



## 2018 Community Benefit Report Our Promise to the Community

In fiscal year 2017, Scripps Health provided

# \$398 million

in community benefit services



## Serving Our Community

Scripps is committed to expanding our scope of community benefit through key partnerships with organizations that share our dedication to improving the health and quality of life for San Diegans. From collaborative programs that address obesity and diabetes, to raising awareness about mental illness and teenage alcohol abuse, to free support groups and participation in community health and safety programs, these partnerships are vital to making our community a healthier place.

# 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 quality of life for people throughout the region. This report shares many of the ways we serve our community.

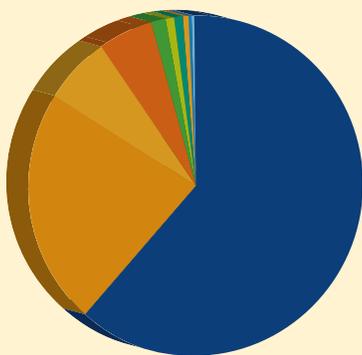
In fiscal year 2017, Scripps Health devoted more than \$398 million to community benefit programs, including over \$21 million in charitable care. We offer many free and low-cost services, including community clinics, support groups, screenings for key health indicators, youth programs, special education for pregnant women 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](http://scripps.org/communitybenefit).

## Scripps Facts

- 2,475 affiliate physicians and 15,000 employees treat and support more than 700,000 patients each year.
- Scripps cares for people throughout San Diego with four acute care hospitals on five campuses, 29 outpatient locations, a home health network, 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: \$2.920 billion
- Operating expenses: \$2.852 billion
- Total inpatient discharges: 68,309
- Total outpatient visits: 2,423,873
- Emergency visits: 209,400

## Total Community Benefits in FY17: \$398,028,190



Medicare Shortfalls	\$249,473,234	61.8%	Health Research	\$3,120,129	0.8%
Medi-Cal Shortfalls*	\$85,310,255	22.5%	Community Health Improvement Services & Community Benefit Operations Contributions	\$2,364,211	0.6%
Professional Education	\$26,288,385	6.5%	Community Building Activities	\$904,745	0.2%
Charity Care	\$21,191,733	5.3%	Cash and In-Kind Contributions	\$488,119	0.1%
Bad Debt	\$5,138,813	1.3%			
Subsidized Health Service	\$3,748,566	0.9%			

Colors coordinate clockwise from Medicare shortfalls.

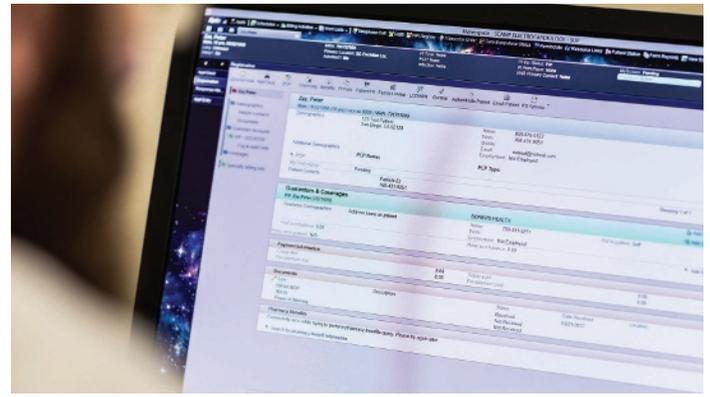
**14% of our total operating expenses in 2017 were devoted to community benefit services at cost.**

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

## Financial Assistance

### Assisting Low-Income, Uninsured Patients

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 state and federal legislation and are available to everyone in need, regardless of their race, ethnicity, gender, religion or national origin.



## Mercy Clinic Cares for Underserved San Diegans

Founded in 1944 and integrated into Mercy Hospital in 1961, Mercy Clinic of Scripps Mercy Hospital, San Diego, cares for San Diego’s working and disabled poor. The primary care clinic has a full-time staff of nurses and other health care professionals who work closely with Scripps Mercy physicians.

In fiscal year 2017, the clinic provided 10,245 patient visits for primary and subspecialty care; specialty care is provided through Scripps Mercy Hospital, San Diego. The majority of our patients are low-income, medically underserved adults and seniors. Medi-Cal, Medicare and other insurance plans fund 90 percent of patient visits, and the remaining 10 percent pay what they can.

We work closely with hospital and emergency care case management to provide lifesaving outpatient follow-up for ill patients. For example, by providing ongoing primary care for an Ethiopian-American patient with parasite-induced liver failure, who had been repeatedly seen in the emergency department, we prevented further emergency department admissions.

## Health Care Navigation Program: Helping the Community Navigate Care

As part of Scripps community benefit outreach, Scripps has been a longtime supporter of 2-1-1 San Diego, a free, 24-hour confidential health navigation program that helps the community find health care. Offering phone service and a searchable online database, 2-1-1 San Diego navigates clients through referrals, tracks their success, and provides vital data for proactive community planning.

## Mercy Clinic Launches New EMR

On April 1, 2017, after a year of careful preparation and training for 100 physicians and 50 staff members, Mercy Clinic rolled out the new Epic electronic medical record (EMR) system. The new EMR greatly enhances communication between physicians and staff, as well as patients and their medical teams, and allows us to share patient information with other health care systems. It also supports quality improvement objectives, such as improving health maintenance, preventive medicine and quality of care, all of which are important for the community.

Mercy Clinic continues to provide excellent training for many residents and medical students, including our Scripps Mercy internal medicine, transitional year and podiatry residents, as well as students and residents from University of California, San Diego (UCSD), Family Health Centers and the Navy.

All 2-1-1 health navigators are trained to identify individuals in need by assessing factors including how well they manage their health conditions and medications, whether they have health insurance and how easy it is to access care.

During this grant period, 2-1-1 provided care coordination services to 724 clients.



Gloria Favela significantly improved her blood sugar control thanks to text message reminders sent through the Dulce Digital clinical study.

## Diabetes Care and Prevention Programs

Scripps Whittier Diabetes Institute provides education and counseling to thousands of people each year to help them learn to manage their diabetes effectively. Group classes held in English and Spanish cover all aspects of diabetes care, including, diet, lifestyle, blood sugar monitoring, medications, coping skills, insulin management, technology and more. Individualized nutrition consultation and meal planning are also available. Scripps has been awarded preliminary recognition by the Centers for Disease Control as a National Diabetes Prevention Program provider, a national initiative developed to help prevent diabetes.

The Woltman Family Diabetes Care and Prevention Center in Chula Vista, serves one of San Diego's communities hit hardest by the diabetes epidemic, and offers a full range of wellness, prevention, diabetes education and nutrition services in English and Spanish. In 2017, with the generous support of philanthropist Richard Woltman, the center added critical classroom space to meet the high demand for services.



## Text Messages Improve Diabetes Management

Scripps Whittier Diabetes Institute researchers found that low-income Hispanics with type 2 diabetes who received health-related text messages every day for six months saw improvements in their blood sugar levels that equaled those from some medications. The Dulce Digital clinical study texted patients several times a day to help them manage their diabetes, including reminders to check blood sugar levels or have a snack, tips to stay well, and positive feedback on their progress. The study was conducted in collaboration with Neighborhood Healthcare and UCSD.

After the trial ended, 96 percent of the participants said the text messages helped them manage their diabetes "a lot." Participant Gloria Favela, a mural artist, found the texts particularly helpful when she became focused on her work and forgot to check her blood sugar or eat.

"They were nice, gentle reminders," she said. "It really worked great for me."



## Love Your Heart Blood Pressure Screening Event

On Tuesday, Feb. 14, 2017, Scripps joined the County of San Diego for its sixth annual Love Your Heart event and was one of more than 160 organizations that provided a total of 53,655 blood pressure screenings at 340 sites in the U.S. and Mexico.

## New Behavioral Health Program Offers Mind/Body Support

Living with diabetes can be stressful. In response, Scripps Whittier Diabetes Institute integrated a critical component into our diabetes management programs: behavioral health. Our behavioral health integration program supports people with the psychological and emotional challenges of managing diabetes. Through individual visits and group sessions with psychologists who have diabetes expertise, people struggling with “diabetes distress” find support and appreciate being part of a group with others who share similar experiences. Program participants demonstrated a significantly greater improvement in their glucose management than a comparison group of nonparticipants.



## Scripps Mercy Hospital, Chula Vista, Celebrates Cancer Survivors

The idea of celebrating is rarely associated with cancer. But in June, celebrate is exactly what cancer survivors and their health care providers at Scripps did. National Cancer Survivors Day events, held throughout San Diego County, provided inspirational stories and opportunities to connect with caregivers, loved ones and fellow survivors.

Scripps held celebrations at each of our five hospital campuses. At Scripps Mercy Hospital, Chula Vista, a record crowd of more than 100 participants attended the hospital’s bilingual event, which featured a mariachi band, tasty food and a bilingual blessing from Mercy Sister Susan De Guide.

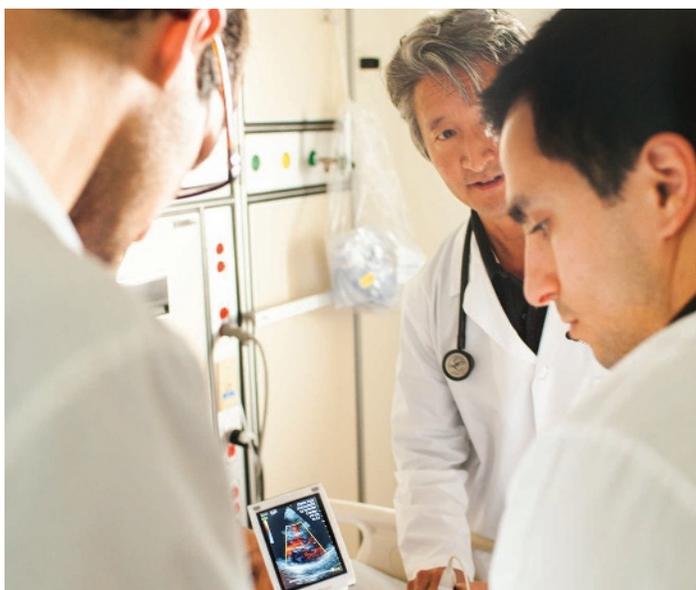


## Fighting Food Insecurity through WIC

Access to food was a critical issue identified in the 2016 Scripps Health Community Needs Assessment. The Special Supplemental Nutrition Program for Women, Infants and Children (WIC) is a nutrition program that supports pregnant, postpartum and parenting women, infants, and children under 5 years of age with food vouchers for specific supplemental, nutritious foods during critical periods of physiological development.

WIC also provides nutrition education and counseling, breastfeeding promotion and support, and health care referrals. Scripps Mercy Hospital is one of five parent organizations that administers WIC services in San Diego County; the programs are located adjacent to health care facilities in National City, Chula Vista, Linda Vista and mid-city San Diego and serve approximately 6,500 people per month.

WIC is available to eligible recipients who meet the income guidelines set by the United States Department of Agriculture (USDA), including pregnant, breastfeeding and postpartum women, children under age 5, and their guardians or caregivers.



## Trauma Outreach Promotes Community Safety and Injury Prevention

The trauma department at Scripps Memorial Hospital La Jolla has expanded during the last several years and places a special emphasis on community service and outreach. Under the direction of the trauma injury prevention community outreach coordinator, the trauma department partners with a range of organizations to provide injury prevention and safety education to the community. Outreach programs have covered prevention of elderly falls, concussion and sports injuries, distracted and impaired driving, spinal cord injuries, suicide and more.

In addition, the trauma department partners with Stop the Bleed, a worldwide campaign to inform community members and bystanders on how to save people's lives. Last year, 500 community members learned best practices to support this valiant effort.

The trauma department also participates in the annual Nurse Skills-A-Thon to certify new nurses, runs the annual Trauma Awareness Expo, and holds the Annual Trauma Reunion for former patients and their families to celebrate their recovery and share their stories.

Most recently, patients and families have benefited from Project Memory, a collaborative effort by the trauma and palliative care social workers. This legacy and memory-making project is offered to families to honor patients by providing a tangible gift of positive moments in distressing times. Gifts include memory stones, hand or fingerprints, decorative frames or pillowcases, and Heart Beat in a Bottle, which is a patient's last EKG (electrocardiogram reading) printed on a tiny strip of paper and placed into a tiny bottle.

## GME: Training Tomorrow's Doctors through Graduate Medical Education

For nearly 70 years, physicians in Scripps graduate medical education (GME) programs have helped care for underserved populations as part of their training. Our comprehensive range of GME programs includes residencies in internal medicine, family medicine, podiatry, trauma, emergency and surgical critical care, as well as research programs.

Scripps Mercy Hospital, San Diego, has the longest existing medical education program in San Diego County. As a Level I trauma center, Scripps Mercy Hospital, San Diego, is required to provide trauma education to general surgery residents. The GME trauma program enrolls 70 to 80 residents annually; and three full-time general surgery residents also do research in the trauma research program. In addition, Scripps Mercy Hospital, San Diego, provides training for the United States Army's Interservice Physician Assistant Program, and is the preferred trauma center for education for surgery residents and emergency residents at Naval Medical Center San Diego.

"We really view that as an important mission," says Vishal Bansal, MD, medical director of the trauma program at Scripps Mercy Hospital, San Diego. "Not only are we taking care of injured patients in San Diego County, but we're also teaching Navy residents for when they deploy and treat soldiers and civilians all over the world."





## Brainmasters Opens Communication Channels for Stroke and Brain Injury Survivors

After a brain injury, life can change in an instant. Activities once taken for granted, such as having a simple conversation or talking to a group, may suddenly feel awkward and challenging. In 2017, Scripps Memorial Hospital Encinitas launched a new program to address the communication challenges of stroke and brain injury survivors. Founded by Scripps volunteer Lanai Staley, a graduate of Scripps' brain injury day treatment program, Brainmasters is an improvisational speaking group for adults coping with acquired brain injury. This fun, supportive and interactive group helps brain injury patients improve communication skills, think more quickly on their feet, and build self-confidence in a friendly, encouraging environment.

Lanai designed Brainmasters as part of her outpatient follow-up with her speech therapist after suffering a brain injury. Though the group was originally a Toastmasters group, Lanai believed that a different model was needed. Every week, she leads group members through a series of improvisational games that are modified for people coping with a brain injury. The scenarios that Lanai facilitates are not reality-based; rather, they are silly and funny. Brainmasters is all in fun, so participants can't fail at it.

"Because I am brain-injured, I know that if it works for me it will likely work for them," she says. "Everyone is engaged the entire time and laughing. We are all in the same boat and here to support each other."

Brainmasters participants consistently report feeling more socially connected and more confident overall.

"Brainmasters has helped me become truly confident in who I am as an individual that has survived a stroke and traumatic brain injury (TBI). It has brought fun and joy to my life. It has helped my brain handle hard situations way better. It has helped me to think faster on my feet even with my deficits."

"In Brainmasters, we exercise our ability to process information on the spot. As a result of these interactive exercises, I see great improvement in my relationships with others. I blamed myself for all of my TBI symptoms for the last 40-plus years, because I didn't know there was such a thing. Through this group I am beginning to forgive myself for a lifetime of destroying my relationships."

"Lanai gives so much! Without Brainmasters, I begin retreating into a shell, the outer world is too hard, and I avoid everything and won't go out for days. Being engaged (in Brainmasters) makes it easy to say active."

Offered as a community benefit through the rehabilitation center at Scripps Memorial Hospital Encinitas, Brainmasters is free and open to the community.



## Creating Influencers through the Enlisted Leadership Foundation

Enlisted Leadership Foundation is a San Diego-based non-profit group 501(c)3 dedicated to leadership development of Navy second class, first class and chief petty officers. Formed by a team of active duty and retired command/master chief petty officers, the organization develops current and future leaders through a philosophy of sharing and mentoring based on combined generations of growth and grooming.

Scripps Health funded scholarships for 60 U.S. Navy petty officer first class sailors to attend The Foundry, a leadership course designed by senior enlisted Navy leaders with more than 150 combined years of service. The Foundry provides a unique opportunity to receive

leadership training and insight from community leaders, as well as retired and active duty military leaders. The Navy first class petty officer is the most influential of all enlisted paygrades with a unique opportunity to lead and inspire.

Graduates of The Foundry continue with a renewed passion to influence others to achieve personal and professional success. Many of these highly impressive young men and women work in Navy medicine and are potential future Scripps employees.

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## 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](https://scripps.org/communitybenefit) or contact the Scripps Health Office of Community Benefit Services at **858-678-7095**.