

Scripps Health Implementation Strategy Fiscal Year 2024

September 2025



Scripps Health FY 2024 Implementation Strategy

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Scripps Health FY 2024 Implementation Strategy

General Information

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Authorized governing body that adopted the Implementation Strategy:	Strategic Planning Committee of the Scripps Board of Trustees
Date Implementation Strategy was approved:	September 2022 Amended: January 2023 to include Select Hospital.
Tax Year in which CHNA was made available to the public:	Tax Year 2021 (available on www.scripps.org)
Name and state license number of Hospital Organization Operating Hospital Facility, and address of Hospital Organization	<p>Scripps Mercy Hospital 4077 5th Avenue San Diego, CA 92103 Lic. # 090000074 <i>Scripps Mercy Hospital has a second campus in Chula Vista, CA and shares the same license.</i></p> <p>Scripps Memorial Hospital La Jolla 9888 Genesee Avenue La Jolla, CA 92037 Lic. # 080000050</p> <p>Scripps Green Hospital 10666 Torrey Pines Road San Diego, CA 92037 Lic. # 080000139</p> <p>Scripps Memorial Hospital Encinitas 354 Santa Fe Drive La Jolla, CA 92024 Lic. # 080000148</p> <p>Select Specialty Hospital 555 Washington St., San Diego, CA 92103 Lic. # 090000404</p>

Scripps Health FY 2024 Implementation Strategy

About Scripps Health

Founded in 1924 by philanthropist Ellen Browning Scripps, Scripps Health is a \$4.9 billion private, tax exempt, integrated health system based in San Diego, California. Scripps treats more than 600,000 patients annually at its four acute-care hospitals on five campuses, along with a robust network of 32 outpatient centers (including 12 Health Express locations), palliative care, clinical research, and ancillary services to serve our San Diego community and beyond. Scripps is also one of the largest employers in San Diego, with 3,000 affiliated physicians and more than 17,500 employees, and is recognized as one of the country's best companies to work for. Scripps offers payer products and population health services through Scripps Accountable Care Organization, Scripps Health Plan, and customized narrow network plans in collaboration with third-party payers.

Scripps Health is a leading provider of medical care, improving community health and advancing medicine in San Diego County. Scripps is a recognized leader in the prevention, diagnosis and treatment of disease, and is at the forefront of clinical research and the only health system in the region with two level 1 trauma centers. With three highly respected graduate medical education programs, Scripps is a longstanding member of the Association of American Medical Colleges. Our hospitals are consistently ranked among the nation's best by U.S. News & World Report and numerous other organizations. Scripps is frequently recognized by Fortune magazine, Working Mother magazine, and the Advisory Board as one of the best places in the nation to work. Importantly, Scripps culture is one of caring. The spirit and culture established by two pioneering founders, Ellen Browning Scripps and Mother Mary Michael Cummings, still define who we are today. More information can be found at www.scripps.org.

Excellence in Primary and Specialty Care

The system is known for its expertise in various areas, including women's health, cancer care, cardiovascular disease prevention and treatment, orthopedics, and neurocognitive care. Generations of San Diegans have relied on Scripps for excellence in health care, starting with primary care doctors who act as the patient's personal health advocate including a focus on preventive care and wellness. For patients' convenience, Scripps physicians offer several options for ongoing care, including extended office hours, telemedicine options, three urgent care centers and HealthExpress walk-in clinics throughout the county for same-day treatment of minor illnesses and injuries. With some of the most advanced technology available today for the diagnosis and treatment of acute and chronic illnesses, Scripps offers patients a complete range of medical and surgical services

including many that have been nationally recognized for clinical quality and patient outcomes.

Governance and Approval from Governing Body

As a tax-exempt health care system, Scripps takes pride in its service to the community. The Scripps system is governed by a 16-member, volunteer Board of Trustees. This single point of authority for organizational policy ensures a unified approach to serving patients across the region.

The Scripps Health Board of Trustees Strategic Planning Committee approved both the triennial 2022 CHNA report and corresponding Implementation Strategy during its 2022 tax year. The Scripps Health Board and Select Hospital Management Committee approved an amended 2022 CHNA and a FY23-FY25 Implementation Strategy in December 2024 and January 2024, respectively. The revisions now include Select Hospital in the plan. The 2023–2025 Implementation Strategy is outlined in the remainder of this document and is updated annually with metrics. The CHNA written report is posted separately on the Scripps Health and Select Hospital websites, [Scripps Health CHNA Report](#) and [Select Hospital - San Diego CHNA Report](#).

About Select Specialty Hospital San Diego

Select Specialty Hospital San Diego is a 110-bed, free-standing critical illness recovery hospital (licensed by Medicare as a Long-Term Acute Care Hospital LTACH) which specializes in treating patients recovering from catastrophic critical illness. This unique level of acute hospital care focuses on pulmonary/ventilator liberation, and the treatment of medically complex, wound care, renal disorders, infectious disease, cardiac conditions, brain injury and other neurologic conditions. Select Specialty Hospital San Diego is part of Select Medical, one of the largest providers of post-acute recovery and rehabilitation in the United States.

2022 Community Health Needs Assessment

To maintain federal tax-exempt status, nonprofit hospitals are required under Section 501(r)(3) of the Internal Revenue Code—part of the Affordable Care Act—to conduct a Community Health Needs Assessment (CHNA) at least once every three years. [View the full text of the Affordable Care Act.](#)

Scripps participates in a county-wide collaborative to conduct a triennial CHNA aimed at identifying and prioritizing the most pressing health needs in the San Diego community. Scripps accepts the findings of the 2022 CHNA and uses the results to inform and adapt its hospital programs and strategies to better address the health needs of San Diego County residents. To learn more about the 2022 CHNA process and access the full report, visit: [Addressing Community Needs - San Diego - Scripps Health](#).

Scripps Health fulfills this requirement while maintaining its long-standing commitment to community health. Beyond traditional hospital care, Scripps offers programs that serve the region's most vulnerable populations and collaborates with other health systems, community organizations, government agencies, and stakeholders to support the broader health and well-being of San Diego County.

Implementation Strategy Fiscal Years 2023-2025

In response to the 2022 CHNA findings, Scripps Health developed a three-year Implementation Strategy for fiscal years 2023–2025. This strategy outlines a coordinated plan to address key health priorities through targeted, measurable objectives. It reflects a multi-stakeholder approach that translates the CHNA's insights into community-focused actions to improve health outcomes across San Diego County. This three-year Implementation Strategy (FY23-FY25) addresses the needs identified in the 2022 CHNA, with FY24 representing the second year of reporting. For more information about implementation strategy requirements, visit: [Community health needs assessment for charitable hospital organizations - Section 501\(r\)\(3\) | Internal Revenue Service](#).

Evaluation of Activities

Scripps evaluates the Implementation Strategy annually, ensuring a flexible and responsive approach to the evolving needs identified in the CHNA. This includes reviewing resources, interventions, and progress toward defined goals. Monitoring plans are customized for each objective and track metrics such as participation rates, satisfaction levels, number of people served, and financial investments. Where feasible,

outcome measures are used to assess the direct health impact of initiatives. Challenges are documented, and program adjustments are made accordingly. Scripps also files the Implementation Strategy annually with the IRS via Form 990 Schedule H.

Resource Commitments

To support the implementation of its community health initiatives, Scripps commits both financial and in-kind resources, such as specific programs and services and staff time as appropriate.

Scripps Implementation Strategy Resource Leaders

The Scripps Implementation Strategy Resource Leaders included the following individuals:

◆ Behavioral Health & Social Services

- Julie Gov – Inpatient Complex Case Manager
 - Jerry Gold, Ph.D. – Administrator, Behavioral Health Clinical Care
 - Deborah Pimstone – Clinical Social Worker, Occupational Therapy
 - Kristine Osborne – Data Analyst, PET Team
 - Scott Patterson – Senior Director, Case Management
 - Melody Thomas – Director, Clinical Services, Case Management
 - Tonya Zelaya – Manager, Social Work
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◆ Clinical Services & Nursing Leadership

- Sandy Boller-Bilbrey – Registered Nurse, Substance Use Disorder Nurse
 - Linda Coutts – Stroke Program Coordinator, Nursing Administration
 - Brooke Dullnig – Senior Director, Clinical Services, Encinitas
 - Kimberlee Roberts – Senior Director, Clinical Services, Nursing Administration, Scripps Memorial Hospital La Jolla
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◆ Community Benefit Representatives and Others

- Anette Blatt – Director, Community Benefits and Advocacy
- Kendra Brandstein – Director, Community Benefits, Scripps Chula Vista Well-being Center
- Karen McCabe – Director, Community Benefits, Scripps Mercy Hospital
- Sabrina Lugo – Community Benefits Coordinator
- Tom Noonan, Data Analyst
- Brittany Taylor Swedeen – Supervisor, Community Benefits

◆ **Diabetes & Research**

- Addie Fortmann – Senior Director, Chief Research Officer, Clinical Research
- Jessica Preciado – Research Assistant, Scripps Whittier Institute, Administration
- Athena Philis-Tsimikas, M.D. – Corporate Vice President, Scripps Whittier Diabetes Institute
- Monica Ruiz – Project Manager, Community Program & Research, Scripps Whittier Diabetes Institute

◆ **Education & Training**

- Joanna Safarik – Education Manager, Scripps Health

◆ **Medical and Specialty Services**

- Robin Calara – Director, Neurology, Orthopedic, Spine Service Lines
- Teresa Hodge – Supervisor, Clinic Operations, Shiley Fitness Center
- Laura Lettkeman – Director, Scripps Cancer Center
- Judy Plis – Coordinator, Dermatology Mohs Surgery

◆ **Operations and Patient Services**

- Violetta Aguirre – Manager, Revenue Cycle
- Jenny Batts – Manager, Clinic Operations
- Kay Clark – Coordinator, Patient Services, Scripps Cancer Center

◆ **Trauma & Injury Prevention**

- Paige Colburn-Hargis – Trauma Injury Prevention/Outreach Coordinator, Trauma Administration
- Pualani Vazquez – Trauma/Injury and Prevention/Outreach Coordinator

2022 Community Health Needs Assessment Findings

Scripps accepts the findings and the results of the 2022 CHNA to inform and adapt hospital programs and strategies to better meet the health needs of San Diego County residents. Scripps has created an Implementation Strategy that highlights the programs, services and resources provided by this organization to address the identified community needs in its community.

Using a prioritization process, the 2022 CHNA identified seven critical community needs within San Diego County, listed below in alphabetical order:

1. Access to Health Care
2. Aging Care & Support
3. Behavioral Health
4. Children & Youth Well-being
5. Chronic Health Conditions
6. Community Safety
7. Economic Stability

2022 CHNA Top Community Needs



The graphic above illustrates *foundational challenges*, and *key underlying themes* identified through the latest CHNA process. Those needs identified as most critical for San Diegans are listed in the center of the circle in alphabetical — not ranked — order. The blue outer arrows of the circle represent the negative impact of two foundational challenges — health disparities and workforce shortages — which impacted every need. The orange bars (stigma, trauma) represent latent themes pervasive during the pandemic. The graphic demonstrates how each of the components impact one another. The outer ring interacts to heighten the needs, while simultaneously hampering health equity and community well-being efforts.

Foundational Challenges

The 2022 CHNA recognized health disparities and workforce shortages as foundational challenges that are contributing to the growth of every health need.

Health Disparities

Decades of research has demonstrated that even in pre-pandemic times, some communities and populations have much poorer health care and outcomes than other communities or populations. These may be issues of access rooted in geography, issues of finance and insurance coverage, or systemic issues rooted in racism and discrimination. For example, “frontline” workers (people who are most involved in direct customer contact) could not work from home during the pandemic and were at higher risk of COVID exposure. This contributed to disproportionately higher mortality rates compared to groups that could work from home or quit work. In addition, the health of San Diegans who were vulnerable before the pandemic — such as people experiencing homelessness, isolated seniors, LGBTQ+ youth, and children with special needs — deteriorated more acutely as they lost access to critical services and faced new barriers to their safety and economic stability.

Workforce Shortages

Community engagement participants in previous CHNAs often mentioned the need for more health care providers, mostly with a view toward bolstering workforce pipelines. In the 2022 CHNA focus groups and interviews, workforce shortages were consistently at the front of discussions.

In most occupations, workers are experiencing exhaustion, emotional trauma, and a sense of “feeling burned out after over two years of the COVID pandemic.” Clinical workers and social work staff at all levels of health care delivery faced the same challenges and frustrations, as workforce shortages and the increased medical demands of COVID stressed health care services across the region.

Key Underlying Themes

Stigma

As in our 2019 CHNA findings, stigma, and the barriers it creates arose across community engagement discussions in 2022. Stigma impacts the way people access needed services (CalFresh, Medi-Cal, other economic support) that address the social determinants of health. This impacts the ability of people to improve and successfully manage health conditions.

Community engagement participants expressed concerns about the impact of stigma in relation to specific populations including LGBTQ+ communities, people experiencing homelessness, people of color, seniors, Medi-Cal beneficiaries, and survivors of domestic violence and human trafficking. Stigma was also discussed in relation to specific health conditions such as behavioral health, cancer, diabetes, and obesity.

Trauma

Trauma and vicarious trauma¹, were cited as factors contributing to compassion fatigue and workforce burnout in community interviews and focus groups. Trauma occurs both at work and at home, and consequently, there may be no escape and downtime from traumatic experiences. Traumatized community members are seeking assistance from health care providers and community-based organizations who themselves have experienced great stress since the start of the pandemic.

Community Voice and Experiences

The findings of the 2022 CHNA attempt to respond to the San Diego community needs and concerns, as identified through focus groups, key informant interviews, interviews regarding access to care, and an online survey. The quantitative research and the community engagement confirmed the interconnectedness of the seven identified needs. When discussing the findings, the CHNA highlights how they may differ for San Diegans based on their experiences. These differing experiences may include homelessness, immigration status, gender and sexual orientation, age, and poverty.

¹ Researchers have identified two types of compassion fatigue: secondary and vicarious. According to SAMHSA, for some responders, *secondary* traumatic stress refers to the negative effects of this work that can make them feel like the trauma people are experiencing that they help is happening to them or someone in their lives. When these feelings are prolonged, they can develop into *vicarious* trauma.

Community Needs Scripps Is Addressing

The health focus areas identified above were determined through data collection, analysis, and a prioritization process that incorporated community input. Scripps is addressing access to care, aging care & support, behavioral health, children & youth wellbeing, chronic health conditions which includes cardiovascular disease, cancer and diabetes, community safety and economic stability in the FY23-25 Implementation Strategy.

Scripps addresses many of the social determinants of health within the health conditions identified in this report such as, community and social support, food insecurity, transportation, education, and homelessness.

Community Needs Scripps Is Not Directly Addressing

Homelessness and Housing instability are identified as important factors within the CHNA findings. Homelessness and Housing are not directly addressed in the Scripps Implementation Strategy as we focus our resources on more direct health issues and conditions in accordance with our expertise and mission. Scripps has not directly developed programs that specifically address housing insecurity, but this is addressed as part of our care to patients. When patients' housing needs are identified, the Scripps multidisciplinary team works to address the need. Additionally, the Scripps Health system has social work and case management resources in place throughout the inpatient setting that address this unmet need by connecting patients to more permanent sources of income, housing, and other self-reliance measures. Scripps work to address housing insecurity is done via collaboration and referrals to community partners.

In addition to the above indirect measures, Scripps is also addressing these community needs in accordance with California's regulations, such as SB 1152 Discharge Planning for Homeless Patients. This 2019 regulation requires hospitals to implement a set of requirements regarding discharge planning for their homeless patients. Scripps is fulfilling this requirement by providing packaged meals, weather-appropriate clothing, transportation, discharge medications and/or prescriptions, infectious disease screenings and vaccinations, referrals for behavioral health and other referrals to shelters or housing. Scripps Health remains committed to the care and improvement of health for all San Diegans and will look to continue the search of new opportunities and new partnerships to address these and future needs.

The following pages detail the initiatives, measures of implementation and metrics used to evaluate the effectiveness of the community needs identified in the 2022 CHNA.



Scripps Health

2022 Community Health Needs Assessment - Implementation Strategy

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Identified Community Need – Access to Care (Community Outreach)

Objectives/Anticipated Impact:

- Support access (community outreach) to health care services for the underserved through direct programs and partnerships with community-based organizations.
- Enhance access to health and social services for high-risk community members, especially San Diego’s homeless population.
- Optimize care management and strengthen clinical-community linkages addressing social determinants of health (SDOH).
- Provide services and strategies that advance health equity and address disparities.
- Enhance access to culturally and linguistically appropriate health care resources and supportive programs.

Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p>Facilitating Access to Coordinated Transportation (FACT) INC.</p> <p>Scripps collaborates with FACT Inc. to provide on-demand transportation services for patients. This partnership simplifies medical transportation by offering various options through a single contact point at FACT. Patients, including those with specialized needs, can access rides for appointments and post-discharge transportation. The service covers curbside, door-to-door, wheelchair-accessible, and gurney rides, benefiting patients across several Scripps facilities. Scripps has been using the FACT transportation service at Scripps Mercy Hospital, Prebys Cancer Center, Green Hospital, Scripps Encinitas, and Radiation Therapy centers for those patients that do not have other means of transport.</p>	<p>FACT Inc. Transportation Providers</p>	<p>Scripps collaborated with Facilitating Access to Coordinated Transportation (FACT) Inc. for on-demand patient transportation, resulting in 6,134 rides since January 2020 through June 2024. These services cover multiple locations, including San Diego, Imperial, Riverside, and Los Angeles Counties.</p> <p>For the time period July 2023 through Jun 2024 FACT provided 3,122 rides across the following Scripps locations:</p> <ul style="list-style-type: none">• Advanced Care Clinic: 2,788• Scripps Encinitas: 32• Scripps Green: 31• Scripps Mercy: 69• Scripps Prebys Cancer Center: 50• Vista Radiation Oncology: 152

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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p>Mobile Health and Resource Fair</p> <p>The Mobile Health and Resource Fair in Southeast San Diego, supported by Scripps funding, serves hundreds of people monthly, offering cardiovascular, neurocognitive, breast cancer and cardiometabolic screenings. Regularly attended by those who need additional resources and support, it provides essential services in one location. Scripps staff collaborate with the fair team, offering education and consultations on various health topics. Many community members visit the Scripps booth for support, reflecting Scripps commitment to comprehensive health care and community well-being.</p>	<p>Many Shades of Pink, Jackie Robinson YMCA, Health Plans, Feeding San Diego Other community organizations.</p>	<p>Scripps Cancer Center, with funding from Krueger-Wyeth, focuses on outreach, prevention, and supportive services to benefit underserved populations affected by cancer, cardiovascular disease, and dementia. This initiative highlights the commitment to addressing health disparities and providing essential resources to underserved communities. These surveys directed participants to follow-up health screenings conducted on-site. In partnership with other health organizations, the fair provided:</p> <ul style="list-style-type: none"> • 790 people served • 228 A1c tests • 1,473 blood sugar screenings • 521 cholesterol checks • 1,352 blood pressure checks • 41 vaccines • 483 breast cancer education sessions • 73 breast exams <p><u>Impact and Reach:</u></p> <ul style="list-style-type: none"> • Reached over 793 underserved and high-risk individuals, who completed needs assessment surveys (data from October 2023 to March 2024). • 21% increase in completed health surveys compared to FY23 (average of 28 surveys per month). • Median participant age: 61 years • Gender distribution: 20.3% male, 77.5% female • Most commonly served ethnic groups: 29% Black/African American and 29% Hispanic/Latino <p><u>Follow-Up Programs:</u></p> <ul style="list-style-type: none"> • Individuals screening positive for diabetes or cardiometabolic diseases are enrolled in Dulce Digital, a 6-month text-based education program available in English, Spanish, Tagalog, Arabic, and Vietnamese. • Referrals made to Live Fit, a healthy living education program with live and virtual options that include physical activity sessions.



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p>Scripps Collaborative for Health Equity</p> <p>Scripps was awarded five-year funding as part of an excess settlement funds distribution (Krueger-Wyeth funds) to support programs at Scripps Cancer Center for a variety of initiatives to support patient care, research, and health equity in the areas of breast cancer, cardiovascular disease, and neurocognitive conditions. Scripps Cancer Center is using the funds to support several efforts, including clinical trials, translational research, expanded biorepository research, community outreach and a cancer survivorship clinic program. Scripps is working on a variety of projects designed to address health care disparities, including outreach, screening and supportive services for dementia, breast cancer and cardiovascular disease. One of the initiatives funded through this grant is the Scripps Collaborative for Health Equity (SCHE). Scripps Collaborative for Health Equity (SCHE) - Scripps Health</p>	Krueger-Wyeth, Community Clinics	<p>The Scripps Collaborative for Healthcare Equity (SCHE) achieved important milestones in its third year.</p> <ul style="list-style-type: none">• Developed and executed a peer-review process to promote trainee research focused on health disparities in breast cancer, cardiovascular disease, and neurocognition. SCHE awarded \$72,200 across 8 research projects ranging from cardiovascular care, health and wellness, liver disease, diabetes care among the Filipino population, and research support, focused on women and multicultural populations.• Implemented a wide variety of supportive services to support culturally and linguistically appropriate resources and support for patients and community members. Over 7,000 participants from the community participated in these programs.• Provided post-discharge support for more than 1,300 patients recovering from conditions such as Acute Myocardial Infarction (AMI), Coronary Artery Bypass Grafting (CABG), Congestive Heart Failure (CHF), and stroke as well as an additional population screened at risk for two or more Social Determinants of Health (SDOH) risk factors.• Offered youth pipeline programs for 2,569 youth to supporting building a diverse health care workforce.• Launched a second Annual Research Symposium with over 85 participants attending. The symposium showcased innovative health disparities research being conducted by clinicians, research scientists, and trainees throughout Scripps. The symposium is a partnership between Scripps Health Research and SCHE made possible through funding by the Krueger-Wyeth award. Among the presentations:<ul style="list-style-type: none">- Everything is Pulse-able: Getting to the heart of Your Wellness- Racial Disparities in the Receipt of Liver Transplantation among Black Patients with Hepatocellular Carcinoma: A Systemic Review- Allostatic Load in Takotsubo Cardiomyopathy- Improving Cardiometabolic Health-Related Outcomes in Filipino Americans- Health Equity Information Center- Performance & Analytics- Racial/Ethnic disparities in Quality of Life Among Breast Cancer Survivors



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps Mercy Hospital San Diego	<p>Father Joe’s Villages Street Health Intervention Project</p> <p>Street Health is when health care professionals travel out to the streets to provide expert care directly to people experiencing homelessness, including treating wounds, infections, chronic disease, and other conditions. Father Joe’s Villages started the first Street Health program in San Diego in order to bring health care to neighbors living without shelter who do not or are unable to access brick-and-mortar health services. Street Health allows Father Joe’s Villages to build relationships with these patients over time while also addressing their immediate health needs.</p> <p>Scripps Mercy Hospital San Diego serves a large volume of San Diego’s unsheltered homeless population in the Emergency Services Department. Because of the scarcity of shelter and treatment program beds available for these patients, they often leave the Hospital to return to their previous outside location. A collaboration has been established between Father Joe’s Village Street Health Intervention Project and Scripps Mercy Hospital targeting unsheltered discharged patients who could benefit from a follow-up visit in the community setting where they reside.</p>	Father Joe’s Villages, PATH Outreach	Scripps Mercy Hospital collaborated with Father Joe's Villages Street Health Intervention Project to provide follow-up visits for discharged unsheltered patients. Under the Street Health Initiative with FJV, referrals are no longer tracked individually, as unsheltered patients are now directed to a designated community location staffed by multiple Street Health programs, offering a broader range of services. The Emergency Department does not monitor specific referral destinations for these patients.

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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments																																																																																																																																																																																										
Select Specialty Hospital San Diego	Access to Long-Term Acute Care Hospital Level of Care In 2021, Scripps Health acquired 24.5% of Select Hospital's holdings through IHS Holding Company LLC.	Select Specialty Hospital San Diego	To monitor progress towards providing LTACH access to the patient population of the greater San Diego region, the hospital tracks key metrics: Diagnosis and Demographic Information (including age, race, sex, gender).																																																																																																																																																																																										
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Scripps Health

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Fiscal Year 2024

Identified Community Need – Aging Care and Support

Objectives/Anticipated Impact:

- Enhance health and well-being for older adults by increasing health care access, education, and preventative services tailored to the needs of older adults in San Diego County.
- Provide comprehensive care and community resources for seniors with multiple morbidities and who lack sufficient social support.
- Prevent falls among seniors through education and safety measures. Collaborate with seniors, local organizations, and healthcare professionals to implement fall prevention programs, including exercises and home safety measures.
- Foster interactions between community members, Scripps Family Practice Medical Residents, and health professionals.

Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps Mercy Hospital Chula Vista	<p>Senior Health Education, Prevention & Wellness Programs</p> <p>Established over two decades ago, this program is focused on the interests and needs of the senior community. Monthly sessions are conducted in partnership with local senior centers, churches, and senior housing, and are organized by Scripps Mercy Hospital Chula Vista San Diego Border Area Health Education Center (AHEC) and Scripps Family Medicine Residency Program. These sessions, known as "senior health chats," empower older adults with relevant health education and promote a culture of learning and sharing. Topics are chosen by the seniors themselves, ensuring the content is both meaningful and community driven.</p> <p>These health chats facilitate an exchange of knowledge between community members, medical residents, and other healthcare professionals. They cover a wide range of topics, from heart health to nutrition to fall prevention. The program operates in collaboration with Mercy Housing, St. Charles Nutrition Center, San Diego Border Area Health Education Center, Scripps Family Medicine Residency Program, and San Diego State University (SDSU) Public Health and Social Work Students.</p>	Mercy Housing, St. Charles Nutrition Center, San Diego Border Area Health Education Center, Scripps Family Medicine Residency Program, SDSU Public Health and Social Work Students	<p>Scripps implemented senior health education programs at community senior locations, covering topics like heart health, nutrition, fall prevention, and mental health. Over 200 seniors from various locations participated annually, with a 18% increase in knowledge observed through pre- and post-program data.</p> <ul style="list-style-type: none">• Number of individuals served: 414• Number of sessions: 36• Quantitative and qualitative data on the impact of the program (re: pre and post data and other feedback) Pre: 72% Post: 90%• Partnering agencies/organizations who assist with the curriculum: Imperial Beach Senior Center, Kimball and Morgan Towers and Congregational Towers.



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps Mercy Hospital San Diego	<p>Scripps Advanced Care Clinic</p> <p>Older adults are at higher risk for chronic health problems like diabetes, osteoporosis, and Alzheimer’s disease. Older adults are also more likely to go to the hospital for some infectious diseases, including pneumonia, which is a leading cause of death for this age group. Making sure older adults get preventive care, including vaccines to protect against the flu and pneumonia, can help them stay healthy.</p> <p>The program provides intensive, proactive, medical, and social services to adults living with multiple chronic diseases. Understanding that diseases can impact all aspects of a person’s life, the program treats not just medical issues, but also the psychosocial, economic, and spiritual aspects of care. The Advanced Care Clinic interdisciplinary, patient centered team helps optimize patient health through an evidence-based extensivist clinic model that assists with care coordination and patient advocacy across health care and home settings.</p>	Primary Care, Palliative Care, Community-Based Organizations	<p>Scripps Advanced Care Clinic generated a 60% reduction in emergency department visits, 67% reduction in hospitalizations, and 56% reduction in readmissions for its enrolled patients.</p>

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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps Mercy Hospital Chula Vista	<p>Helping Patients Navigate Post Discharge Services and Support</p> <p>The "Helping Patients Navigate Post Discharge Services and Support" program is dedicated to ensuring the continuity of care for patients after their discharge. The program provides various services, including scheduling follow-up medical appointments, addressing housing and homelessness issues, offering support for senior-related concerns, managing chronic diseases such as Acute Myocardial Infarction (AMI), Coronary Artery Bypass Grafting (CABG), Congestive Heart Failure (CHF), Chronic Obstructive Pulmonary Disease (COPD), Pneumonia, Stroke and COVID. Additionally, the program addresses drug and alcohol dependencies, attends to mental health needs, offers support for cancer, and provides emotional assistance, among other services.</p> <p>The Well Being Center staff and Scripps Mercy Hospital Chula Vista social workers collaborate to provide ongoing follow-up services to identified social work patients for the two Mercy campuses. These patients require more support and resources (housing/homelessness, senior issues, drug/alcohol and mental health, and cancer) as these are high need and require more assistance.</p>	Primary Care, Palliative Care, Community-Based Organizations, Chula Vista Community Collaborative, SDSU Public Health and Social Work Students	<p>Helping Patients Navigate Post Discharge Services and Support Program continues to enhance patient outcomes by addressing post-discharge needs and connecting patients to virtual resources. The program empowers patients to manage their health post-discharge. The program ensures continuity of care after discharge by improving access to primary and specialty care, facilitating navigation through the complexities of the healthcare system, and connecting patients with essential services. It reduces the risk of readmissions and improves continuity of care, creating a more integrated and personalized support system.</p> <p><u>Key Metrics:</u></p> <ul style="list-style-type: none"> 1,337 patients referred for services, 948 (71%) accepted services. 36 patients (4%) readmitted (source: caregiver, Epic). 1,001 patients (72%) were successfully contacted (including 30-day follow up and Social Work referral). 395 patients (28%) not reached due to various barriers (e.g., declined, deceased, no contact information, language barriers). 886 patients accepted follow up services. 84% of patients had follow up appointment within two weeks of discharge. Over 800 patients screened for Social Determinants of Health (SDOH) and connected to resources for housing, food and transportation. Over 300 supportive services/resources were provided. <p><i>* patients include all case management, social work, Medicare, Sprint, and stroke referrals.</i></p> <p><i>** Follow-up appointments and medication compliance rates were not inclusive for all complex patients referred by case management and social work during FY23-24.</i></p>



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p>Fall Prevention & Home Safety Workshops</p> <p>According to the National Council on Aging, falls are the leading cause of fatal and nonfatal injuries for older Americans (70% of all falls are geriatric falls > 65 years.). Scripps Social Workers and nurses educate seniors on ways to reduce fall risk, improve safety awareness, and utilize available resources to promote independence and overall safety. Balance classes are designed to help build balance, posture and coordination through strengthening and balance exercises. This important aspect to healthy living for seniors provides education on preventing falls through exercise and being proactive through safety measures in the home. Scripps physical therapy department and physical therapy school volunteers provide fall risk assessments.</p>	County Aging & Independent Services, San Diego Fall Prevention Task Force	<p>Standing Strong Fall Prevention Webinar</p> <p>Scripps provided education to older adults through a series of workshops emphasizing exercise and proactive safety measures at home.</p> <ul style="list-style-type: none">• Scripps La Jolla: Provided education to older adults through workshops focused on exercise and proactive home safety measures. The Injury Prevention Team served 63 individuals with comprehensive workshops and sessions supporting fall prevention.• Scripps Encinitas Rehabilitation Center: Hosted two workshops with 129 attendees, offering fall risk assessments, medication reviews, blood pressure checks, stroke risk assessments, balance and gait classes, and fall prevention presentations. Experts provided practical tips and knowledge to help participants reduce their risk of falls.• Scripps Mercy San Diego: Delivered education to older adults through workshops focused on exercise and proactive home safety measures. The Injury Prevention Team served 15 individuals with comprehensive fall prevention workshops and sessions.



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
<div>Scripps Memorial Hospital Encinitas</div> <div>Scripps Memorial Hospital La Jolla</div>	A Matter of Balance: Managing Concerns About Falls Scripps educates older adults on preventing falls through exercise and being proactive through safety measures in the home. An eight-week program and lecture series provide practical strategies to manage falls, improve safety awareness and utilize available resources to promote independence and overall safety. Scripps physical therapists and physical therapy student volunteers provide fall risk assessments, and lead balance classes to help enhance stability, posture, and coordination. Participants are taught to view falls as controllable, set goals for increasing activity, make changes to reduce fall risks at home and encouraged to exercise to increase strength and balance.	County Aging & Independent Services, San Diego Fall Prevention Task Force	<div>Scripps La Jolla and Scripps Encinitas educated 39 older adults on fall prevention through an eight-week program. The program focused on exercise, home safety, and safety awareness to promote independence, with pre- and post-tests measuring its effectiveness.</div> <div><u>Pre/Post Test Scores</u></div> <div><div>Question 1</div><div>I can find a way to get up if I fall. Pre 2.6/Post 3.3</div></div> <div><div>Question 2</div><div>I can find a way to reduce falls. Pre 2.5/Post 3.5</div></div> <div><div>Question 3</div><div>I can protect myself if I fall. Pre 1.9/Post 2.6</div></div> <div><div>Question 4</div><div>I can increase my physical strength. Pre 3.0/Post 3.6</div></div> <div><div>Question 5</div><div>I can become steadier on my feet. Pre 2.9/Post 3.5</div></div>



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p>Bingocize Class Series</p> <p>The 10-week program creatively combines bingo with exercise and health education, making it engaging and effective for older adults. This unique approach addresses common barriers to participation, making it fun and accessible in a group setting. The program aims to enhance functional fitness, health knowledge, and social engagement among older adults, promoting mobility, independence, and overall well-being.</p>	County Aging & Independent Services	Interest in this class was minimal in Fiscal Year 2024, and no meetings were held.



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps Memorial Hospital La Jolla	Tai Chi for Arthritis and Fall Prevention Many studies have shown Tai Chi to be one of the most effective exercises for preventing falls. Tai Chi for Arthritis and Falls Prevention helps people with arthritis to improve all muscular strength, flexibility, balance, stamina, and more.	The National Council on Aging	The Tai Chi instructor left Scripps, and no replacement was found in FY24, so no classes were held.



Scripps Health

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Identified Community Health Need – Behavioral Health			
Objectives/Anticipated Impact:			
<ul style="list-style-type: none">Enhance mental health care access for local students and vulnerable adolescents through school-based clinics.Strengthen community-based mental health services for vulnerable populations.Enhance treatment rates for co-occurring substance use and mental health disorders by implementing integrated treatment programs. These programs ensure individuals with co-occurring disorders receive comprehensive care addressing both conditions simultaneously.Offer supportive employment and vocational training for mental health treatment recipients.			
Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Target, and Other Comments
Scripps Mercy Hospital Chula Vista	<p>Clinical Training for MSW Students in Adolescent Mental Health at Local High Schools</p> <p>The partnership between Scripps Family Medicine Residency and Scripps Mercy Hospital Chula Vista Well-Being Center has created a valuable clinical training opportunity for Master of Social Work (MSW) students from San Diego State University. These MSW students are placed at Southwest and Palomar High Schools to address the mental health needs of vulnerable adolescents in the community. Key aspects of this program include:</p> <ol style="list-style-type: none">Training for MSW Students: The program offers training and hands-on experience to MSW students, allowing them to work with local healthcare providers who specialize in addressing the mental health concerns of adolescents.Mental Health Services for High School Students: Given the presence of various mental health issues among local high school students, the program strives to enhance mental health care by establishing a school-based clinic.	Scripps Family Medicine Residency, Scripps Mercy Hospital Chula Vista Well-Being Center, San Diego State University, Southwest, SDSU Public Health and Social Work Students	<ul style="list-style-type: none">Service to Vulnerable Adolescents: In FY 2024, this program served 570 adolescents and offered educational sessions providing them with vital presentations on mental health, mindfulness, suicide prevention, stress management, public health advocacy and more. Eight 8 adolescents benefited from mental health services.Number of hours spent in clinical work: 80.5 hours.Number of Social Work student participation: 1 MSW.Types of services & referrals offered: 1:1 therapeutic intervention: CBT, solution focused therapy, coping skills psychoeducation, referrals to outpatient behavioral health with SY Health, referrals to local teen centers (Sy Teen Center, Boys & Girls Clubs of South County), referrals to food pantries (South Bay Food Pantry)



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps Mercy Hospital San Diego	<p>Outpatient Behavioral Health Services: Scripps Mercy & Family Health Centers of San Diego Behavioral Health Partnership</p> <p>Scripps Mercy Hospital formed a partnership with Family Health Centers of San Diego (FHCSO) in 2016 to provide comprehensive outpatient behavioral health services. This collaboration aimed to enhance mental health care for Medi-Cal patients at Scripps Mercy Hospital. Over the past eight years, the partnership has expanded community-based services and integrated primary and mental health care for patients discharged from various hospital settings. This includes placing social workers and Substance Use Disorder (SUD) counselors in emergency departments to assist with connecting patients to appropriate resources. FHCSO also offers concentrated outpatient therapy near Scripps Mercy Hospital's San Diego campus. Patients are referred from Scripps Mercy Hospital Chula Vista and Mercy San Diego, for assistance with a wide variety of behavioral health needs including addiction, loss, anxiety, and other mental health issues. Scripps - Behavioral Health - San Diego.</p>	Family Health Centers of San Diego (FHCSO), NAMI (National Alliance of Mental Illness)	In FY24, Scripps Behavioral Health partnered with Family Health Centers (FHC) to improve patient discharge and reduce psychiatric patient readmissions. Of the patients who kept their appointments, 90 were seen, with 9 readmitted within 30 days, while 87 were not. Among 166 patients who missed appointments, 18 were readmitted within 30 days, while 148 were not. The readmission rate was approximately 9% for patients who attended their appointments, compared to about 11% for those who missed them.



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p>Psychiatric Liaison Team (PLT)</p> <p>The Psychiatric Liaison Team provides excellence in psychiatric evaluation and triage services throughout the Scripps system. All psychiatric liaison team members are either nurses and/or licensed mental health professionals with a broad range of skills and experience. Clinicians provide mental health evaluation to accurately assess patients and provide them with the best and safest community resources to promote ongoing care. The team aims to help people adhere to treatment plans, reduce hospital readmission rates, relieve symptoms, and ensure the long-term stabilization of the patient’s mental health. The Psychiatric Liaison Team covers four emergency departments, two urgent care locations, and all inpatient medical floors. Psychiatric Liaison Team - San Diego - Scripps Health.</p>	County Mental Health Department, Family Health Centers of San Diego	<ul style="list-style-type: none">• Total number of encounters: 58,551• Number of encounters (visits) referred to inpatient settings:<ul style="list-style-type: none">◦ Discharge/Transfer to ED to Mercy Behavioral Health Unit – 1,212◦ Other Inpatient Facilities – 27◦ Crisis Residential Placement - 4• Number of encounters (visits) referred to outpatient settings:<ul style="list-style-type: none">◦ Number of patients given outpatient referrals (includes psychiatry) – 145.◦ Family Health Centers – 3◦ Outpatient Psychiatrists - 178



Scripps Health
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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p>Scripps Substance Use Disorder Service (SUDS) Nurse</p> <p>Aware of the impact drugs and alcohol can have on our community, Scripps has developed innovative ways to treating this destructive disease. Scripps deploys specialized nurses certified in addiction; they see patients at their bedside and work closely with the patient’s entire health care team to help facilitate a safe detox while hospitalized. The Substance Use Disorder Service (SUDS) nurses are dedicated to helping patients who have been admitted to the hospital and are at risk for detox or who are actively experiencing detox from addictive substances. These nurses evaluate patients who meet certain criteria and work directly with the patient’s primary care nurses and their physician to ensure the patient is adequately medicated to control symptoms of withdrawal. This mobile group of specially trained drug and alcohol resource nurses provide education, interventions, and discharge placement assistance to patients in the Scripps hospital system. In addition to helping with the detoxification process, the SUDS nurses work with patients and their families on the disease concept of addiction and include education on its impact on their physical, mental, and social health. The SUDS nurses provide treatment options available to the patient in the community, tailored to the patient’s individual needs such as insurance, ability to communicate, co-occurring medical and psychiatric diagnosis.</p>	<p>Scripps has linked itself to separate treatment programs designed to meet the community needs. Partners include the Betty Ford Center, Family Health Centers of San Diego, McAlister Institute</p>	<p>Scripps leases five beds at McAlister Institute, providing detox services for up to five patients weekly. The Scripps Drug and Alcohol Resource Nurses (SUDS nurses) serve as liaisons between Scripps emergency rooms and inpatient hospitals. They ensure that patients admitted to one of the five Scripps hospitals or emergency rooms meet admission criteria and are safely transferred to McAlister.</p> <p>In FY24, SUDS nurses had 5,563 encounters, assisting 145 patients with placements at McAlister. Additionally, the Hazelden Betty Ford Foundation received 57 referrals from Scripps, resulting in 38 admissions.</p>



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Scripps System	<p>Mental Health Outreach Services, A-Vision Vocational Training Program</p> <p>Behavioral Health Services at Scripps in partnership with the San Diego Chapter of Mental Health of America established the A-Visons Vocational Training Program (social rehabilitation and prevocational services for people living with mental illness) to help decrease the stigma of mental illness and offer volunteer and employment opportunities to persons with mental illness. This supportive employment program provides vocational training for people receiving mental health treatment, potentially leading to greater independence.</p> <p>This program helps patients receiving mental health treatment by giving them vocational training and employment or volunteer roles alongside a mentor. A-Visions has enrolled approximately 150 people in volunteer or employment opportunities. These individuals work throughout our system in our cafeterias, gift shops, patient waiting rooms, and other departments.</p>	Family Health Centers of San Diego	<p>Over the years, the A-Visions Vocational Training Program has made substantial improvements in patients functioning.</p> <p>Recruitment is currently closed but Scripps continues to support the current A-Vision’s participants.</p> <ul style="list-style-type: none">• Since its inception, which dates back to February 2022, there have been a total of 638 inquiries from patients about the program. Among these inquiries, 167 candidates have actively participated in the program, with 104 serving as volunteers and 54 as paid employees.• Currently, the program employs 11 paid casual employees.



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments																	
Scripps System	<p>Opioid Stewardship Program - Medication Assisted Treatment (MAT)</p> <p>Every day, more than 301 people in the United States die after overdosing on opioids. The misuse of and addiction to opioids—including prescription pain relievers, heroin, and synthetic opioids such as fentanyl—is a serious national crisis. In San Diego County, fentanyl overdose is considered an epidemic, causing 9 out of 10 opioid – related deaths.</p> <p>The Opioid Stewardship Program (OSP) at Scripps brings physicians, nurses, and other professionals together to help reduce opioid use by educating patients and providers about opioid use disorder risks as well as promoting alternative ways to manage pain. For patients being discharged from an emergency department visit or hospital stay, Scripps has created educational videos that it makes available for viewing, and Scripps has also set opioid prescription quantity limits at discharge. In addition, some Scripps hospital emergency departments have implemented medication-assisted therapy, in which specially licensed ER physicians can administer medications as a bridge for patients with opioid use disorder until they can receive further care. Scripps currently receives a state grant from the California Department of Health Care Services to help remove barriers to identifying and treating patients with OUD and to provide Medication-Assisted Treatment (MAT). Scripps Launches Initiative to Curb Opioid Use - Scripps Health.</p>	California Department of Health Services, California Bridge Program, Center at Sierra Health Foundation, Family Health Centers of San Diego, McAllister Institute, Betty Ford Center for outpatient care.	<p>This program contributed to reducing opioid use by educating patients and providers about the risks associated with opioid use disorder, while also advocating for alternative methods of pain management.</p> <p>Scripps Encinitas experienced a gap in MAT navigator this fiscal year (FY24). However, they now have a new MAT Navigator who is learning the role and building community connections. As a result, the number of patients seen by MAT is lower than in FY23.</p> <p>Scripps Mercy Chula Vista is no longer participating in the MAT program therefore there is no one collecting data for them.</p>																	
	<table><tr><th></th><th>MAT Navigators</th><th>Prescriptions for Buprenorphine</th><th>Track Opioid Use Disorder Diagnosis</th><th>Track Opioid Overdose Diagnosis</th></tr><tr><td>Scripps Mercy San Diego</td><td>362</td><td>1426</td><td>1368</td><td>270</td></tr><tr><td>Scripps Encinitas</td><td>9</td><td>287</td><td>1054</td><td>117</td></tr><tr><td>Scripps La Jolla</td><td>10</td><td>1157</td><td>1211</td><td>85</td></tr></table>			MAT Navigators	Prescriptions for Buprenorphine	Track Opioid Use Disorder Diagnosis	Track Opioid Overdose Diagnosis	Scripps Mercy San Diego	362	1426	1368	270	Scripps Encinitas	9	287	1054	117	Scripps La Jolla	10	1157
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Identified Community Need – Children and Youth Well-Being

Objectives/Anticipated Impact:

- Promote healthcare as a rewarding career choice to students through partnerships with identified high schools in San Diego County to offer internships that support student success in future healthcare occupations.
- Cultivate and support a diverse, culturally competent primary healthcare workforce in medically underserved communities in San Diego.
- Enhance education and awareness of community health and wellness issues for children and youth.
- Boost education and awareness of healthy lifestyles for elementary aged children, parents, and school staff to address obesity factors.

Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments									
Scripps Mercy Hospital Chula Vista	<p>Scripps School to Health Career Pathway Programs</p> <p>Scripps offers diverse student health career activities at the Chula Vista Well-Being Center. These programs, including internships, aim to introduce students to healthcare roles and provide hands-on experience with Scripps professionals. Over 75% of participating youth are pursuing healthcare careers. Below are some of the programs Scripps provides.</p> <ul style="list-style-type: none">Residency Led Youth Programs The Family Practice Medicine Residency program use health care professionals, such as medical residents, dieticians, nurses, and doctors, to enlighten high school students on health care careers and health related topics.Camp Scripps: Summer Enrichment Program Scripps offers a three to six-week camp experience to inspire youth about healthcare careers. Participants gain insights and hands-on experience in different medical fields, including interactions with professionals, mentoring, clinical shadowing, hospital tours, and themed workshops.	Sweetwater Union High School District, SD Unified High School District, Cristo Rey High School, SD Community Colleges, SDSU Public Health and Social Work Students, CA Medicine (CalMed) Region, UCSD, Imperial Valley AHEC.	<ul style="list-style-type: none">Number of students: 2,569Number of interactive classroom presentations between Medical Residents and students: 33Students’ knowledge/experience pre/post program evaluation survey in order to gain better understanding of the student experience and impact of the program.Lower post survey scores for the Career Mentoring Program. <table><tr><th>Program Title</th><th>Pre</th><th>Post</th></tr><tr><td>Camp Scripps Summer Enrichment Program</td><td>69%</td><td>98%</td></tr><tr><td>Scripps Mercy School to Health Career Mentoring Program</td><td>62%</td><td>96%</td></tr></table>	Program Title	Pre	Post	Camp Scripps Summer Enrichment Program	69%	98%	Scripps Mercy School to Health Career Mentoring Program	62%	96%
Program Title	Pre	Post										
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	<ul style="list-style-type: none">• Career Mentoring Program Scripps Career Mentoring Program pairs youth with volunteer mentors in healthcare, providing exposure to different roles and departments in a hospital setting to inspire and educate them about career pathways in healthcare.• Health Professionals in the Classroom The program offers self-paced webinar presentations on various healthcare careers, health/wellness, leadership, and job readiness to enhance and support the high school classroom curriculum and to introduce youth to healthcare careers.• Youth Surgery Viewing Interested students have an opportunity to observe elective surgeries such as total knee and hip replacements.• Cristo Rey Work Study Program Scripps collaborates with Cristo Rey High School to introduce students to healthcare careers, provide hospital insights, and offer job readiness skills. This program helps prepare students for future health careers and leadership roles.		
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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p>Scripps High School Exploration Internship Program</p> <p>Launched by Scripps Health, the program reaches out to young people to pique their interest on health care occupations in dire need of recruits. From the emergency room to surgery, the students rotate through numerous departments, exploring career options and learning life lessons about health and healing along the way.</p>	<p>Scripps collaborates with local high schools to help students explore health care roles and gain firsthand experience as they work with Scripps health professionals.</p>	<ul style="list-style-type: none">• Number of students: 25<ul style="list-style-type: none">○ Encinitas – 5○ Green – 5○ La Jolla – 5○ Mercy CV – 5○ Mercy SD – 5• Departments for shadowing and total hours: Scripps dedicated 2,875 hours to the program, with each student completing 115 hours with a Scripps host.



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Scripps System	<p>University City High School Collaboration</p> <p>University City High School and Scripps partner to provide a real-life context to the school’s Health Care Essentials course. Students are selected to rotate through five different Scripps locations, during the spring semester, to increase their awareness of health care careers. UC High students are exposed to different departments, exploring career options, and learning valuable life lessons about health and healing.</p>	<p>Scripps collaborates with local high schools to help students explore health care roles and gain firsthand experience as they work with Scripps professionals.</p>	<p>Scripps partners with the UC High School exploration program to provide opportunities for students to learn about careers in healthcare. Two events were held in FY24. The first event was an ED/Trauma tour and second was a biomed panel presentation to the students. These events hosted a total of 134 students and Scripps staff contributed a total of 20 hours to the events.</p>



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Scripps Memorial Hospital Encinitas	<p>Young Leaders in Health Care</p> <p>An outreach program at Scripps Hospital Encinitas, Young Leaders in Health Care targets local high schools’ students interested in exploring health care careers. Students in grades 9–12 participate in the program, which provides a forum for high school students to learn about the health care system and its career opportunities. This combined experience includes weekly meetings at local schools facilitated by teachers and advisors, as well as virtual monthly meetings. The advisors for the program are part of Scripps Health and the San Dieguito Alliance for DrugFree Youth. The program mentors’ students on leadership and provides tools for daily challenges. Each year the students work toward a final presentation based on their community service projects related to health care and wellness.</p>	<p>Scripps collaborates with local high schools to help students explore health care roles and gain firsthand experience as they work with Scripps health professionals. San Dieguito Alliance for Drug Free Youth.</p>	<p>Scripps Encinitas hosted the Young Leaders in Health Care program for local high school students during the 2023-2024 school year. The program included 9 meetings with over 550 participants in total, covering various health-related topics and presentations. After completing this initiative, students can apply for the High School Explorer Summer Internship program.</p>



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Scripps Mercy Hospital Chula Vista	<p>Scripps Mercy Maternal Health Fellowship – Obstetrics Residency Education</p> <p>Scripps received grant funding from the Health Resources and Services Administration (HRSA) and is one of thirty-one medical residency programs in the U.S selected as an award recipient in HRSA's highly competitive grant funding opportunity, which was open to primary care residency programs nationwide. Scripps Mercy Family Medicine Residency has created a fourth-year Maternal Health Fellowship that offers advanced maternal health training with a focus on underserved communities on the US-Mexico border. The goal is to train family physicians with a passion and commitment to address health disparities, advocate for their patients and improve maternal health outcomes. This includes enhanced clinic case presentations, ultrasound training, rural rotations, and substance use disorder training for residents.</p>	San Ysidro Health, Scripps Perinatology Group, Pioneers Memorial Hospital, San Diego Border Ara Health Education Center, UCSD Family and Preventive Medicine.	<ul style="list-style-type: none">• Number of patients served: 39,067• Number of residents enrolled: 29• Number of clinical experiences:<ul style="list-style-type: none">- Centering Pregnancy: 157- SUD/Addiction Clinic: 175- Perinatology: 125- Rural: 120- OB Clinic in medically underserved communities: 720



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Scripps Mercy Hospital Chula Vista	<p>Improving Health Education and Awareness for Parents</p> <p>Scripps Mercy Hospital Chula Vista Well-Being Center provides parenting classes tailored for foster, adoptive, and kinship parents, spanning all age groups of children. These sessions cover diverse topics such as health, learning/development, family/safety, advocacy, and parenting tips. Conducted by Scripps Family Medicine Residents, these classes are available in both English and Spanish.</p>	Foster, Adoptive and Kinship Care Education Program at Grossmont College. SDSU Public Health and Social Work Students	<p>Collaborating with Grossmont College, Scripps provided parenting educational classes aimed at improving health and education awareness for parents. These informative sessions covered a wide range of topics, including adolescent health and wellness, anger management, social media prevention and wellness, safety, mental health resources, and more.</p> <p>In total, 242 parents participated in both the Spanish and English educational sessions.</p> <ul style="list-style-type: none">• Number of parent participation: 242• Number of sessions and title of sessions: 23• Range of topics listed below:<ul style="list-style-type: none">- Screen Time and Its Effects on Health- Teen Mental Health and Wellness- Polysubstance abuse and awareness- Celebrating the Holidays- Self-Care. Burnout and Fatigue Prevention- Accessing Services for Behavioral and Mental Health- Food and Nutrition- The Long-Term Impact of Childhood Physical Abuse and Neglect- Codependency and Families- Talking to Teens about Puberty- Water Safety- Screen Time and its effects on Health- Suicide Prevention



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Identified Community Need – Chronic Health Conditions – Cancer

Objectives/Anticipated Impact:

- Sustain prevention and wellness initiatives to educate individuals on the early detection and treatment of common cancers. Additionally, facilitate connections to community resources for Scripps patients and community members affected by cancer, actively supporting cancer awareness events and collaborating with community-based organizations.
- Enhance cancer education, support services, and navigation through Scripps Cancer Program.
- Facilitate connections to community resources for Scripps patients and community members affected by Cancer.

Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p>Scripps Cancer Center Support Groups</p> <p>Through generous community support, Scripps Cancer Center provides free professionally facilitated support groups at various locations to help patients and loved ones find support, guidance, and encouragement.</p> <p>Scripps Cancer Center provides free professionally facilitated support groups at various locations to help patients and loved ones find support, guidance, and encouragement. The support groups address the emotions that come with a cancer diagnosis and help individuals cope more effectively with their treatment regimens that nurture their physical, emotional, and spiritual well-being.</p> <p>Oncology social workers and oncology nurse navigators provide counseling services and guidance regarding transportation, housing, homecare, financial, benefits, emotional concerns, and other issues. Free professionally facilitated support groups sponsored by the cancer center will meet regularly at various locations to help patients and loved ones find support, guidance, and encouragement. Free educational workshops will be held at various sites.</p>		<p>Scripps Cancer Center Support Groups (Virtual Support Groups)</p> <ul style="list-style-type: none">• Scripps Cancer Center Support Groups provided assistance to 161 individuals through various support offerings.



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Scripps Mercy Hospital Chula Vista	<p>Scripps Mercy Chula Vista’s Well-Being Center (WBC) - Helping Address Breast Health and Awareness</p> <p>The Scripps Mercy Hospital Chula Vista Well-Being Center hosts a bi-monthly support group for the community, specifically designed to assist individuals who are supporting breast cancer survivors. These support group sessions cover a wide range of topics related to navigating the intricate cancer care system and include educational presentations by local healthcare providers. The primary objective is to enhance education, outreach, and access to early detection and screening services, particularly for breast health.</p>	Komen Foundation, American Cancer Society, Mama’s Kitchen, Chula Vista Chamber of Commerce, San Ysidro Health Center, South Bay Community Resources, Promotoras, Chula Vista Community Collaborative SDSU Public Health and Social Work Students, Community Clinics	<p>A total of 102 outreach and cancer education services were provided. There were over 319 women who participated in the bi-monthly support group.</p> <ul style="list-style-type: none">• Educational Services: Flyers distributed, education, phone calls, social/emotional support, case management, hospital visits, home visits, letters sent to patients/providers, mailed educational material, breast cancer supplies (i.e., medical record binder, caps, wigs, bras, hats, mastectomy pillow, etc.), to support group participants.• Outreach Services: Provides Outreach to those overdue for screening and community referrals, breast cancer hospital referrals, community breast cancer referrals, follow up referrals from radiology are sent to outreach services, community outreach/educational presentation attendance.



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Scripps System	<p>Scripps Cancer Center Lifeguard Cancer Screenings</p> <p>According to the American Cancer Society, skin cancer is by far the most common form of cancer. More skin cancers are diagnosed in the U.S. each year than all other cancers combined. Dermatologists are starting to see the indirect effect of COVID-19 on people’s skin with more advanced cases. For over 20 years, Scripps Health has offered free screenings to lifeguards as part of its community benefit services.</p> <p>Scripps hosts free skin cancer screening clinics for California State Lifeguards at the San Elijo State Beach Lifeguard Headquarters. After the lifeguard completes a form from the American Academy of Dermatology, they step into a screening room and a board-certified dermatologist and nurse conduct the screening.</p>	American Cancer Society, American Academy of Dermatologists San Elijo State Beach Lifeguard Headquarters	Doctors and clinical staff from Scripps Cancer Center and Scripps Clinic visited San Elijo State Beach and Imperial Beach and offered 88 free skin cancer screenings to ocean lifeguards from throughout North County. Scripps has offered free skin screenings to lifeguards and other first responders for more than 25 years, as part of its community benefit program to support the region’s overall health and well-being. (The event also is part of Scripps’ Mohs Surgery and Dermatologic Oncology Fellowship, now in its 41st year.)



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Scripps System	<p>Scripps Cancer Center Restorative Yoga and Sound Therapy Classes for Cancer Survivors and Caregivers</p> <p>Scripps provides restorative yoga and sound therapy classes that focuses on relaxation and rejuvenation. Participants can choose to rest comfortably or gently move through simple stretches while receiving the healing benefits of sound from a variety of instruments: singing bowls, chimes, drums, and gongs.</p>		<ul style="list-style-type: none">Enrolled 804 patients and community members in the classes.



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p>Scripps Cancer Center Living Life Well Sessions – Nutrition and Fitness Focus</p> <p>Classes are offered by Scripps Shiley Fitness staff and the Scripps Cancer Center Oncology Nutrition teams providing much needed evidenced based education to patients on maintaining and improving their level of health and wellness via fitness and nutrition interventions.</p>		<p>Registered Dietitians served over 32 individuals educating patients on maintaining and improving their level of health and wellness via fitness and nutrition interventions.</p>



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p>Scripps Cancer Center Wig Boutique and Prosthesis Bank</p> <p>Scripps Cancer Center provides a Wig Boutique and temporary Breast Prosthesis Bank to support women during cancer treatment. Since opening to the public in 2022, the boutique has provided wigs and other head coverings to more than 300 patients.</p>	American Cancer Society, Several Community Church, and Women Organizations	Scripps Cancer Center's Wig Boutique and Prosthesis Bank fitted 261 women with new wigs and provided other head coverings, including hats, turbans, and scarves in FY24. Currently, Scripps is in the process of certifying fitters to provide permanent prostheses.



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p>Scripps Cancer Center Patient Resource Library</p> <p>The Scripps Cancer Center Resource Library offers valuable resources to support patients, families, and caregivers throughout their cancer journey. It provides helpful books, brochures and other materials covering specific cancer types, treatment options, side effects, nutrition, exercise, support services, post-treatment guidance, legal matters and more. The library, which opened in 2022, is located in The Woltman Family College Building on the campus of Scripps Mercy Hospital in San Diego. Originally built nearly a century ago to train nurses, this historic structure now houses nonclinical cancer support services in addition to the resource library.</p>	American Cancer Society	Scripps Cancer Center Oncology Patient Resource Library assisted 113 patients and their families in comprehending their diagnoses and accessing a range of educational programs and patient information.



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p>Scripps Cancer Center Survivor’s Day Events (A Celebration of Life)</p> <p>Throughout the month of June, Scripps Cancer Center invites cancer survivors, cancer patients, their families, and caregivers to take part in free cancer webinars, classes, and support groups. These events are part of a monthlong celebration of Cancer Survivors Day and are designed to provide the emotional, mental and physical support that is needed to balance and restore well-being. Cancer survivors and other guests share inspirational stories, learn about advances in cancer treatment and research and enjoy the opportunity to connect with caregivers and fellow survivors. Recognizing Cancer Survivors Day June 2024 – Scripps Health.</p>	<p>Komen Foundation, American Cancer Society, Local community clinics, Scripps Radiology Department</p>	<p>Throughout the month of June, Scripps Cancer Center invites cancer survivors, cancer patients, their families and caregivers to take part in free cancer webinars, classes and support groups. These events are part of a monthlong celebration of Cancer Survivors Day and are designed to provide the emotional, mental and physical support that’s needed to balance and restore well-being.</p> <p>The month-long event included virtual and in-person activities like webinars, classes, and support groups, aiming to inspire survivors, share cancer treatment insights, and connect survivors and caregivers.</p> <p><u>Fiscal Year 2024</u></p> <p>Temporary Landing Page 2024 Pageviews: 563 (up from 421 in 2023)</p> <p>Paid Social Media Impressions: 67,224 Link clicks: 505</p> <p>Organic Social Media Impressions: 5,800 Link clicks: 32</p> <p>Other Tactics Community calendar listings (difficult to track, but most likely included in website pageviews)</p>



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Identified Community Need – Chronic Health Conditions - Cardiovascular Disease & Stroke

Objectives/Anticipated Impact:

- Increase awareness and education regarding cardiovascular health and healthy lifestyles among middle and high school-aged children, with a specific focus on underserved areas.
- Collaborate with community partners to enhance cardiac and stroke health education and prevention efforts in San Diego County, educating and engaging individuals and communities in understanding and addressing the risk factors that cause heart attacks and strokes.

Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p>Eric Paredes Save A Life Foundation (Sudden Cardiac Arrest Screenings)</p> <p>Scripps Health is addressing cardiovascular disease and Sudden Cardiac Arrest (SCA) in teens through our partnership with the Eric Paredes Save A Live Foundation. This program helps to prevent sudden cardiac arrest and death in middle and high school aged children, including underserved areas in San Diego County, through awareness, education, and action. SCA is not a heart attack, it is caused by an abnormality in the heart’s electrical system that can be easily detected with a simple EKG. If abnormalities are detected, a second test called an echo cardiogram; an ultrasound for the heart is administered.</p> <p>Heart screenings are not part of well-child exams or sport physicals, even though SCA is the #1 killer of student athletes and the leading cause of death on school campuses. Scripps partners with local San Diego schools to administer and read electrocardiograms and if warranted an echocardiogram screening by Scripps physicians (cardiologist) before high school students participate in organized sport and activities.</p>	Local San Diego Middle and High schools Countywide:	<p>Scripps contributed \$3,500 to the Eric Paredes Save A Life Foundation for youth heart screenings. In FY24, Eric Paredes screened 3,499 out of 5,474 registered students from six high schools, identifying 43 with cardiac issues, 18 of which were serious. About 45% of participants were from low to moderate-income families. All identified cases were referred to their physicians and advised to include ECG (electrocardiogram) in their medical records. Approximately 5,400 youth and parents received CPR and AED training. Scripps employees volunteered 562 hours, including physicians, nurses, techs, and analysts, for the screenings.</p> <p>When findings are positive, Scripps takes the following steps:</p> <ul style="list-style-type: none">• Checks for an abnormal heartbeat that could signal an underlying heart condition using an echocardiogram.• Notify parents of the results for follow-up with their family physician



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p>Eric Paredes Save A Life Foundation – Prescription for Prevention</p> <p>Prescription for Prevention is a free, accredited training for primary care practitioners on incorporating a robust cardiac risk assessment in youth into their practice. The Eric Paredes Save A Life Foundation provides Continuing Medical Education (CME) credits on incorporating Sudden Cardiac Arrest prevention into primary care practices.</p> <p>The training module reviews SCA warning signs, risk factors and recommended diagnostic testing protocol. The CME development is directed and narrated by Dr. John Rogers, Scripps Cardiologist and EP Save A Life Medical Director, Scripps Health is instrumental in facilitating engagement in both a front-end needs assessment and in participation in the training module through direct communication with Primary Care Physicians (PCPs).</p> <p>Funding is supported by the development and promotion of the training module on a local, state, and national level, and with the San Diego chapter of the American Academy of Pediatrics. PCPs register for the course and are exposed to the program through live/online lectures. The CME is hosted in the continuing education portal.</p>	Scripps Health, SDSU's Institute for Public Health, U.C Irvine. San Diego Chapter of American Academy of Pediatrics	<p>Scripps supports Continuing Medical Education (CME) credits on incorporating Sudden Cardiac Arrest prevention into primary care practices.</p> <p>Scripps continues to refer Scripps providers to the Eric Paredes Save A Life Foundation's "Prescription For Prevention" cardiac risk assessment in youth continuing medical education, which offers credits for Sudden Cardiac Arrest prevention learning in primary care. The course has now been endorsed by the California Chapter of the American College of Cardiology. More than 1,000 providers have participated, with 99% rating the module good, very good or excellent. Practitioners significantly improved their knowledge, with post-quiz scores averaging 94%, and up to 87% of practitioners noting they will implement something new they learned into their practice.</p>



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p>Eric Paredes Save A Life Foundation - Smart Hearts Don't Miss A Beat</p> <p>Smart Hearts Do Not Miss A Beat is a program that empowers young people to prevent sudden death at home, in school, on the field, at the doctor's office and in their future families, and workplaces. This program offers SCA prevention learning for school aged students to empower the next generation of life savers.</p> <p>The program goals are:</p> <ul style="list-style-type: none">Educate youth to recognize warning signs and family risk factors so they can be their own heart health advocates.Empower youth to use CPR and an automated external defibrillator (AED) and teach others the Cardiac Chain of Survival.Equip youth with leadership skills that prepare them to advocate for prevention in their communities.	Sweetwater Unified High School District.	Scripps supports the "Smart Hearts Do Not Miss A Beat" program offered by the Eric Paredes Save A Life Foundation, which educates students and educators on preventing sudden cardiac arrest. The program has empowered high school students to deliver its content to middle schools. Although the Scripps grant did not fund the program this year, as the Eric Paredes Foundation paused high school screenings during the COVID pandemic, they have since resumed screenings and redirected Scripps funds exclusively toward those efforts.



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps Memorial Hospital Encinitas	<p>BrainMasters: Improvisational Speaking Group for Stroke and Brain Injury Survivors</p> <p>According to the American Heart Association, heart disease is the leading cause of death in the United States, and stroke is the fifth leading cause. Heart disease and stroke can result in poor quality of life, disability, and death. Making sure people who experience a cardiovascular emergency like stroke, heart attack, or cardiac arrest get timely recommended treatment can reduce their risk for long-term disability and death. Teaching people to recognize symptoms is key to helping more people get the treatment they need.</p> <p>In 2017, Scripps Memorial Hospital Encinitas launched a program called BrainMasters to address the communication challenges of stroke and brain injury survivors. BrainMasters is a fun and supportive group designed for stroke and brain injury survivors. Led by a fellow brain injury survivor, it offers a space for adults with acquired brain injuries to practice communication skills, boost self-confidence, and, most importantly, enjoy themselves in a welcoming environment. Stroke Treatment and Recovery - Scripps Health.</p>		<p>The BrainMasters-Improvisational Speaking Group for Stroke & Brain Injury Survivors, which is free and open to the community, had a total attendance of 107 individuals in Fiscal Year 2024. This program served as a valuable resource for survivors, helping them learn self-care strategies and develop coping skills to improve their quality of life.</p>



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Scripps Mercy Hospital Chula Vista	<p>Stroke and Brain Injury Support Group at Scripps Mercy Hospital Chula Vista Well-Being Center</p> <p>Scripps offers stroke and brain injury support groups for survivors, caregivers and loved ones at the Scripps Mercy Hospital Chula Vista Well Being Center. The key role is to help patients by assisting in navigating the health care system, reduce any barriers to care that may prevent the patient from accessing care post hospital discharge, and provide community resources/referrals to assist in the patient's wellness.</p>		<p>Scripps conducted bi-monthly support groups and educational sessions in both Spanish and English, benefiting numerous individuals and families recovering from stroke and brain-related illnesses. The program had active participation, with more than 100 individuals benefitting from these group sessions. Additionally, Scripps initiated outreach and follow-up calls for stroke and TIA patients, providing guidance and support in navigating the healthcare system, which has assisted a significant number of patients in addressing their social service needs and emotional well-being. In FY24, 127 stroke patients received assistance through this program.</p>



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Scripps Memorial Hospital Encinitas	<p>Stroke and Brain Injury Support and Education Group at Scripps Memorial Hospital Encinitas</p> <p>The support group is offered to brain injury survivors, caregivers, and their loved ones. The group provides:</p> <ul style="list-style-type: none">• Information and resources• Reinforce inner strengths.• Learn self-care strategies.• Develop encouraging peer relationships.• Continue a life of meaning and purpose.		<p>Stroke and Brain Injury Support and Education Group. The program assisted 262 individuals who participated in the support groups, designed for brain injury survivors, caregivers, and their loved ones.</p>



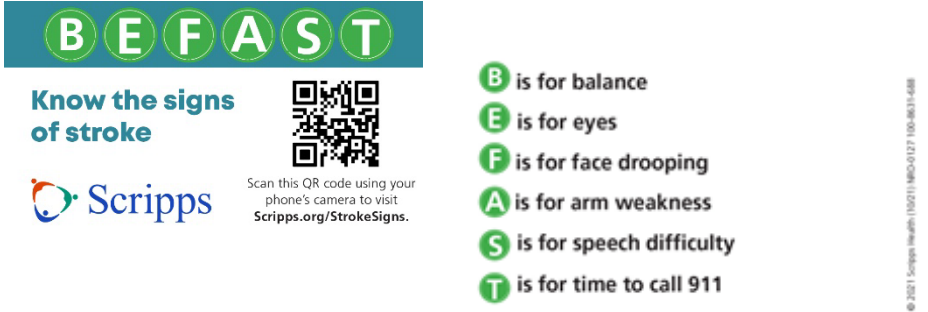
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Scripps Green Hospital (Integrative Medicine Department)	<p>Parkinson's Boot Camp</p> <p>Scripps provides a full day of education and fun activities for people with Parkinson's disease. Patients and families learn about the psychological impact of Parkinson's, the benefits of exercise and positive attitude, dietary considerations, and integrative approaches to treatment. Patients are offered preventative modalities and overall life improvement options stressing the importance of staying active and joining a support group. Parkinson's Disease Treatment - Scripps Health.</p>	<p>Led by Scripps Clinic Neurologist, Melissa Houser, MD, the Scripps Movement Disorder Clinic, and the Shiley Fitness Center.</p>	<p>The event was paused due to the pandemic. However, the Parkinson's Association of San Diego has since expanded its scope to reach a wider community audience, offering annual events. Scripps is providing daily classes for people with Parkinson's. These classes are supported by Scripps Health Movement Disorder Clinic.</p>

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Scripps System	<p>Scripps Health Stroke Program Community Outreach</p> <p>Scripps Health educates and engages the San Diego community for stroke by attending at least one community event and screening for stroke via a stroke risk factor score card and educating individuals on BE FAST (how to recognize symptoms of stroke and calling 911 for someone exhibiting stroke symptoms). The BE-FAST screening tool is a straightforward way to recognize and remember the signs of stroke. The acronym stands for Balance, Eyes, Facial Drooping, Arm, Speech, and Time</p> <p>The BE-FAST screening tool is a straightforward way to recognize and remember the signs of stroke. The acronym stands for Balance, Eyes, Drooping, Arm, Speech, and Time.</p> <ul style="list-style-type: none"> Balance: Sudden loss of balance or coordination Eyes: Sudden blurred, double or loss of vision Facial drooping: Drooping or numbness of the face. Usually only on one side. This can be recognized by a crooked smile. Arm: Weakness or numbness of arms or legs on one side of the body. The inability to raise one's arm fully. Speech: Slurred speech, unable to speak, or difficult to understand. Time: If ANY of these symptoms are experienced, call 9-1-1 immediately. 	<p>American Heart Association, San Diego Padres, Scripps Clinics (Coastal) San Diego County Stroke Consortium/Stroke Advisory Committee, San Diego Padres, American Stroke Association, County of San Diego EMS.</p>	<p>The Scripps Stroke Team and their community partners worked to decrease strokes in San Diego County by educating and engaging individuals and communities in understanding and taking action to address the risk factors that cause heart attacks and strokes. In Fiscal Year 2024, the Scripps Health Stroke Program provided the following community outreach efforts aimed to reduce strokes in San Diego County.</p> <ul style="list-style-type: none"> Number of Community Events: 10 Number of Individuals Provided Education: 372 Number of Risk Factor Cards Distributed: 133 <p>In this reporting period, Scripps conducted four stroke presentations, educating 372 individuals, and actively participated in five stroke risk assessment events, screening 133 people to increase awareness and promote stroke prevention. In addition, Scripps was part of the San Diego County Stroke Consortium/Stroke Advisory Committee, a county-wide stroke group comprised of SD County Stroke Receiving Center Stroke Program Coordinators, Stroke Champions, and Stroke Leadership.</p> <p>Scripps Stroke Program participated in the San Diego County Stroke Consortium/Stroke Advisory Committee, a county-wide stroke group focused on coordinating stroke care. They led efforts to promote a unified message about seeking emergency treatment for stroke symptoms in the community.</p> <p>Scripps partnered with the San Diego Stroke Consortium for a stroke awareness event at a San Diego Padres game. This initiative was a significant effort in promoting stroke awareness and prevention.</p> <p>Scripps offered stroke and brain injury support groups for survivors, caregivers and loved ones at the Scripps Mercy Hospital Chula Vista Well Being Center. The key role is to help patients by assisting in navigating the health care system, reduce any barriers to care that may prevent the patient from accessing care post hospital discharge, and provide community resources/referrals to assist in the patient's wellness.</p>

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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps Mercy Hospital Chula Vista	<p>Helping Patients with Food Insecurity to Heal</p> <p>The Scripps-Mama's Kitchen Medically Tailored Meals Post-Discharge from Heart Failure Hospitalization is a pilot study that aims to provide meals and an individualized medical nutrition therapy intervention. In collaboration with Mama's Kitchen, Scripps Mercy aims to improve healthcare outcomes and reduce hospital readmissions within 12 weeks for individuals diagnosed with Congestive Heart Failure (CHF) in San Diego County. The goal is to empower individuals to effectively manage their CHF with a focus on enhancing patient longevity, symptom control, and overall quality of life. Congestive heart failure patients admitted to Scripps Mercy Chula Vista and Scripps Mercy San Diego are eligible to be recruited for the Mama's Kitchen-Scripps Pilot Study. Individuals are randomized into either group 12- weeks of meals only, or meals and registered dietitian group.</p>	Mama's Kitchen SDSU Public Health and Social Work Students	<p>In collaboration with Mama's Kitchen, Scripps Mercy is working to improve healthcare outcomes and reduce 12-week hospital readmissions for individuals diagnosed with Congestive Heart Failure (CHF) in San Diego County. The program's goal is to empower participants to manage their CHF effectively, focusing on improving longevity, symptom control, and quality of life.</p> <p>Program Overview:</p> <ul style="list-style-type: none"> Eligibility: CHF patients admitted to Scripps Mercy Chula Vista and Scripps Mercy San Diego. Study Design: Participants are randomized into two groups: <ol style="list-style-type: none"> 12-week meals-only group. A meal + registered dietitian support group. <p>Key Metrics:</p> <ul style="list-style-type: none"> Patient Outreach: 154 individuals contacted to date. Enrollment: 72 patients actively enrolled. Tailored Interventions: 61 meal interventions provided in FY24. Readmission Rate: Current rate is 15.8%, measuring readmissions within 12 weeks of study enrollment. <p>Challenges Identified: Many participants face barriers such as advanced age, comorbidities, and other social or health factors influencing readmission rates.</p> <p>Data Collection: Currently, only demographic data and group placement metrics are being analyzed to assess the effectiveness of meals and dietitian support in reducing hospital readmissions.</p>



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Select Specialty Hospital San Diego	Specialized Treatment for Cardiovascular Disease & Stroke In 2021, Scripps Health acquired 24.5% of Select Hospital's holdings through IHS Holding Company LLC.		Select Specialty Hospital San Diego targets patients for admission with cardiovascular disease and stroke-related conditions. Documentation of these patients is maintained by tracking each patient's ICD-10 to ensure that the Hospital continues to focus on Cardiovascular and Stroke-related patient population. <ul style="list-style-type: none">• Admissions in 2024 - 654• Cardiovascular disease – 45%• Stroke – 4%• Cardiovascular disease and stroke – 1%• All others - 51%



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Identified Community Need – Chronic Health Condition - Diabetes

Objectives/Anticipated Impact:

- Implement comprehensive programs to reduce the burden of diabetes and enhance the quality of life for individuals with diabetes or at risk of diabetes.
- Improve access to diabetes educational materials, self-management education, and support services, with a particular focus on underserved populations.
- Develop and deliver culturally sensitive diabetes education and training programs to empower individuals with culturally relevant knowledge and skills for managing their diabetes.
- Enhance culturally appropriate self-management diabetes education and support through innovative digital interventions.

Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p>Project Dulce Care Management</p> <p>Diabetes prevalence is predicted to rise dramatically during the next 20 years, and associated spending is expected to increase threefold. High need and uninsured individuals have been found to be at most risk for poor health status. Cultural barriers contribute to this burden by preventing optimal care among diverse ethnic groups that are at elevated risk for high-cost complications.</p> <p>Internationally recognized as one of the most effective approaches to diabetes management in high need and diverse populations, Project Dulce has provided diabetes care and self-management education at community health centers, and other community-based locations for over 20 years. The program provides culturally sensitive diabetes care management programs for people in high-risk, underserved communities and uses nurses, dieticians and specially trained educators known as “Promotoras” to counsel diabetes patients while educating them to support others with diabetes within their own cultural groups. Diabetes management classes have been adapted for Hispanic, African American, Arabic and Filipino populations are taught in the patients’ native languages.</p>	Neighborhood Healthcare: Escondido and Temecula, Family Health Centers of San Diego, San Ysidro Health Center	<p>One of the primary components of the program is recruiting peer educators from the community to work directly with patients. These educators reflect the diverse population affected by diabetes and help teach others about changing eating habits, adopting exercise routines, and nurturing their wellbeing to manage this chronic disease. The goal is to expand Project Dulce Clinical Services to different populations.</p> <p>Project Dulce provided 2,150 diabetes clinical care visits for high need and underserved individuals throughout San Diego.</p>



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p>Scripps Whittier Diabetes Institute - Academic, Health System and Community Partnerships to Support Community Engaged Research</p> <p>The Scripps Whittier Diabetes Institute (SWDI) serves as the Community Engagement Research Core for the National Institutes of Health/ National Center for Advancing Translational Sciences (NIH/NCATS) awarded Clinical Translational Science Award (CTSA). The CTSA is housed at Scripps Research Translational Institute (SRTI) and partners closely with SWDI and San Diego State University (SDSU) to lead innovative community-engaged research projects. SRTI advances personalized medicine through genomics and digital medicine and accelerates laboratory discoveries into clinical trials and treatments. The Community Engagement Core, centered within SWDI partners with the Institute for Public Health and the South Bay Latino Research Center, both located at SDSU to develop and conduct research reducing health disparities and promoting health justice and equity.</p>	Scripps Research Translational Institute, San Diego State University-Institute for Public Health and South Bay Latino Research Center	Number of consultations provided annually: 16 Number of community contacts/collaborations: 34

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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p>Scripps Whittier Diabetes Institute - Studies to Improve Health of At-Risk Underrepresented Communities.</p> <ul style="list-style-type: none"> Project Dulce Digital Filipino Americans: "Project Dulce Filipino Americans" customizes diabetes self-management programs, such as Project Dulce and Dulce Digital, for the Filipino American community, which faces a growing prevalence of type 2 diabetes. This intervention involves cultural adaptations and translations into Tagalog to enhance relevance and engagement. The courses are freely available online and in-person at various locations in the County. Project Dulce Digital Arab Americans: The "Project Dulce Arab Americans" aims to identify type 2 diabetes (T2D) health communication barriers within San Diego's Arab American community. It seeks to develop culturally and linguistically tailored diabetes self-management education programs (Project Dulce and Dulce Digital). The study also explores genetic predisposition for T2D in Arab Americans through a biorepository and incorporates genomics education into the tailored program, delivered in Arabic for cultural relevance and better participant engagement. Dulce Digital 2.0 Hispanic communities: "Dulce Digital 2.0 Hispanic Communities" focuses on expanding healthcare access for low socioeconomic status (SES) individuals, reducing health disparities, and enhancing digital health literacy. The program assesses two mobile health (mHealth) adaptations of Project Dulce, aimed at improving digital health literacy among underserved adults with diabetes. It compares three models: 1) a low-cost, educational text messaging program (Dulce Digital); 2) a telehealth version of Project Dulce; 3) the traditional in-person Project Dulce self-management education program, all available in English or Spanish based on participants' preferences. 	San Ysidro Health Center, Scripps Whittier Diabetes Institute-Chula Vista, Scripps Mercy Hospital	<p>The Scripps Whittier Diabetes Institute has conducted several studies aimed at improving the health of at-risk, underrepresented communities. These studies include:</p> <p><u>Recruitment goals for these studies:</u></p> <ol style="list-style-type: none"> 50 Dulce Digital Filipino Americans (recruited from Family Qualified Health Center (FQHC) community partner and Scripps registry report - EPIC) 50 Dulce Digital Arab Americans (recruited from FQHC community partners) 150 Dulce Digital 2.0 Hispanic Communities 550 CyberGems (recruited from Scripps registry report - EPIC) 250 participants in the ACT1VATE study (recruited from Scripps registry report - EPIC) <p><u>Recruitment numbers to date:</u></p> <ul style="list-style-type: none"> 34 Dulce Digital Filipino Americans 2 Dulce Digital Arab Americans - Recruitment has been on hold as the Whittier coordinates logistics with an external community partner. 60 Dulce Digital 2.0 Hispanic Communities 297 CyberGems— Continuous Glucose Monitoring 207 participants in the ACT1VATE study <p>Recruitment involves pulling a registry report from EPIC for all Scripps patients who meet the study inclusion criteria. It is confirmed that these patients have indicated in their Electronic Health Record (EHR) that they are willing to be contacted for research participation. Subsequently, their healthcare providers are contacted for approval to recruit them into the studies. Once all necessary approvals are obtained, the patients are contacted to invite them to participate in the studies.</p>



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	<ul style="list-style-type: none">• CyberGEMS - Continuous Glucose Monitoring: Scripps Whittier Diabetes Institute received a \$3.1 million NIH grant to study wireless continuous glucose monitoring (CGM) devices in hospitalized patients with type 2 diabetes. The research builds on previous studies and the use of CGM devices during the COVID-19 pandemic to reduce nurse interventions. The study aims to improve blood sugar management during hospitalization, particularly among high-risk, underserved patients. It began in early 2022 with over 250 participants.• ACT1VATE: Scripps Whittier Diabetes Institute received a \$3.3 million NIH grant in 2020 for a five-year study called ACT1VATE. It aims to integrate mental health services into Type 1 diabetes care, addressing emotional distress in patients. The study evaluates whether this integration improves diabetes management and quality of life in a real healthcare environment through group-based Acceptance and Commitment Therapy		




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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p>Scripps Whittier Diabetes Institute Professional Education and Training</p> <p>Scripps Whittier Diabetes Institute offers comprehensive professional education programs led by experts, including endocrinologists, nurses, dietitians, psychologists, and more. These programs aim to enhance the diabetes management knowledge and skills of healthcare professionals, community partners, clinical providers, federally qualified health centers, community-based organizations, and peer educators.</p>	<p>Project Dulce licensed partners listed below.</p> <p>Adventist Health - Sonora Alameda County Public Health Department, Camarena Health, La Maestra Community Health Centers, Metro Caring, Neighborhood Healthcare, Northeast Valley Health Corporation, Roots Community Health Center, Salt Pima River Indian Maricopa Community San Ysidro Health Tiburcio Vasquez Health Center, Vista Community Clinic, Tulare County Health & Human Services Agency, Trenton Health Team</p>	<p>Scripps Whittier Diabetes Institute offers advanced diabetes education and training for healthcare professionals, including webinars and training programs. Their goal is to enhance diabetes care knowledge and skills among healthcare providers locally and nationally. In FY24, the team conducted four webinars and four training programs, including the Project Dulce curriculum, along with one professional CME training program. These efforts aimed to educate healthcare professionals locally and nationally in delivering top-notch diabetes care.</p> <ul style="list-style-type: none">• Number of participants that receive professional education on insulin management, incretin therapy, and diabetes basics and training to deliver diabetes group education: 429.• CME programs for physicians and nurses, pharmacists, dietitians, and midlevel providers: 172.

Identified Community Need – Community Safety

Objectives /Anticipated Impact:

- Implement educational programs and awareness campaigns to better prepare the public in life-saving techniques, such as first aid and CPR.
- Provide comprehensive community education to decrease preventable deaths and injuries.

Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps Mercy and Scripps La Jolla.	<p>Saving Lives through Stop the Bleed Campaign & Program</p> <p>The course is developed for a nonmedical audience to address the needs of the immediate responder to control life-threatening bleeding until help arrives. The initiative is a national awareness campaign to teach the civilian population to provide vital initial responses to stop uncontrolled bleeding in emergency situations. Scripps provides a 90-minute course including a formal presentation and hands-on practice of direct pressure application, wound packing, and use of a tourniquet.</p>	The American College of Surgeons (ACS) and ACS Committee on Trauma, Scripps Trauma Services	<p>Supported by the American College of Surgeons, the Department of Homeland Security, and numerous police departments, the program aims to teach bystanders how to properly place pressure on a wound or apply a tourniquet in an emergency.</p> <p>This initiative involved providing a 90-minute course that included a formal presentation and hands-on practice of life-saving techniques such as direct pressure application, wound packing, and tourniquet use. These skills are essential for immediate responders in controlling life-threatening bleeding until professional help arrives. Scripps Health conducted 9 training sessions, and a total of 266 individuals attended, equipping them with crucial knowledge and skills to potentially save lives in emergency situations.</p> 



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Scripps Memorial Hospital La Jolla	<p>Lifeguard Trauma Conference</p> <p>This conference is a continuing education and training opportunity for lifeguards to learn from doctors, nurses, and other experts on a variety of topics related to professional ocean lifeguards. Each year, this hospital-based community benefit program is dedicated to reducing the burden of beach injuries and drowning events. Through partnerships with local lifeguard departments, hospital personnel, and nonprofit organizations it will promote beach and water safety culture through targeted education initiatives and engagement with the community.</p>	California Surf Lifesaving Association (CSLA) Lifesaving Association, California State Parks	In Fiscal Year 2024, the Trauma Department at Scripps Memorial Hospital La Jolla had to postpone its conference due to renovations in the Great Hall conference center on campus. The conference is now scheduled for January 2025.



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Scripps Mercy Hospital San Diego	<p>Safe Teen Driving - Every 15 Minutes High School Program</p> <p>"Every 15 Minutes" is a two-day program involving high school juniors and seniors that encourages them to think about personal safety when alcohol is involved, making mature decisions, and recognizing that their actions affect others. The program's name was derived from the fact that in the early 1990's, every fifteen minutes, someone in the United States died in an alcohol-related traffic collision.</p> <p>The program challenges students to look at this issue in an up close and personal way, immersing them in the collateral damage that driving under the influence causes, and calling on them to take responsibility for their personal safety, as well as the safety of others.</p>	California Highway Patrol	In FY24, this program was not conducted due to COVID-19 and resource availability by both organizations.



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- Identified Community Need – Economic Stability
- Objectives/Anticipated Impact:
- Enhance food security and nutritional well-being through CalFresh assistance.
 - Reduce food insecurity rates by providing nutrition education, counseling, breastfeeding support, and food vouchers to underserved pregnant and parenting women and children aged 0-5 through the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC).
 - Enhance outcomes for high-risk, underfunded patients and community members through coordinated referrals, connecting them efficiently with essential community services.

Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	Scripps Health CalFresh Screenings Hospitals are proactively addressing food insecurity among individuals to improve their health. The Public Resource Specialist (PRS) Team is dedicated to screening and enrolling patients in CalFresh, a program that helps people access food. Integrating food assistance into healthcare settings encourages eligible residents to sign up for food support as part of their patient care plan.	County of San Diego	In Fiscal Year 2024, The Public Resource Specialist (PRS) team conducted successful screenings and held important conversations about food insecurity with 6,941 patients in Fiscal Year 2024. Following these screenings, PRS submitted 3,656 Medi-Cal applications and 556 CalFresh applications to the County.



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps Mercy Hospital San Diego	<p>Scripps Mercy’s Supplemental Nutrition Program for Women, Infants and Children (WIC)</p> <p>Scripps Mercy Hospital administers the state-funded WIC program in San Diego County, serving around 6,200 women and children annually, with a focus on high need families.</p> <p>The Scripps Mercy WIC program plays a key role in maternity care by reaching high need women to promote prenatal care, good nutrition and breastfeeding during pregnancy and offer lactation support (one on one and group), as well as breast pumps, pads, and other supplies during the postpartum period.</p>	Healthy San Diego Health Plans, State Department of Public Health WIC Division.	During Fiscal Year 2024, this program provided nutrition services, counseling, and food vouchers to support the health and well-being of 77,581 women and children in South and Central San Diego. This year also marked the 50th anniversary of WIC, with Scripps Mercy participating in the program for over 40 years. The program promotes prenatal care, healthy nutrition, and breastfeeding support, particularly in low-income communities.



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps Mercy Hospital San Diego	<p>Catholic Charities – Case Management Services: Shelter Support for the Medically Fragile</p> <p>The partnership with Catholic Charities provides short term emergency shelter for medically fragile homeless patients upon discharge from Scripps Mercy Hospital, San Diego, and Chula Vista. Case Management and shelter are provided for homeless patients discharged from Scripps Mercy Hospital. While these patients no longer require hospital care, they do need a short-term recuperative environment. The focus of the case management is to stabilize the client by helping them connect to more permanent sources of income, housing, and other self-reliance measures. The partnership seeks to reduce emergency room recidivism in this population and improve their quality of life.</p>	Catholic Charities-Diocese of San Diego, Shelters, Motels, Vocational Rehabilitation Office, Interfaith Shelter Network, Access to Independence, VA Outreach, Consumer Center, Disability Help Center	Catholic Charities no longer provides hotel room vouchers (“bridge services”) for the homeless. Referrals are no longer tracked, but the partnership continues.

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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps Mercy Hospital San Diego	<p>The City of Refuge Recuperative Care Unit Programs (RCU)</p> <p>Recuperative Care provides people who are experiencing homelessness with temporary shelter following a hospital discharge, to prevent them from falling back onto the streets while ill and recovering.</p> <p>Scripps Health partners with City of Refuge San Diego Recuperative Care Shelter (RCS) to offer recuperative care for homeless individuals after hospital discharge, providing them with a safe place to recover and prevent a return to the streets. Scripps pays a daily rate to City of Refuge for housing and services for these patients.</p> <p>Father Joes' (FJV) Recuperative Care Program</p> <p>Through a contract, Scripps Mercy Hospital (SMH) secures two monthly beds in FJV's program for eligible patients needing extended recovery, with beds filled by new SMH patients as others transition to permanent housing or shelters.</p>	The City of Refuge San Diego, Family Health of San Diego, Father Joe's	<p>City of Refuge RCU</p> <ul style="list-style-type: none"> RCU patients accumulated a total of 147 hospital days, with an average stay of 11 days before transitioning to RCU. Program helps to avoid hospitalization. Payer mix of recuperative care shelter patients: 23% Medi-Cal, 23% Medi-Cal HPE, 7% restricted Medi-Cal, and 31% HMO Medi-Cal (including CHG, BSP, Aetna, Healthnet, Molina), 15% with no Medi-Cal. Eligibility benefits of recuperative care shelter patients: 31% were enrolled in Medi-Cal. Patients transitioning into drug rehab and mental health treatment centers 7% received drug rehab services. Patients connected to a primary care provider or established care at a community clinic: 77% did so. Percentage breakdown of patients completing their recuperative care and returning to previous living situations: 30.8% able to get into an ILF, 38.5% left voluntarily or were discharged for non-compliance, 7% relocated to family's house, 7% went into East County Transitional Housing, and 7% remained in RCU. Percentage of patients returning to the hospital for further treatment: none. <p>Father Joe's RCU (Program started May 2024)</p> <ul style="list-style-type: none"> RCU patients accumulated a total of 101 hospital days, with an average stay of 11 days before transitioning to RCU. Program helps to avoid hospitalization. Payer mix of recuperative care shelter patients: 33% Medi-Cal, 33% Medi-Cal HPE, 22% out of county Medi-Cal, and 11% HMO MCAL. (33% of total patients had MCAL at start of RCU program to enrollment into HMO MCAL by end of RCU) Eligibility benefits of recuperative care shelter patients: 44% were enrolled in Medi-Cal.



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Fiscal Year 2024

Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
			<ul style="list-style-type: none">• Patients transitioning into drug rehab and mental health treatment centers: None.• Patients connected to a primary care provider or established care at a community clinic: 89% did so.• Percentage breakdown of patients completing their recuperative care and returning to previous living situations: 44% remained in RCU as they were able to extend their stay through HMO MCAL (no longer Scripps paid), 33% left voluntarily or were discharged for non-compliance, and 22% were transitioned to FJV shelter.• Percentage of patients returning to the hospital for further treatment: none



Scripps Health

2022 Community Health Needs Assessment - Implementation Strategy

Fiscal Year 2024

Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments																
Scripps Mercy Hospital San Diego	<p>Consumer Center for Health Education and Advocacy (CCHEA) – A Project of the Legal Aid Society of San Diego, Inc.</p> <p>The Consumer Center partnership is a Medical Legal Partnership with Scripps Mercy hospital. The program helps to educate consumers about health care benefits and changes occurring with eligibility and enrollment in coverage programs. Staff will assist uninsured/underinsured high need Scripps patients obtain access to Medi-Cal, County Medical Services (CMS), Covered California, and private insurance.</p> <p>Specific Intent of the Project.</p> <ul style="list-style-type: none">Collaborate with hospital staff to ensure appropriate and timely referrals including those eligible for SSI.Screen patients for eligibility to health benefits and income programs.Guide patients through the hearing process for denials of applications as well as service denials.Educate patients about the Cal Medi Connect and the benefits of health plan membership including transportation to medical appointments, access to a plan-operated 24/7 nurse line, and additional vision care services.Provide information to Scripps staff and at community-based health events including to those entities that serve homeless populations.Monitor benefit changes and educate hospital staff on eligibility requirements for entitlement programs.Identify systemic issues related to accessing health care benefits.	A variety of non-profit organizations	<ul style="list-style-type: none">During the grant year, project staff received 235 referrals, with 21% resulting in cases.A total of 45 patients received services, including 40 new referrals. Of these, 18 were granted health benefits or presumptive eligibility, 15 received brief services, 2 received financial assistance from Scripps, and 2 have pending cases.Additionally, 1 other patients from a previous reporting period was granted health benefits, and 4 received brief legal advice. <table><tr><th></th><th>Measure</th><th>Target</th><th>Attain #</th></tr><tr><td>1</td><td><ul style="list-style-type: none">Receive RJ referralsOpen cases for advice and counsel, brief service, or extended service</td><td># N/A</td><td>235 40</td></tr><tr><td>2</td><td><ul style="list-style-type: none">Help eligible uninsured patients obtain non- SS - linked Medi-Cal, PE, CMS, Covered California or approval for medical servicesHelp patients obtain SSI and SSI linked Medi-CalHelped patients obtain SSDIHelp patients obtain financial assistanceProvide advice and counsel</td><td>N/A</td><td>18 2 40</td></tr><tr><td>3</td><td>Encourage patients to obtain regular preventive care and provide educational materials</td><td>N/A</td><td>When possible</td></tr></table>		Measure	Target	Attain #	1	<ul style="list-style-type: none">Receive RJ referralsOpen cases for advice and counsel, brief service, or extended service	# N/A	235 40	2	<ul style="list-style-type: none">Help eligible uninsured patients obtain non- SS - linked Medi-Cal, PE, CMS, Covered California or approval for medical servicesHelp patients obtain SSI and SSI linked Medi-CalHelped patients obtain SSDIHelp patients obtain financial assistanceProvide advice and counsel	N/A	18 2 40	3	Encourage patients to obtain regular preventive care and provide educational materials	N/A	When possible
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