



2019 Community Benefit Report Our Promise to the Community

In fiscal year 2018, Scripps Health provided

\$395 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

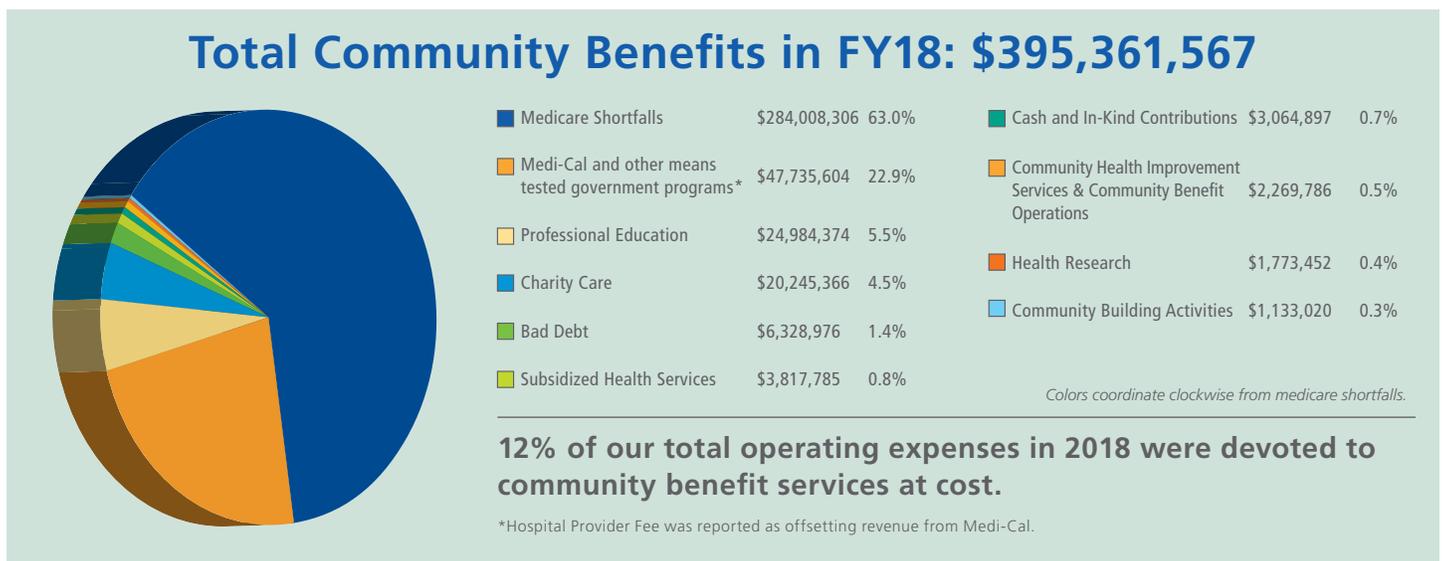
Scripps touches countless lives in San Diego. We are proud of our multifaceted community efforts, which expand access to vitally needed health care services and improve the quality of life for people throughout the region. This report shares many of the ways we serve our community.

In fiscal year 2018, Scripps Health devoted more than \$395 million to community benefit programs, including over \$20 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.

Scripps Facts

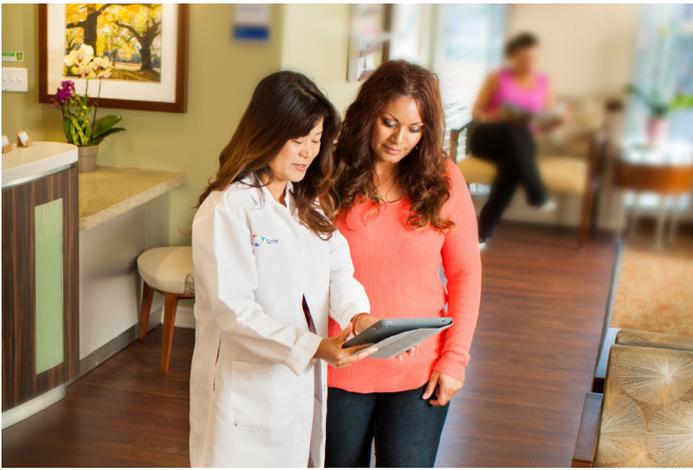
- Over 2,600 affiliated physicians and 15,000 employees treat and support more than 700,000 patients each year.
- Scripps cares for people throughout San Diego with four acute care hospitals on five campuses, 29 outpatient locations, and a home health network.
- Three highly respected graduate medical education programs and two pharmacy resident programs train the next generation of caregivers.
- Operating revenue: \$3,243 billion
- Operating expenses: \$3,157 billion
- Total inpatient discharges: 70,172
- Total outpatient visits: 2,513,440
- Emergency visits: 213,508



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.



Oncology Nurse Navigators Guide Patients Through Care

When someone learns they have cancer, their life can change in an instant. In addition to concerns about their future and how the disease will affect their loved ones, cancer patients may suddenly find themselves navigating multiple appointments, tests and treatments, as well as logistical questions and emotional issues. It's no wonder that a cancer diagnosis often feels overwhelming.

To help patients manage these challenges, Scripps MD Anderson Cancer Center has been expanding its nurse navigator program. Nurses who are specially trained in oncology (the study and treatment of cancer), nurse navigators provide support and encouragement to help patients through their cancer journey into survivorship. Navigators contact patients who are newly diagnosed with cancer, ensure that they understand all tests and procedures, and let them know what to expect from their care. They also provide education, help coordinate appointments

and facilitate communication between patients and their care teams. All of this helps empower patients to make informed decisions and play an active role in their care.

In addition, nurse navigators provide compassionate guidance by helping patients deal with treatment side effects and identifying support groups, classes and events, and other community resources. They also offer family members and caregivers support to guide their loved ones to the best possible outcome.

Scripps MD Anderson Cancer Center currently has nine nurse navigators partnering with patients and plans to add three in the coming year.



Left: Students learned how to dress up in sterile gowns, and apply and remove surgical staples on pumpkins. Right: Hoover High School, UCSD first-year medical students, and Scripps Family Medicine residents. The hand movements represents the school's mascot.

Family Medicine Residents Care for Students at School-Based Clinics

In collaboration with the Sweetwater Union High School District and San Ysidro Health, Scripps Family Medicine Residency Program developed school-based clinics at Palomar High School in 2003 and Southwest High School in 2007. Based on the needs of students and families, the clinics provide a wide scope of services, including sports physicals, mental health assessments and treatment, and preventive health

education. Both clinics collaborate closely with school personnel to identify students at risk and families in need of clinic services.

Family medicine residents not only improve access to care and build their adolescent medicine skills, they serve as role models and support students who have an interest in pursuing health-related careers.

Food Finders Partnership Feeds Families in Need

Through a new partnership between Scripps Corporate Food Service and Food Finders, a nonprofit group that distributes food to people in need, all leftover food from Scripps corporate facilities is packaged, picked up each day and transferred to the Scripps 4S Ranch Food and Nutrition Services freezer for storage. Food Finders picks up the frozen food twice per week and transports it to one of its facilities to help feed our community.



"This community outreach from Scripps with the help of the nonprofit is what we are about at the end of the day," said Fri Reyes, director of culinary services for Scripps Corporate Food Service. "We were able to touch more lives and offer a more positive culinary change that our less-fortunate neighbors desperately need."

Scripps Offers Students Mental Health Support

Scripps Family Medicine Residency Program and Scripps Mercy Hospital Chula Vista Well-Being Center have partnered with San Diego State University to improve overall mental health care for local high school students through a school-based clinic at Southwest High School. Students earning their master's degrees in social work at SDSU work with local behavioral health providers and Scripps family medicine residents to address mental health issues of vulnerable adolescents, including core issues such as anxiety and depression.



Parkinson's Event Empowers Hundreds

It was a day of hope and inspiration for hundreds of San Diegans living with Parkinson's disease.

In November 2018, more than 300 guests learned new ways to take control of their health at the Empowerment for Parkinson's Day at Marina Village. From the benefits of exercise and diet change to massage, acupuncture and even music therapy, attendees left the event armed with knowledge to help make positive changes.

Empowerment for Parkinson's was the culmination of work that began 10 years ago. Several Scripps physicians and employees decided to create a motivational day of exercise, confidence-building and education that included neurologists, psychologists, integrative doctors, exercise specialists, physical therapists and more. From this, the annual Keep Moving with Parkinson's Bootcamp was born.

Following the May 2017 bootcamp, the Parkinson's Association of San Diego (PASD) asked the team to share their model to create an even larger-scale event. Through the partnership with PASD and others, more people than ever before who attended the event discovered options to alleviate their symptoms and improve their quality of life.



Trauma Holds First San Diego County Lifeguard Education Conference

The trauma catchment area for Scripps Memorial Hospital La Jolla includes most of the San Diego County coastline — and lifeguards are often the first responders to beach-related emergencies.

In July 2018, the trauma department at Scripps La Jolla hosted the first San Diego County Lifeguard Education Conference. More than 150 permanent and seasonal lifeguards representing all 11 San Diego County lifeguard agencies learned vital information about topics, including beach injuries and illnesses, drowning resuscitation, shark attacks, sand entrapment and spinal cord injuries, as well as skin cancer prevention tips for the lifeguards themselves.

“You did an incredible job and it is so appreciated,” said Mike Silvestri, lifeguard supervisor from California State Parks.

The trauma department plans to continue this partnership to provide education and help lifeguards further identify opportunities for community outreach and injury prevention.



Scripps Provides Hepatitis A Vaccines to At-Risk Populations

Scripps Health builds awareness of disaster preparedness and actively responds to events to affect change at the community level. Following the terrorist attack of September 11, 2001, Scripps developed a system-wide disaster preparedness program and moved quickly to integrate disaster preparedness throughout the organization's operations. The Scripps Medical Response Team (SMRT) arose from these efforts, and prepares Scripps to respond to emergencies at local, state, national and international levels.

In Fiscal Year 2018, when San Diego Mayor Kevin Faulconer asked Scripps to help address the Hepatitis A outbreak, the Scripps SMRT team worked directly with city and county public health officials to make vaccinations accessible to individuals at risk of the highly contagious virus.

SMRT teams, including physicians, nurses and support personnel, administered vaccinations and provided education on Hepatitis A at three county-sponsored housing sites over multiple dates and times. Each site housed numerous occupants, many of whom had risk factors, including homelessness or substance abuse recovery. Occupants were notified in advance that Scripps would be offering vaccinations without cost. For their own protection, all volunteers were required to show proof of immunity to Hepatitis A or get vaccinated prior to the outreach.

SMRT volunteers vaccinated approximately 100 people against Hepatitis A; Scripps staff then entered their



vaccination history into the San Diego Immunization Program webpage to track all individuals who received the vaccine. This helped prevent unnecessary revaccination of people who came to local emergency departments and primary care offices for care.

Because the risk factors associated with the outbreak persist in our community, Scripps employee health offers Hep A vaccinations to all employees considered at risk, especially those who work in the emergency department, behavioral health and food service.

Seniors Lunch and Learn with Scripps

Scripps offers monthly hot lunch and senior health chats to more than 30 at-risk seniors at St. Charles Nutrition Center and Norman Park Center. The senior health chats cover a variety of timely topics, including heart health, diabetes, osteoporosis, healthy holidays and more.

It's a wonderful opportunity for our local health professionals, family medicine residents, public health students and Scripps community staff to provide public health and social service education.

High School Exploration Program Alumna Addresses Graduates

Students who participate in the annual Scripps High School Exploration Program spend five weeks of summer break at Scripps Memorial Hospital Encinitas, Scripps Memorial Hospital La Jolla, Scripps Green Hospital, Scripps Mercy Hospital, San Diego, or Scripps Mercy Hospital, Chula Vista, learning first-hand about medical careers, rotating through departments and working alongside our medical professionals.

Recently, two-time Explorer alumna Ellen Douglas spoke to the 2018 Explorer graduates. Now a second-year osteopathic medical student at Pacific Northwest University of Health Sciences in Yakima, Washington, Ellen shared her thoughts with graduates on how the program impacted her career choice.

“I found my path to medicine through personal experience with family illness, coupled with a passion for science and a desire to help others,” Ellen said. “By far the most impactful program that shaped my development as an aspiring health care professional was the Scripps Exploration Program.”

Growing up in Ramona, Ellen saw the challenges of living in a medically underserved community without immediate access to hospital services.



“If it were not for the Scripps High School Exploration Program, I would have never seen first-hand what superior health services looks like from such a young age. Whether I was standing over an open-heart surgery, following the trauma team up to Life Flight, serving patients lunch with the cafeteria staff, or working with the environmental services team to clean up after surgery, it was inspiring to witness how each department works together in synergy to provide the best patient experience and outcomes in a caring environment,” she said. “It was through my experience with the Scripps health care professionals that I truly witnessed what premiere patient-centered care looks like and saw the future doctor I aspire to be.”

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**.