Scripps

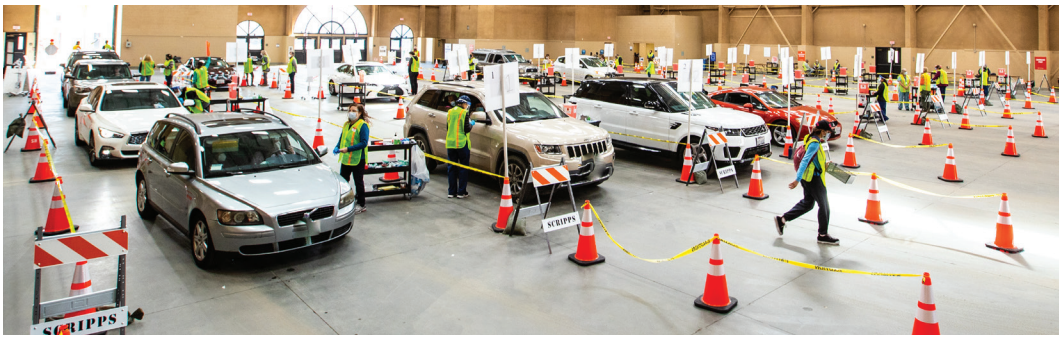
2021 Community Benefit Plan and Report
Our Promise to the Community

In fiscal year 2020, Scripps Health provided

$432 million

in community benefit services

Marcus Yam/Los Angeles Times



From organizing food drives to support Scripps employees in need to treating patients in our hospitals and providing COVID-19 vaccination clinics throughout San Diego, Scripps has mobilized in many ways to care for the community during the pandemic.

We Succeed Because We Are Stronger Together

One thing that has remained constant throughout the ever-changing pandemic environment is Scripps commitment to the health and safety of our community. While COVID-19 dominated health care headlines this year, our experts were profoundly aware that other health concerns persisted. More than ever before, Scripps physicians, nurses and staff joined together to reimagine care in unimaginable circumstances and were relentless in their pursuit to safely care for our community. In this report, you'll read about some of the innovative ways that Scripps dedicated health care heroes united to show our community that even during some of the most difficult times, we are stronger together.

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.

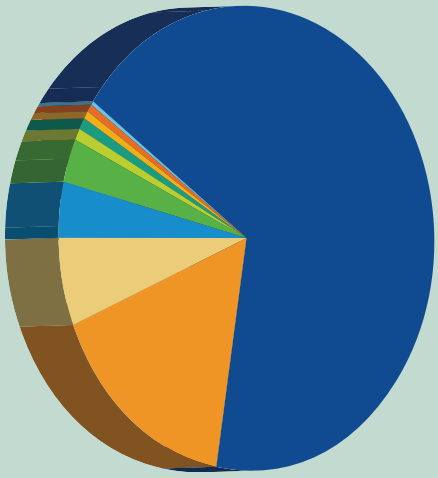
In fiscal year 2020, Scripps Health devoted more than $432 million to community benefit programs, including over $18 million in charity care. We offer many free and low-cost services, including community clinics, support groups, screenings for key health indicators, youth programs, special education for pregnant women and patient advocacy services.

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

Scripps Facts

- More than 3,000 affiliated physicians and 16,000 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, 32 outpatient locations, and 16 Scripps *HealthExpress* sites.
- Three highly respected graduate medical education programs and two pharmacy resident programs train the next generation of caregivers.
- Operating revenue: $3.558 billion
- Operating expenses: $3.442 billion
- Total inpatient discharges: 66,328
- Total outpatient visits: 2,519,092
- Emergency visits: 199,388

Total Community Benefits in FY20: $431,882,133



Medicare Shortfalls	$293,665,515	68.0%
Medi-Cal and other means tested government programs*	$68,332,685	15.8%
Professional Education	$26,178,225	6.1%
Charity Care	$18,335,775	4.2%
Bad Debt	$13,792,287	3.2%
Community Health Improvement Services & Community Benefit Operations	$4,720,312	1.1%
Subsidized Health Services	$3,680,538	0.9%
Health Research	$1,756,659	0.4%
Cash and In-Kind Contributions	$1,213,200	0.3%
Community Building Activities	$206,937	0.0%

Colors coordinate clockwise from Medicare shortfalls.

12.1% of our total operating expenses in 2020 were devoted to community benefit services at cost.

*Hospital provider fee was reported as offsetting revenue from Medi-Cal.

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.

Deepening Our Understanding of COVID-19 with Education and Research

From comprehensive patient education and prevention to participation in innovative research, Scripps is committed to keeping the community up to date on the battle against COVID-19.

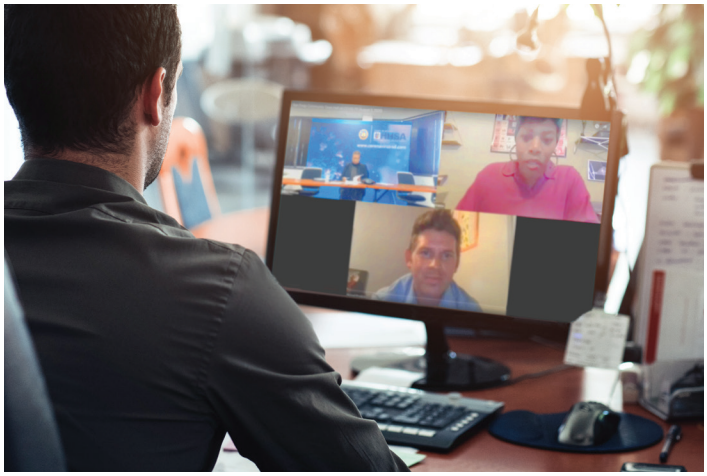
Virtual Town Halls Educate and Inform

More than 300 community members registered for a series of three virtual town halls on COVID-19 updates in August, and more continue to view the recordings online. Hosted by Scripps Hub Academic Research Core in partnership with the Scripps Hub Community Advisory Team and the San Diego County COVID-19 Equity Task Force, the events featured local experts covering topics such as local vaccine trials, treatment updates, contact tracing and mental health care resources. These events reached attendees from across the county, including the most vulnerable communities, and provided an opportunity for live questions and answers. Offered in English, Spanish and Tagalog, the town halls were moderated by the San Diego Union-Tribune's biotech reporter.

Spreading the Prevention Message in South Bay

Scripps Well Being Center partnered with Chula Vista Community Collaborative to train promotoras to disseminate information on preventing the spread of COVID-19 in South Bay communities. The virtual training session was recorded live and available for later viewing. Participants shared information with friends and relatives and through their social media platforms; in total, the training reached more than 1,000 individuals.

Following the training, Scripps Family Practice Residency Program offered five virtual Meet the Doc sessions to the community. Nearly 200 participants joined the virtual sessions to learn about COVID-19-related topics from Scripps residents.



Michael Preziosi, MD, Scripps infectious disease physician, presented during a three-part COVID-19 town hall, made possible by the SHARC Community Advisory Team and members of the San Diego COVID-19 Equity Task Force.

NIH CEAL Teams Promote Education and Inclusion

The NIH launched the Community Engagement Alliance Against COVID-19 Disparities in several states to address communities that have been disproportionately impacted by the virus. The alliance also worked to combat misinformation and myths about COVID-19, treatments and vaccines. As part of the CEAL award to California, the Scripps Hub Academic Research Core team partnered with the San Diego County COVID-19 Equity Task Force to provide outreach events both virtually and at a safely redesigned community health and resource fair. During these events, experts offered resources and assessed COVID-19 knowledge and feelings about research participation.

Text Education for Hispanics with Diabetes Near the Border

Scripps Whittier Diabetes Institute received a grant from the National Institutes of Health to improve the health of Hispanics with diabetes in the US/Mexico-border region — a group at higher risk of experiencing poor COVID-19 outcomes. The Dulce Digital-COVID Aware Discharge (DD-CA) program, which uses texting to improve communications and provide follow-up care recommendations for recently discharged patients with diabetes, aims to improve glucose control and reduce readmission rates and COVID-19 transmission after patients leave the hospital. DD-CA combines culturally and linguistically relevant diabetes and COVID-19 educational messaging with glucose management support in a low-cost, easily adoptable platform to address specific barriers in underrepresented Hispanic and Latino communities.

The supplemental Dulce Digital-COVID Aware program helps to address barriers in diverse underserved Hispanic and Latino communities to improve glucose control and lower transmission of COVID-19 following hospital discharge.

Convalescent Plasma Therapy Studies

During the early period of the pandemic, small studies suggested that patients with COVID-19 could benefit from convalescent plasma — blood plasma with protective antibodies obtained from patients who have recovered from the virus. The Mayo Clinic is conducting a nationwide convalescent plasma therapy study in which plasma donated by recovered patients was transfused into high-risk or severely ill patients with COVID-19. Another multicenter national study, PassItOn (Passive Immunity Trial for Our Nation), is a randomized study that tests convalescent plasma in hospitalized patients with COVID-19; one group receives the plasma, while a control group receives fluids with vitamins. Scripps Health is participating in both studies. To learn more about these studies, visit **www.uscovidplasma.org** and **passitonstudy.org**.

Transportation Service Improves Health Care Access

The total cost of missed health care appointments in the United States every year is an astronomical $150 billion. For millions of patients across the country, arranging transportation to a medical appointment presents a challenge. To help address this transportation barrier, in 2019, Scripps entered a partnership with Facilitating Access to Coordinated Transportation (FACT) Inc., a local non-profit organization. FACT provides transportation for San Diego residents in need by coordinating on-demand rides for patients. This collaborative service has quickly proven to be a reliable, convenient, and cost-effective solution to one of the most difficult and expensive challenges in accessing medical care: transportation.

In 2019, Scripps and FACT conducted a pilot project, funded partly by a County of San Diego Community Enhancement grant, to offer medical transportation options through a single point of contact. The pilot provided rides for patients, including those who needed specialized vehicles or personal assistance to complete their trip. Scripps staff contacted FACT via telephone number; FACT staff then selected the appropriate vehicle, equipment and personnel to dispatch the ride. Along with providing riders with a more reliable and convenient transportation option, the pilot resulted in time and cost savings.

Because of the pilot's success, Scripps and FACT have a new agreement that extends the service to multiple Scripps hospitals. FACT has expanded to help patients get to and from appointments and takes discharged patients home or to other facilities seven days a week, anywhere within San Diego and beyond.

After a successful pilot program, Scripps and the FACT program have an agreement to provide patients in need with medical transportation to and from Scripps hospitals.

"Our partnership with Scripps Health has created a template for dismantling one of the most challenging barriers to better health care — the lack of suitable transportation," says Arun Prem, FACT executive director. "Our successful collaboration demonstrates that mobility is an integral part of wellbeing and needs to be incorporated into the continuum of health care services for optimum outcomes."

FACT vehicles can accommodate riders using a walker, cane, wheelchair or scooter, as well as transport gurneys. Depending on riders' needs, drivers are available to assist patients with getting to and from the vehicle and their facility or residence safely.

As of November 2020, the partnership had provided more than 400 rides, and the program is expanding in 2021.

FACT at a Glance:

- Total trips completed through November 30, 2020: 462
- Total trips to Imperial County: 32
- Longest trip: 150 miles one way to Bombay Beach
- Other counties transported to: Ventura, San Bernardino and Orange

Expanding Graduate Medical Education Programs, Expanding Care

Scripps offers a comprehensive range of graduate medical education (GME) programs at Scripps Green Hospital; Scripps Mercy Hospital, San Diego; and Scripps Mercy Hospital, Chula Vista. Well-known for excellence, our GME programs provide a hands-on curriculum focused on patient-centered care. Hospital-based training includes rotations in internal medicine, family medicine, podiatry, pharmacy and palliative care. Throughout their education, students provide much-needed care to underserved populations locally and internationally. In fiscal year 2020, Scripps GME enrolled 160 residents and 46 fellows.

New Internal Medicine Residency Program at San Ysidro Health Center

In July, six residents joined the new Teaching Health Centers Internal Medicine Residency in affiliation with San Ysidro Health Centers. The program offers broad-based medical education in a diverse community. San Ysidro Health Center has 27 free-standing clinic sites in Medically Underserved Areas (MUAs) that include immigrants and refugees, people who are poor, uninsured and elderly, and those living with HIV/AIDS. Residents will stay in the community and provide continuity of care. Residents also have public health research opportunities in the clinic setting as well as community, hospital or clinic quality improvement projects of their own.

Graduate Medical Education Takes Proactive Approach to COVID-19

The COVID-19 pandemic required significant changes to GME resident education and patient care. Residents continued to care for patients both in-person and via telehealth, and supported the care of hospitalized patients with COVID-19, including in the ICU and labor and delivery. Virtual educational and training conferences, including presentations and town hall-style workshops, addressed coronavirus infection in adults, children and pregnant women, as well as health disparities in relation to the virus. San Diego Border Area Health Education Center, located within Scripps Well Being Center, partnered with the Scripps Family Medicine Residency Program to train residents on public health and community issues, personal protective equipment guidelines, testing options and more. The AHEC team also developed a webinar series shared across California to educate health professions students on COVID-19 long-haulers, mental health and vaccines.

Scripps Family Medicine Residency Program continued to provide community-based education for high school students and binational partners using a virtual forum for topics, such as nutrition, reproductive health, substance use and mental health issues. Positive lessons have been learned about adaptation, resilience and finding innovative ways to remain patient-centered during this pandemic.

Teaching Health Centers Internal Medicine Residency trainees will stay in the community and provide ongoing continuity of care for underserved patients.

rPrIDE Spotlights Diversity

To augment traditional medical training, resident leaders developed the "rPrIDE" (Residency: Promoting Inclusion, Diversity and Equity) curriculum to focus on health equity and racism in medicine. The workshop series explores historic and current disparities through expert presentations and personal reflection, and complements the established Spanish medical curriculum to improve cultural and linguistic competence.

Raising Stroke Awareness and Prevention in the Community

Widespread concerns about contracting COVID-19 caused many people to stay away from hospitals and doctors' offices — even if that meant foregoing potentially lifesaving stroke care. In the early months of the pandemic, as stroke hospitals across the nation reported a decline in admissions, Scripps Stroke Program spearheaded real-time data collection in collaboration with 18 stroke centers in San Diego County. When they found a 30% decline in stroke admissions compared to 2019, Scripps Stroke Program dedicated time and resources to create and disseminate a campaign urging county residents to seek emergency treatment when experiencing symptoms of a stroke, while reassuring them that it was safe to come in for care.

Scripps Stroke Program led a collaborative group, including San Diego County EMS, San Diego regional American Heart Association/American Stroke Association, and the San Diego County Stroke Consortium, in creating a united marketing message: "We are here for you. Every minute matters."

The social media campaign ran on Facebook, Twitter, Instagram and LinkedIn, with a total of 26,727 views. The community collaborative also was submitted for consideration at the 2021 International Stroke Conference.

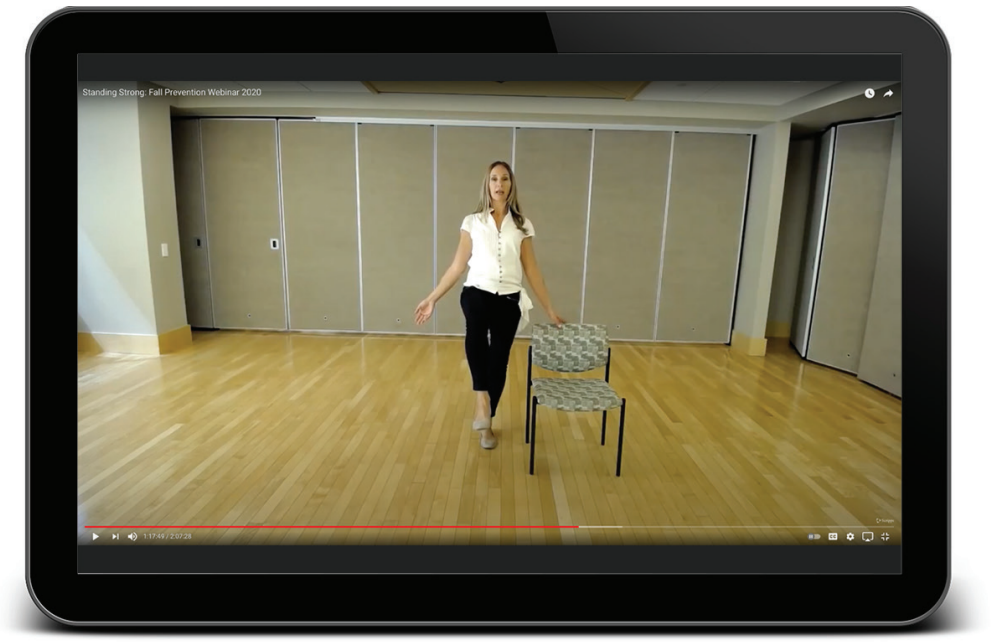
(Top) In February 2020, the Scripps stroke team educated and screened employees at the AT&T stroke screening event. (Above) Scripps stroke team members performed blood pressure screenings for AT&T employees.

Stroke Team Holds Community Events

The Scripps Stroke Team coordinated several stroke awareness and educational events in 2020 at schools, businesses and senior centers. The team shared information about the physiology of stroke, risk factors, prevention, BE-FAST (recognition of stroke and accessing 911), and conducted stroke risk and blood pressure screenings.

In February, the team partnered with the American Heart Association for an AT&T Stroke Screening at the AT&T San Diego campus. Team members provided 70 stroke risk and blood pressure screenings to employees, many of whom have stressful jobs in call centers, along with BE-FAST education and tips to maintain healthy blood pressure.

Events such as these can significantly impact stroke education and risk among participants. The team plans to hold additional events in 2021.



During a comprehensive fall prevention webinar, a Scripps exercise physiologist offered five exercises for participants to practice daily to improve balance.

Helping Keep Seniors on Their Feet

According to the National Council on Aging, falls are the leading cause of fatal and nonfatal injuries for older Americans. One in four Americans aged 65+ experience a fall each year; every 11 seconds, an older adult is treated in an emergency department for a fall.

Understandably, many older adults have concerns about falling and restrict their activities. Scripps educates older adults countywide on preventing falls through exercise and taking proactive safety measures in the home. "A Matter of Balance" is an eight-week program on 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. While COVID-19 restricted access to the program for much of 2020, Scripps was chosen as a pilot site to test a virtual version of the program that will roll out in 2021.

Scripps also held free interactive events on fall prevention in September 2019 and January 2020; participants learned about improving balance, flexibility and strength, and received balance and fall risk screening assessments from Scripps physical therapy specialists.

Virtual Fall Prevention Events

To kick off National Falls Prevention Awareness Week, September 21–25, Scripps hosted a two-hour fall prevention education webinar. "Standing Strong" featured a panel of Scripps experts who provided safety tips, exercises and education, as well as a question and answer session.

Scripps also partnered with the County of San Diego Health and Human Services Agency and the San Diego Fall Prevention Task Force to moderate 20 Zoom sessions during National Falls Prevention Awareness Week. The free sessions were open to the public and featured titles including:

- Fall Prevention 101.
- Keeping Your Daily Balance.
- Medication Management in Older Adults.
- Kitchen Safety in a COVID-19 World.
- Fall Prevention Screening and Getting Up Safely After a Fall.

As part of the National Falls Prevention Awareness Week Scripps Shiley Sports and Fitness Center staff also provided online exercise classes to help attendees improve balance.

Donation Drives Help Brighten the Holidays

The holidays inspire many with the spirit of giving, and in a year like no other, generosity was in full force at Scripps throughout the holiday season. One in six people in San Diego County face the threat of hunger every day, and COVID-19 exacerbated food insecurity (currently experiencing or at-risk of experiencing hunger) in San Diego. This year, Scripps employees donated a total of 3,164 pounds of food to the Jacobs & Cushman San Diego Food Bank, which provides emergency food to 370,000 children and families, active-duty military, and fixed income seniors living in poverty; and 510 pounds of food to Feeding San Diego, which collects and distributes donations to local food pantries or others in need.

Scripps employees also donated clothing, household necessities and more, including:

- An estimated total of 100 pairs of shoes and socks to the Alpha Project.
- Hygiene and snack packs to StandUp For Kids.
- Toys to the Polinsky Children's Center.
- Gifts for foster children to PROMISES2KIDS.

Scripps employees donated shoes and socks through Alpha Project.

In addition, Scripps employees "adopted" several families in San Diego who are experiencing a tough year. One family, a single mother and her child, are living in a shelter and hiding from her abusive spouse. Another has three children, including a 5-year-old recently diagnosed with cancer.

Employees also continued their annual tradition of creating goodie bags for children who come in through the emergency department. Donated items include pencils, stickers, notebooks, craft items and more; staff made more than 200 bags this year.

Improving the Health of Our Community

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

Scripps

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

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