with Project Dulce and through community health fairs. For the first time, Scripps also participated in the El Poder Sin Ver (Ability Without Sight) Expo, a national outreach initiative of the Braille Institute, and provided 89 free retinal screenings.

In addition, the mobile team held skin cancer screenings at two locations for public service employees (including police, firefighters and lifeguards), screening 365 individuals — and identifying two cases of melanoma.

“Although melanoma is not a pleasant thing to uncover, we are extremely happy that our efforts are helping to save lives — both in the immediate and long-term,” says Hugh Greenway, MD, chair of the Big Horn Dermatology and Mohs Surgery division of Scripps Clinic.

Making an ImPACT on Teenage Concussions

Scripps is also tackling teenage concussions by offering a low-cost, simple, computerized test (called ImPACT) that evaluates each participant’s attention, memory, reaction time, problem-solving skills and processing speed. The \$10 test, which takes only 20 minutes, creates a baseline evaluation for young athletes who have never had a head injury. If participants suffer a concussion, they can retake the test and clinicians can compare the results.



Scripps conducts a wide variety of free and low-cost screenings at health fairs and other community events throughout San Diego County.

Identifying Depression

Supporting mental health in our community, Scripps again participated in National Depression Screening Day, an annual event held in October to help people identify the signs of depression and provide resources to assist those at risk. In the past two years, Scripps has expanded the availability of the screenings by making them available in the community through partnership with local YMCAs. The screenings are open to adults of all ages on a walk-in-basis and include referrals to mental health professionals, as well as literature that can be shared with family and friends. In 2015, Scripps staff cared for more than 114 people, providing 72 depression screening services and distributing information in both English and Spanish. The program is sponsored by the Scripps Mercy Hospital Behavioral Health Department.

Scripps Expands Graduate Medical Education for Aging Populations

Last year, Scripps partnered with the University of California, San Diego, to create the UCSD/Scripps Health Hospice and Palliative Medicine Fellowship Program. The highly specialized, collaborative program is part of a training legacy that began at San Diego Hospice in 2000. The fellowship was accredited by the Accrediting Council of Graduate Medical Education (ACGME) in 2008, when Scripps Mercy Hospital partnered with San Diego Hospice as the sponsoring institution. In 2013, Scripps Mercy Hospital became the primary teaching site for the fellowship, and in 2015, the program transitioned to the UCSD Graduate Medical Education Department.

“We are proud to continue this long tradition of training excellence, working with our community partners to meet both today’s and tomorrow’s health care needs,” says Holly Yang, MD, Scripps co-director of the UCSD/Scripps Health Hospice and Palliative Medicine Fellowship Program. “As our patients continue to age and live longer, it’s vital that the next generation of doctors is able to address the special needs associated with serious and life-threatening illnesses.”

The program is designed specifically for physicians seeking a subspecialty in hospice and palliative medicine, and equips fellows to practice in diverse settings, including acute care hospitals, outpatient clinics, patients’ homes and long-term care facilities. In this unique partnership that features a combined faculty, UCSD and Scripps share responsibility for the fellows. Trainees spend equal time at both institutions for learning experiences that maximize the benefits of each health care system.

The hospice/palliative care fellowship complements Scripps’ broad range of graduate medical education programs available through Scripps Mercy Hospital, Scripps Memorial Hospital La Jolla, Scripps Green Hospital and the Scripps Family Practice Residency Program. In 2015, Scripps had 167 residents and fellows enrolled throughout its system.

Special Duty: Serving Local Veterans

San Diego is home to more than 250,000 veterans. A substantial number of these service members have suffered or are struggling with Post-Traumatic Stress Disorder (PTSD), depression, anxiety and other psychological conditions related to military service and repeated deployments. Partnering with community-based organizations, the Scripps team held several forums and spoke with more than 150 individuals involved in veterans’ health care to help improve knowledge in this specialized area.

Mission to Nepal



The Scripps team has deployed locally, nationally and internationally to provide health care and resources to those in need. (Photo courtesy of International Medical Corps.)

Less than a week after last April’s devastating 7.8 earthquake, the Scripps Medical Response Team (SMRT) deployed to Nepal to aid international humanitarian and medical relief efforts. The five-member team, which was dispatched to two different regions by the International Medical Corps, spent three weeks caring for victims — from infants to the elderly.

The team of four nurses and a mission leader cared for nearly 2,200 patients and set up temporary clinics in 17 remote, mountain villages. The mission was logistically supported by numerous U.S.-based members of the Scripps team, and emotionally supported by thousands of Scripps employees and physicians who joined the mission virtually through regular email updates.

Planting Seeds to Combat Early Childhood Obesity

Scripps Medical Foundation is joining the fight against childhood obesity through the \$25,000 sponsorship of a Teaching Garden at Rohr Elementary School in Chula Vista — a school district that has demonstrated significant socioeconomic need.

The three-year Teaching Garden is part of the American Heart Association's national initiative designed to help educate children about nutrition and the importance of eating healthy foods.

"Gardening is a fun way to learn about the importance of fruits and vegetables," says Paul Teirstein, MD, chief of cardiology and director of interventional cardiology at Scripps Clinic, and director of the Prebys Cardiovascular Institute.

"The program can help kids learn to make healthy choices, which will benefit them and their families — and we're proud to be a part of it."

The goal is that at the end of the program the campus garden will be an established, sustainable project that



Children learn to make healthy food choices through hands-on experience with the Teaching Garden sponsored by Scripps Clinic.

students will continue to learn from, take ownership of and enjoy.

The Scripps sponsorship provides funding for three years of program essentials and activities, including garden beds, organic soil, seedlings and plants, cooking demonstrations, Planting Days and Harvest Days. The program also includes a Teaching Gardens Toolkit, which provides a school garden manual, school engagement ideas, classroom curriculum, and community resources for students and families.

Chula Vista Breast Cancer Support Group Celebrates One Year



Scripps' breast cancer support groups include nurse navigators.

"The breast cancer support group provides a nurturing, mentor-like environment where women and men can ask questions, share their fears and help one another," says Kendra Brandstein, director of community benefits at Scripps Mercy Hospital.

In August 2015, the bilingual breast cancer support group at the Scripps Well Being Center, Chula Vista, celebrated its first year of helping women and their families cope with the devastating disease.

"In the past year, I've seen so much growth. This kind of positive support is an essential part of the healing process."

Shirley Pacheco, a volunteer facilitator and breast cancer survivor echoes this sentiment. "I think people let cancer limit them — I didn't," she says. "A positive attitude and laughter were very important and helped me get through it."

Scripps offers breast cancer support groups at Scripps Memorial Hospital Encinitas, Scripps Polster Breast Care Center (on the campus of Scripps Memorial Hospital La Jolla), and Scripps Mercy Hospital, San Diego and Chula Vista campuses.

Seeking Future Horizons at Scripps



Students from throughout the region gain valuable experience through participation in the Scripps High School Exploration internship program.

The Scripps High School Exploration internship program, a specially designed educational experience for teenage students who are planning careers in health care, is now in its eighth year. The 2015 session hosted 25 students who participated in a variety of activities at our five hospital campuses and Scripps Clinic, Torrey Pines.

During their five-week rotation, the students had the opportunity to spend time in multiple clinical departments, including emergency, urgent care, trauma, pharmacy, rehabilitation and cardiology. Participants also shadowed a health care professional, assisted in the department's projects, provided customer service and supported department managers with their daily workloads.

"This hands-on experience is invaluable in helping students learn about health care, and what it takes to be a health care professional," says Veronica Zaman, corporate vice president, human resources and learning. "We try to provide them with as diverse an experience as possible to show them the broad range of health care careers available to them when they graduate."

The 2015 graduates gave capstone presentations to Scripps President and CEO Chris Van Gorder and other Scripps Health leadership. Since its start, more than 200 students have graduated from the program.

Improving the Health of Our Community

At Scripps, we put our patients at the center of all we do. We have joined with our partners throughout the San Diego community with a goal to ensure that everyone has access to lifesaving care. Whether it's a physician visit, a class, or a prevention program, Scripps is committed to enhancing access to care and improving our community's health.



For more information about the programs and services offered by Scripps Health, visit scripps.org/communitybenefit or contact the Scripps Health Office of Community Benefit Services at **858-678-7095**.