



2020 Community Benefit Plan and Report Our Promise to the Community

In fiscal year 2019, Scripps Health provided

\$443 million

in community benefit services



Serving Our Community in Extraordinary Times

Extraordinary times call for extraordinary people. Scripps physicians, nurses and staff are on the front lines, tirelessly caring for our patients and community every day. That commitment and dedication is profoundly evident this year during the COVID-19 pandemic. Our heroic teams are caring for the sick so that others can stay safe at home and avoid spreading the virus. This is one example of the many ways Scripps is committed to serving the community. In our report, you'll read about some of the people, additional programs and partnerships that make San Diego a healthier place.

Investing in Our Community

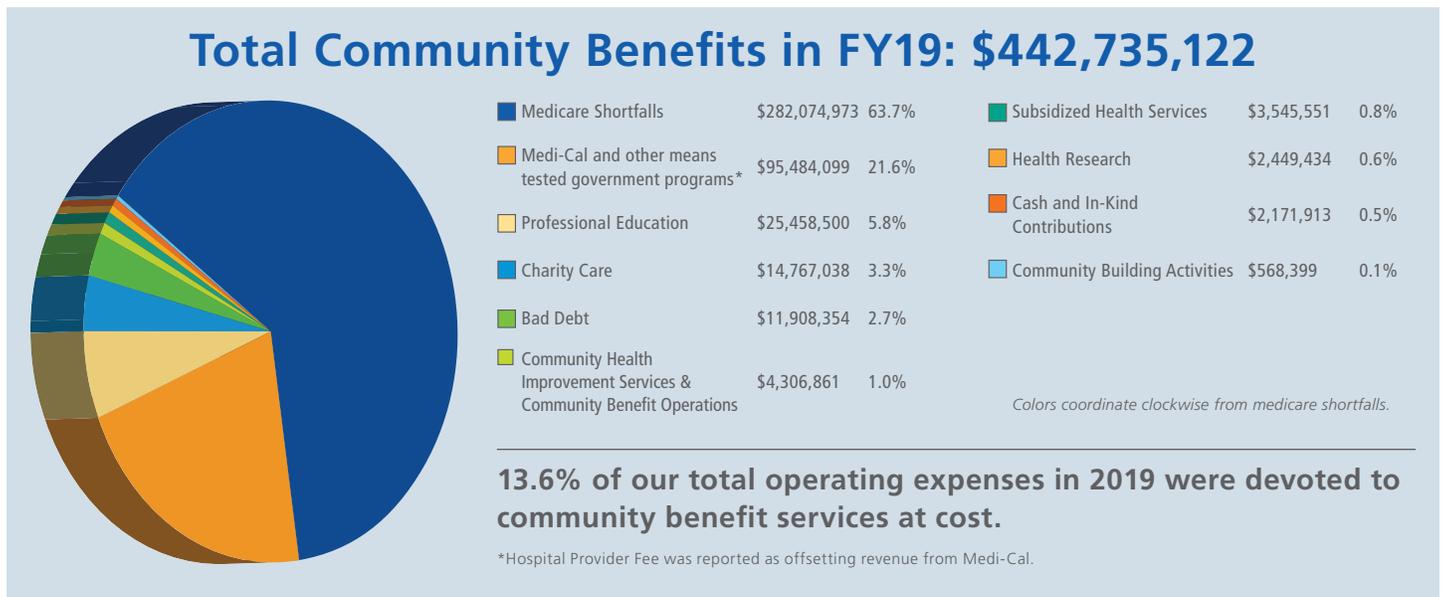
Scripps touches countless lives in San Diego. We are proud of our multifaceted community efforts, which expand access to vitally needed health care services and improve the quality of life for people throughout the region. This report shares many of the ways we serve our community.

In fiscal year 2019, Scripps Health devoted almost \$443 million to community benefit programs, including over \$14 million in charitable care. We offer many free and low-cost services, including community clinics, support groups, screenings for key health indicators, youth programs, special education for pregnant women and patient advocacy services.

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

Scripps Facts

- More than 3,000 affiliated physicians and 15,000 employees treat and support more than 700,000 patients each year.
- Scripps cares for people throughout San Diego with four acute care hospitals on five campuses, 30 outpatient locations, 14 Scripps *HealthExpress* sites and a home health network.
- Three highly respected graduate medical education programs and two pharmacy resident programs train the next generation of caregivers.
- Operating revenue: \$3,356 billion
- Operating expenses: \$3,252 billion
- Total inpatient discharges: 70,769
- Total outpatient visits: 2,724,998
- Emergency visits: 225,147



Financial Assistance

Scripps' financial assistance policy reflects our commitment to help low income and uninsured patients with discounted hospital charges, charity care, and flexible billing and debt collection practices. These programs are consistent with state and federal legislation, and are available to everyone in need, regardless of their race, ethnicity, gender, religion or national origin.

On the Front Lines of COVID-19 Care

Scripps mobilizes to fight the pandemic

Across the Scripps Health system, our doctors, nurses, caregivers and support staff are rallying and working together — some on the front lines and some behind the scenes — united in caring for our community during the fast-moving and rapidly changing COVID-19 national health crisis.

As cases of the new coronavirus first appeared in the country, Scripps' clinical and administrative leaders mobilized with both short- and long-term strategies to deal with the spread of COVID-19. In February 2020, Scripps began to build up our supplies and equipment, and implement protocols for delivering care to infected patients. In early March, Scripps prepared for a surge of COVID-19 patients by cancelling non-essential surgeries, activating a 24-hour corporate command center, and launching enhanced protective precautions for staff above and beyond Centers for Disease Control (CDC) guidelines. Also at that time, an important collaboration was launched among the hospitals and health systems across the region, to monitor cases, discuss clinical care, assess resources, equipment and supplies, and work together for our community.

And all of these efforts continue to this day. "It's a slow-moving tsunami," says Chris Van Gorder, Scripps president and CEO. "We are continually working with our physicians, staff and operating executives across our system, and with hospitals across our region, to be prepared for any surge of patients, trying to avoid many of the challenges communities in other parts of the nation have experienced."

To support patients with symptoms, Scripps established the first COVID-19 nurse line in San Diego County. The dedicated help line is staffed to answer questions and screen concerned callers to reduce the influx of potential COVID-19 patients at Scripps locations. The first day phones were operational, the team fielded 2,000 calls. Callers identified as having significant symptoms are connected with health care providers via



Scripps set established triage/surge tents outside each of our hospital emergency departments and clinic urgent care centers for intake of patients with COVID-19 symptoms, providing a safe environment to provide the best possible care. Scripps also has several outdoor testing cabanas for patients to drive up and get tested from their cars, to minimize contact and exposure with others.

phone or video for further evaluation, and some are directed to outdoor testing cabanas.

Scripps has also set up triage/surge tents outside our hospital emergency departments and clinic urgent care centers. This provides a safe health care environment for potential coronavirus patients, while offering distancing from patients receiving other types of health care.

Testing for the presence of the COVID-19 virus is important in understanding and controlling the spread of the virus. Scripps was an early provider of COVID-19 testing in our region. A Scripps testing "turning point" was its launch of the fastest available molecular point-of-care test for detecting COVID-19 for patients and those admitted to all five Scripps hospitals.

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“The ability to deliver test results in a very short period of time at our hospitals is central to our physicians’ ability to make faster and better decisions in the treatment of COVID-19,” says Ghazala Sharieff, MD, Scripps chief medical officer. “All our hospitals, physicians and staff work together to ensure each patient receives the best possible care. This is an incredible and impressive team effort.”

Scripps is joining the efforts along with other health systems and government agencies to expand COVID-19 testing as part of our ability to contain and significantly reduce COVID-19 in our region.

Support from the San Diego community in fighting COVID-19 has been seen everywhere, as individuals and businesses provide donations, from safety goggles and equipment to food for front-line staff. An innovative partnership with local schools and the San Diego Central Library uses 3D printing technology to print and donate face shields and visors. Plus, monetary donations made to the Scripps COVID-19 Fund, including a \$1 million challenge grant from The Conrad Prebys Foundation, are helping purchase PPE and supplies for the care of critically-ill patients, and help offset some of the financial challenges of fighting the COVID-19 pandemic.

This report was written and distributed during the early stages of the COVID-19 pandemic. COVID-19 will be a central part of health care delivery for months and beyond, until effective vaccine and treatment medications are available across our communities. Throughout this unprecedented time, Scripps is committed to provide exceptional health care to our region. It has never been a more important or challenging role.



Marcus Yam/Los Angeles Times

Banners, posters and homemade signs are posted outside of Scripps hospitals during the pandemic with words of encouragement to thank Scripps caregivers. Inside hospitals, front-line clinical teams in Scripps intensive care units work around the clock to care for critically ill COVID-19 patients, often requiring the use of ventilators and other specialized equipment.

Our heartfelt thanks go out to our physicians, nurses, clinical and non-clinical staff – 18,000 strong – who regardless of their role continue to serve on the front lines of this pandemic, dedicated to saving lives. And we thank and are deeply grateful to the San Diego community for supporting our health care mission. We are stronger together. Learn more at #ScrippsHealthStrong.

GME Physicians Care for Underserved Patients Near and Far

A key component of Scripps' mission is to advance the education of physicians and health care professionals. Scripps has been training future physicians for more than 70 years—longer than any other institution in San Diego.

Scripps has a comprehensive range of graduate medical education programs at Scripps Green Hospital, Scripps Mercy Hospital, San Diego, and Scripps Mercy Hospital, Chula Vista. In fiscal year 2019, Scripps had a total of 143 residents and 43 fellows enrolled. Scripps graduate medical education programs are well-known for excellence, provide a hands-on curriculum that focuses on patient-centered care and offer residencies in a variety of practices, including internal medicine, family medicine, podiatry, pharmacy and palliative care.

The GME programs at Scripps Health provide much-needed care to underserved populations both locally and internationally.

The Family Practice Medicine Residency Program

The Family Practice Medicine Residency program at Scripps uses health care professionals, such as medical residents, dietitians, nurses and doctors, to enlighten high school students on health care careers and health related topics. Interactive sessions are presented on topics such as nursing, nutrition, stroke prevention, breast health, teen pregnancy, substance use, and mental health issues that impact them. Students receive health career tools/brochures that include information on education requirements, scholarships and ways to pay for college.

St. Leo's Mission

Scripps residents and many attending physicians maintain an evening clinic at St. Leo's Mission Community Clinic in North County. Two residents volunteer every Wednesday to provide medical care to uninsured patients with a variety of conditions, including diabetes, high blood pressure and high cholesterol. They also identify many acute conditions, including viral infections, skin infections, eye problems and musculoskeletal issues, and educate patients about their health. Patients may get flu vaccinations and some basic lab tests. If needed,



Uninsured patients at St. Leo's Mission Community Clinic in North County receive care from Scripps GME residents at weekly volunteer clinics.

St. Leo's patients are referred to providers who offer care at a reduced cost. During FY19, St. Leo's cared for approximately 800 of our county's most vulnerable residents.

Migrant Shelter Clinic

In response to the urgent need for physician volunteers to help screen migrants seeking asylum in the US, multiple GME residents volunteered for a refugee health assessment program at a South Bay shelter. Scripps residents screened between 30 and 150 patients daily during approximately eight months.

Solomon Islands Medical Mission

Through International Medical Missions, senior Scripps internal medicine residents provide medical care and surgical screenings for underserved Solomon Island populations that have no access to basic medical care. In exchange our residents receive exceptional clinical education experience. The Loloma Foundation provides medical care to these islanders in association with Scripps Health.

Opioid Stewardship Program Offers Help and Hope for Addiction

According to the Centers for Disease Control, anyone who takes prescription opioids for pain management can become addicted. One in four people on long-term opioid therapy struggles with addiction. The Opioid Stewardship Program (OSP) at Scripps helps reduce opioid use, educates patients and providers about opioid risks, and promotes alternative ways to manage pain.

In addition to providing support with treating those already suffering from addiction and preventing new dependencies, clinicians learn effective opioid prescribing and multi-modal pain management techniques. Starting in 2018, the program established prescribing standards for opioids, resulting in a 25-percent reduction in the number of pills per prescription at Scripps hospitals and outpatient centers. Scripps also opened three year-round drug take-back kiosks at its on-site pharmacies.

Scripps has received more than \$435,000 of state grants from the California Bridge Program and The Center at Sierra Health Foundation to remove barriers to identifying and treating patients with opioid use disorders and provide Medication-Assisted Treatment (MAT). Scripps actively promotes MAT access for patients in the form of buprenorphine.



Scripps Opioid Stewardship Program brings physicians, nurses and other professionals together to help reduce opioid use and provide opioid addiction education and treatment.

In the first 10 months, Scripps identified more than 300 MAT-eligible patients and treated more than 160 patients. Out of the 160 patients treated, 210 accepted linkage to outpatient MAT services.

The California Bridge grant also enabled Scripps to hire substance use disorder counselors to facilitate treatment and entry into a community-based MAT program. Scripps collaborates with community resources, including Family Health Centers of San Diego to provide MAT, McAllister Institute for detox beds and the Betty Ford Center for outpatient care.



Scripps MD Anderson Cancer Center sponsored the Prevention Tent at the Making Strides Against Breast Cancer walk in San Diego.

Making Strides Against Breast Cancer

Making Strides Against Breast Cancer walks unite communities across the nation in the fight against cancer. Funds raised help the American Cancer Society fund groundbreaking breast cancer research and provide patient services. Scripps MD Anderson Cancer Center participated as the Prevention Tent Sponsor at the Making Strides Walk in San Diego in October 2019.

Scripps Cares for Residents Displaced by Deadly Camp Fire

When the Camp Fire devastated the Northern California town of Paradise and surrounding areas in late 2018, the Scripps Medical Response Team (SMRT) immediately mobilized to help the thousands suddenly forced to evacuate.

Comprised of clinical staff and others from across the organization ready to mobilize when needed, SMRT is available to deploy when the State of California Emergency Medical System Authority activates the California Medical Assistance Team and requests medical assistance to respond to a crisis.

Scripps deployed three response teams to Chico; each team stayed for about a week, working around the clock to offer services and support. Nursing and logistics teams provided medical care to patients of all ages at area evacuation centers, as well as logistical and administrative support to help residents find temporary shelter.



The Scripps Medical Response Teams (SMRT) offered medical services and support around the clock to people affected by California's deadliest wildfire.

“As we have done in the aftermath of many disasters — whether in California, elsewhere in the country or around the world — we made our Scripps Medical Response Team available to area hospitals and disaster relief authorities almost immediately,” wrote Scripps president and CEO Chris Van Gorder in a memo to employees. “We always want to help in disaster situations, but it’s always important for us to have a clear mission and for us to be part of a broader organized effort.”

Blood Drive Celebrates Heroes and Helps Save Lives

On Valentine’s Day 2019, Scripps joined News 8 Sports Director Kyle Kraska and the American Red Cross to sponsor the Celebration of Heroes Blood Drive. Scripps contributed financially and with staffing to the event, which brought in 178 attendees and 412 units of blood donations.

In 2015, Kraska suffered multiple gunshot wounds. Thanks to the expertise of San Diego Fire and Rescue and the trauma professionals at Scripps Memorial Hospital La Jolla, he survived. His injuries required multiple blood transfusions, so a blood drive was a way to say thanks and help save the lives of others.

Scripps emergency and trauma care team members donated blood and presented trauma prevention, helmet safety education and other safety programs



Kyle Kraska and a team of Red Cross phlebotomists helped make the Celebration of Heroes a success.

to attendees. They also demonstrated how to use a tourniquet to “Stop the Bleed” and save a life via television and live social media.

Scripps sponsors employee blood drives year-round and encourages community donations.

Scripps Whittier Diabetes Institute Engages Community in Health Research

At the 11th Annual San Diego Festival for Science & Engineering at Petco Park in March 2019, team members from the new Scripps Hub Academic Research Core (SHARC) team partnered with Scripps Research Community Lab to share advances in diabetes research. The SHARC team is funded by a Clinical Translational Science Award grant to support research activities at Scripps Health locations.

Scripps Whittier Diabetes Institute was also invited to share science experiments and demos related to diabetes research and education. Numerous visitors expressed concern about their diabetes risk and were pleased to find information from Scripps about diabetes care, including diagnosis, treatment, self-management



Scripps Whittier Diabetes Institute participated in a day of science experiments with community, including this popular watermelon pressure test.

and education. The SHARC team hopes to continue to connect with the local community to teach attendees about the fun side of science and how research can help improve health.

Scripps Expands Access to Breastfeeding Education and Resources in Chula Vista

Through funding from a Centers for Disease Control Racial and Ethnic Approaches to Community Health (REACH) grant, awarded to reduce health disparities among racial and ethnic populations with the highest burden of chronic disease, Scripps has expanded education, resources and support to breastfeeding mothers in the South Bay.

Women learn about the benefits of breastfeeding and receive support, if they face challenges. The objective is to reduce barriers that can make breastfeeding difficult. This includes providing information to workplaces in an effort to create a safe, nurturing environment for women returning to work.

Scripps continues to implement and support lactation work through a partnership with the County of San Diego Department of Health and Human Services and additional REACH funding. More partners have been added in southeast San Diego and more certified lactation educators are in training to expand the workforce with women who represent and reflect the diverse cultures and languages of this region.



Scripps has expanded education, resources and support programs and initiatives for breastfeeding mothers in underserved communities in the South Bay.



For more information about the programs and services offered by Scripps Health, visit [Scripps.org/CommunityBenefit](https://www.scripps.org/CommunityBenefit) or contact the Scripps Health Office of Community Benefit Services at **858-678-7095**.