



Scripps Implementation Plan Fiscal Year 2020–2022

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Scripps Health
10140 Campus Point Drive
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scripps.org

Scripps Health Fiscal Year 2020 Implementation Plan

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Scripps Health FY 2020 Implementation Plan

General Information

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| Contact Person: | Anette Blatt Director, Community Benefits and Advocacy, Office of the President Community Benefit Services, 858-678-7095 www.Scripps.org/communitybenefit |
| Authorized governing body that adopted the Implementation Plan: | Strategic Planning Committee of the Scripps Health Board of Trustees |
| Date Implementation Plan was approved: | September 2019 |
| Tax Year in which CHNA was made available to the public: | Tax Year 2019 (available on www.scripps.org) |
| Name and state license number of Hospital Organization Operating Hospital Facility: Address of Hospital Organization: | Scripps Mercy Hospital 4077 5th Avenue San Diego CA, 92103 090000074 *Scripps Mercy Hospital has a second campus in Chula Vista, and they share the same license. Scripps Memorial Hospital La Jolla 9888 Genesee Avenue La Jolla, CA 92037 080000050 Scripps Green Hospital 10666 Torrey Pines Road San Diego, CA 92037 080000139 Scripps Memorial Hospital Encinitas 354 Santa Fe Drive Encinitas, CA 92024 080000148 |

Scripps Health FY 2020 Implementation Plan

About Scripps Health

Founded in 1924 by philanthropist Ellen Browning Scripps, Scripps Health is a \$3.5 billion not-for-profit integrated health system based in San Diego, California. Scripps treats more than 600,000 patients annually through the dedication of 3,000 affiliated physicians and more than 16,000 employees among its five acute-care hospital campuses, and an ambulatory care network of physician offices and 32 outpatient clinics (including 17 Scripps Health Express locations). Scripps also 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. The system operates four acute-care hospitals on five campuses and numerous ambulatory clinics geographically located across the entire county, from Chula Vista to Oceanside. The system is recognized for our expertise in women's health, cancer care, cardiovascular disease prevention and treatment, and neurocognitive care including dementia and therapy-induced cognitive sequela. Scripps is also at the forefront of clinical research, and digital health care. 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 by U.S. News & World Report among the nation's best. Scripps is a leading provider of exceptional quality heart care in San Diego. The Prebys Cardiovascular Institute at Scripps is one of the largest, most advanced centers on the West Coast for cardiovascular medicine, research and training. Cancer Care, Neurosciences, Orthopedics, Women's and Newborn Services have also been recognized. Scripps is regularly 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, Mother Mary Michael Cummings and Ellen Browning Scripps still define who we are today. More information can be found at www.scripps.org.

Scripps Facilities/Divisions

| | |
|-------------------------------------|-------------------------------------|
| Scripps Memorial Hospital Encinitas | Scripps Clinical Research Services |
| Scripps Green Hospital | Scripps Coastal Medical Center |
| Scripps Memorial Hospital La Jolla | Scripps Whittier Diabetes Institute |
| Scripps Clinic | |
| Scripps Mercy Hospital | |
| *San Diego & Chula Vista Campuses | |

Organizational Foundation

Scripps provides a comprehensive range of inpatient and ambulatory services through our system of hospitals and clinics. In addition, Scripps participates in dozens of partnerships with government and not-for-profit agencies across our region to improve our community's health. And our partnerships do not stop at our local borders. Our participation at the state, national and international levels include work with government and private disaster preparedness and relief agencies, the State Commission on Emergency Medical Services, national health advocacy organizations and even international partnerships for physician education, training and direct patient care. In all that we do, we are committed to quality patient outcomes, service excellence, operating efficiency, caring for those who need us today and planning for those who may need us in the future.

Approval from Governing Body

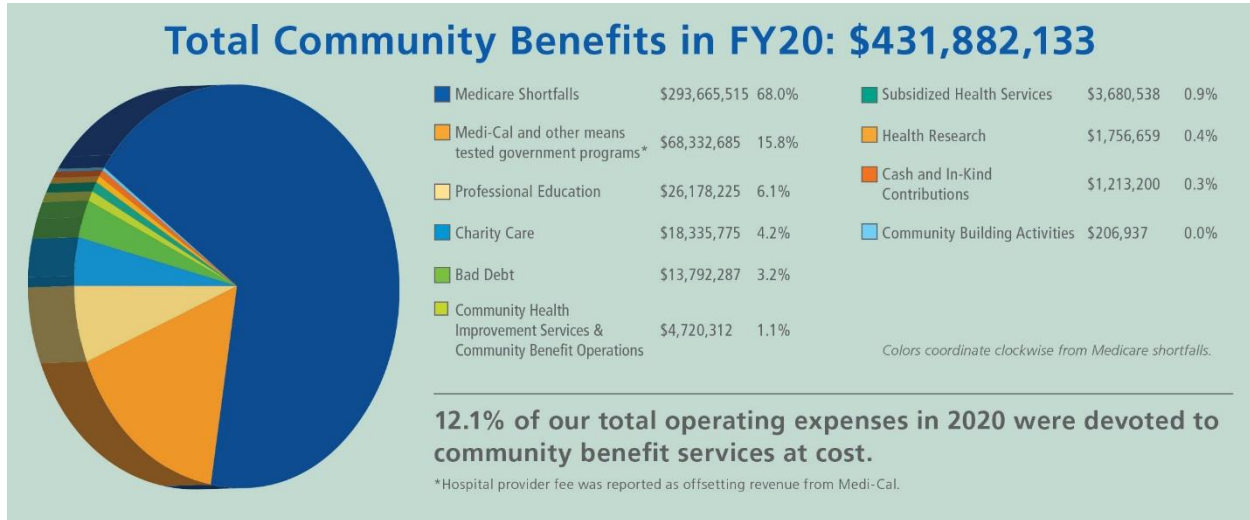
As a tax-exempt health care system, Scripps takes pride in its service to the community. The Scripps system is governed by a 14-member, volunteer Board of Trustees. This single point of authority for organizational policy ensures a unified approach to serving patients across the region. The Scripps Health Board of Trustees Strategic Planning Committee approved both the triennial 2019 CHNA report and corresponding Implementation Plan during its 2019 tax year. The 2020 – 2022 Implementation Plan 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 website, [CHNA Report](#).

About Scripps Health Community Benefit

In addition to the CHNA and Implementation Plan, Scripps Health continues to meet community needs by providing charity care and uncompensated care, professional educational and an array of community benefit programs. Scripps offers community benefit services through our five acute-care hospital campuses, home-based health services, wellness centers and ambulatory clinics.

Scripps Health documents and tracks its community benefit programs and activities on an annual basis and reports these benefits through an annual report submitted to the State of California under the requirements of SB697. Scripps Health community benefit programs are commitments Scripps makes to improve the health of both patients and the diverse San Diego communities. As a longstanding member of these communities, and as a not-for-profit community resource, Scripps' goal and responsibility is to assist all who come to us for care, and to reach out especially to those who find themselves vulnerable and without support. Through our continued actions and community partnerships, we strive to raise the quality of life in the community as a whole.

In Fiscal Year 2020, Scripps documented \$432 million in local community benefit programs and services. For more information about the programs and services offered by Scripps Health, visit www.scripps.org/communitybenefit or contact the Scripps Health Office of Community Benefit Services at 858.678.7095.



Scripps Health Community Served

Hospitals and health care systems define the community served as those individuals residing within its service area. A hospital or health care system service area includes all residents in a defined geographic area surrounding the hospital. Scripps serves the entire San Diego County region with services concentrated in North Coastal, North Central, Central and Southern region of San Diego. Scripps provides significant and growing volumes of emergency, outpatient, and primary care. In Fiscal Year 2020, Scripps provided 2,519,092 outpatient visits. Community outreach efforts are focused in those areas with proximity to a Scripps facility. Scripps hosts, sponsors, and participates in many community-building events throughout the year. Figure 1 is a map of Scripps Health service areas.

Table 1. Scripps Health Locations

| Scripps Health | | | |
|-------------------------------------|----------------------------|-------------|-------|
| Hospital/Health Care System* | Location | | |
| Scripps Memorial Hospital Encinitas | 354 Santa Fe Dr. | Encinitas | 92024 |
| Scripps Green Hospital | 10666 N. Torrey Pines Road | La Jolla | 92037 |
| Scripps Memorial Hospital La Jolla | 9888 Genesee Ave | La Jolla | 92037 |
| Scripps Mercy Hospital San Diego | 4077 5 th Ave | San Diego | 92103 |
| Scripps Mercy Hospital Chula Vista | 435 H St. | Chula Vista | 91910 |

*Locations represent the major hospital or health care/system locations and do not represent all types of hospital or health care locations.

Figure 1 – Scripps Health Service Area



Background/Required Components of the Community Health Needs Assessment

In 2010, Congress added several new requirements for hospital organizations to maintain federal income tax exempt status under Section 501 (r) of the Internal Revenue Code (the “Code”) as part of the Affordable Care Act. One of the requirements set forth in Section 501 (r) of the Code is for each hospital organization to conduct a Community Health Needs Assessment (CHNA) at least one every three tax years. The requirement to conduct a CHNA applies to Scripps Health, which is a health system that operates five hospital facilities.

Background/Required Components of the Implementation Strategy

Provisions in the Affordable Care Act require a tax-exempt hospital to:

- Adopt an implementation strategy to meet community health needs identified in the CHNA.
- Describe how it is addressing needs identified in the CHNA.
- Describe any needs in the CHNA that are not being addressed and the reasons for not addressing them.

The written implementation strategy describes either:

- How the hospital plans to meet the significant health need.
- Describe actions the hospital facility intends to take to address each significant health need identified in the CHNA, and the anticipated impact of those actions, or identify the health need as one it does not intend to address and explain why.
- The anticipated impact of these actions.
- The programs and resources the hospital plan to commit to address the health need.
- Describe any planned collaboration between hospital facilities and other facilities or organizations in addressing the health need.

Or

- The significant health need of the hospital does not intend to meet, explaining why the hospital does not intend to meet the health need.

Scripps Implementation Plan Strategy Team

The Scripps Implementation Strategy Team included the following individuals:

Scripps Executives

- Carl Etter, Corporate Senior VP, Regional Chief Executive
- Tom Gammieri, Corporate Senior VP, Regional Chief Executive
- June Komar, Corporate Executive, Vice President, Chief of Staff

Clinical Care Line Leaders

- Jerry Gold, Administrator, Behavioral Health Clinical Care
- Athena Philis-Tsimikas, Corp VP, Scripps Whittier Institute
- Chris Walker, Senior Director, Scripps Whittier Institute

Community Benefit Representatives and Others

- Violetta Aguirre, Manager Revenue Cycle
- Anette Blatt, Director, Community Benefits and Advocacy
- Jenny Batts, Manager, Clinic Operations
- Sandy Boller-Bilbrey, Substance Use Disorder Nurse
- Kendra Brandstein, Director, Community Benefits
- Mariya Chichmarenko, Research Assistant, Scripps Whittier Institute, Administration
- Paige Colburn-Hargis, Trauma Injury Prevention/Outreach Coordinator, Trauma Administration
- Marilen Collins, Director, Patient Care Services, Encinitas
- Tamira Collins-Carr, Manager, Case Management
- Linda Coutts, Stroke Program Coordinator, Nursing Administration
- Lora Davis, Supervisor, Scripps Community Health
- Addie Fortmann, Manager, Diabetes Care Line Research, Scripps Whittier Institute, Administration
- Laura Lettkerman, Manager, Clinical Care Line, Scripps MD Anderson Cancer Center
- Karen McCabe, Director, Community Benefits
- Kimberly Roberts, Director, Clinical Services, Community Health & Advocacy, Scripps La Jolla
- Monica Ruiz, Supervisor, Community Program & Research, Scripps Whittier Institute
- Kristine Osborne, Data Analyst. PET Team
- Joanna Safarik, Education Manager, Scripps Health
- Kevin Wilson, Coordinator, A-Visions Program
- Mark Zangrando, Senior Director, Mission Integration

Scripps Health Community Health Needs Assessment Findings

Scripps Health has a long history of responding to the health needs of the communities it serves, extending beyond traditional hospital care to provide community benefit programs that address the health care needs of the region's most vulnerable populations. Scripps strives to improve community health through collaboration. Working with other health systems, community groups, government agencies, and businesses, Scripps is better able to build upon existing assets to achieve broad community health goals.

The 2019 CHNA identified ten community health conditions and social determinants of health (SDOH) as the most critical health and social needs within San Diego County (listed in alphabetical order by SDOH and health condition).

1. Access to Health Care
2. Aging Concerns
3. Behavioral Health
4. Cancer
5. Chronic Conditions
6. Community and Social Support
7. Economic Security
8. Education
9. Homelessness and Housing Instability
10. Unintentional Injury and Violence

Figure 2 – 2019 Top 10 Community Health Needs

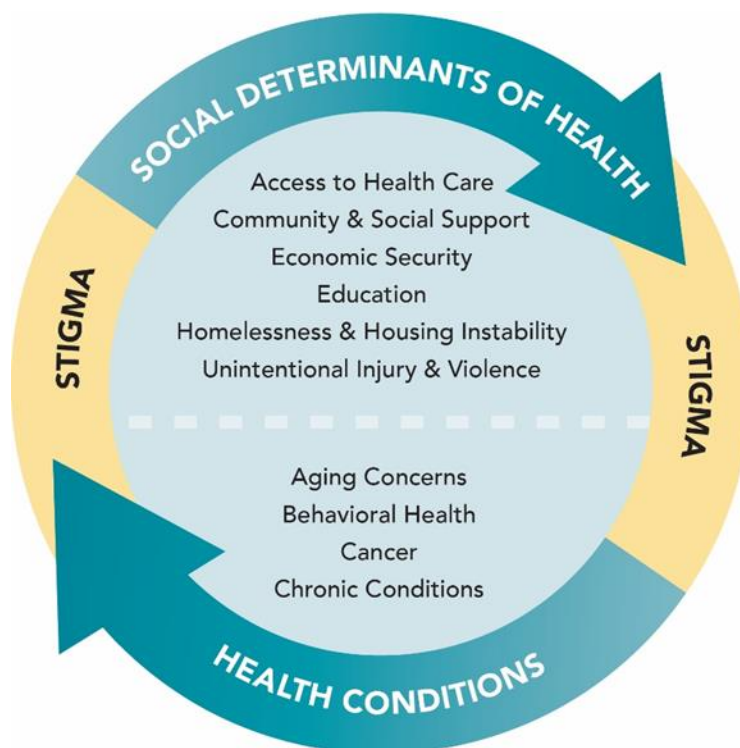


Figure 2 above illustrates the interactive nature of SDOH and health conditions—each impacting the other. In addition, an underlying theme of stigma and the barriers it creates arose across community engagement. In terms of SDOH, stigma impacts the way in which people access needed services, and can impact the community’s ability to maintain and manage their health and health conditions. Due to the complexity of this underlying theme, the CHNA Committee plans to explore and understand ways in which hospitals and health systems could better address stigma in patient care during phase 2 of the CHNA process. For the purpose of this implementation plan the following are definitions used to describe the findings.

Access to health care. Access to health care emerged as a high priority health need in both the secondary data analyses and the community engagement events. Overcoming barriers to health care, such as lack of health insurance and insurance issues, economic insecurity, transportation, the shortage of culturally competent care, fears about immigration status, and the shortage of health care providers emerged as a high priority community need. In addition, specific services were identified as challenging to obtain, including behavioral health care, dental care, primary care, and specialty care.

Aging concerns. Conditions that predominantly affect people who are 65 and older—such as Alzheimer’s disease, Parkinson’s, dementia, falls, and limited mobility - were identified as a high priority health need. Conditions that disproportionately affect older adults were identified as a high priority health need through both the community engagement events and the secondary

data analyses. Community engagement participants most often described aging concerns in relation to the social determinants of health, including transportation, access to fresh food, social isolation and inadequate family support, and economic insecurity.

Behavioral health. Greater access to behavioral health was identified as a high priority health need by the CHNA both in secondary data analyses and in the community engagement events. Three types of behavioral health care were identified as challenging to access: urgent care services for crisis situations; inpatient psychiatric beds and substance abuse facilities; and transitional programs and services for post-acute care. In addition, several barriers to behavioral health care were named as priorities to address, including a lack of availability of needed services and appointments, insurance issues, logistical issues, such as transportation and time off work, and the inability to pay co-pays and deductibles.

Cancer. Cancer was identified as a priority health need in the secondary data analyses and in the community engagement process. Health needs related to cancer were described in relation to the effects on well-being beyond physical health. These include financial, practical, and emotional impacts on individuals and families; these effects are exacerbated by barriers to cancer care.

Chronic conditions. Three chronic conditions were identified as priorities: cardiovascular disease, diabetes, and obesity. The CDC defines chronic health conditions as those that last at least one year and require ongoing medical care and/or limit activities of daily living. Research and data show that risk factors for these specific chronic health conditions often co-occur. Key factors that individuals struggle with to prevent chronic diseases include access to fresh, healthy foods and safe places to exercise and play. In addition, economic issues, transportation to medical care, fears about immigration status, and a lack of knowledge about chronic conditions were named as particular challenges related to the management chronic conditions.

Community and social support. A high priority for the well-being of San Diego residents is ensuring that individuals have adequate resources within their neighborhoods and substantial support from individuals within the neighborhood. Valuable neighborhood resources include federally qualified health centers (FQHCs) and those that are culturally and linguistically competent. Without adequate support, community engagement and community spirit are affected. Community and social support were identified as a priority health need in the community engagement process. For health care, community-clinical linkages that provide social support are critical. Per the CDC, community-clinical linkages are defined as connections between community and clinical sectors to improve population health.

Economic security. Economic security was identified as a priority health need in the secondary data analyses and in the community engagement process. For the purposes of this report, chief areas of economic security include poverty, wages and food insecurity. Economic security was named as vitally important to the well-being of San Diego residents and was described as impacting every aspect of residents' daily lives; the health of those who are economically insecure is negatively affected by food insecurity, chronic stress and anxiety, and the lack of

time and money to take care of health needs. In San Diego County, 13.3% of residents have incomes below the federal poverty level and 15% experience food insecurity. Those who are economically insecure are at greater risk of poor mental health days, visits to the emergency department for heart attacks, asthma, obesity, diabetes, stroke, cancer, smoking, and pedestrian injury. Factors identified as contributing to economic insecurity include housing and childcare costs as well as low wages.

Economic insecurity is associated with¹:

- Poor mental health days
- Visits to the ED for heart attacks
- Asthma
- Obesity
- Diabetes
- Stroke
- Cancer
- Smoking
- Pedestrian Injury

Economic insecurity may also lead to food insecurity, which is linked to²:

- Fair or poor health, anemia, and asthma in children
- Mental health problems, diabetes, hypertension, hyperlipidemia, and oral health problems in adults
- Fair or poor health, depression, and limitations in activities of daily living in seniors

Education. Receiving a high school diploma, having the opportunity to pursue higher or vocational education, being health literate, and having opportunities for non-academic continuing education were identified as important priorities for the health and well-being of San Diego residents. Family stress and a lack of school and community resources were identified as factors underlying low levels of educational attainment. Education was identified as a priority health need in the community engagement process. In this implementation plan report, Education covers multiple areas:

1. Health promotion through the provision of culturally competent health education to community members.
2. Provision of educational pipeline programs that support individual and community upward mobility and economic success; in addition to supporting gaps in the health care workforce; particularly in underserved communities.

¹ Kaiser Permanente of Southern California Community Health Department, Secondary Data Analysis. Data Source 2018

² Gundersen C, Ziliak JP (2015). Food insecurity and health outcomes. Health Affairs. 2015. 34(11): 1830-1839

3. Ongoing education and support for health care professionals to minimize burnout, improve cultural competency, increase retention and continue the provision of needed health care services.

Homelessness and housing instability. Per the American Hospital Association, housing instability is an umbrella term for the continuum between homelessness and a completely stable, secure housing situation. Housing instability takes many forms: physical conditions like poor sanitation, heating and cooling; compromised structural integrity; exposure to allergens or pests; homelessness; and unstable access to housing or severe rent burden.

Homelessness and housing instability are important factors affecting the of San Diego County residents. It was identified in the secondary data analyses and in the community engagement process. They were described as having serious health impacts, such as increasing exposure to infectious disease, creating substantial challenges in the management of chronic diseases and wound care, and increasing stress and anxiety. Poor housing conditions were also cited as impactful of physical and mental health; crowded housing leads to the spread of illness and environmental hazards can exacerbate conditions like asthma. The cost of housing affects health because it is the primary driver of economic insecurity in San Diego.

Unintentional injury and violence. Per the Healthy People 2020, “unintentional injuries and violence-related injuries can be caused by a number of events, such as motor vehicle crashes and physical assault, and can occur virtually anywhere.” Unintentional injuries include motor vehicle accidents, falls, firearms, fire/flame, drowning, poisoning, machinery, suffocation, etc. Unintentional injury and violence were identified as a priority health need in the community engagement process. Exposure to violence and neighborhood safety were cited as priority health needs for San Diegans. Neighborhood safety was discussed as influencing residents’ ability to maintain good health, while exposure to violence was described as traumatic and impactful on mental health.

Evaluation of Impact

With the 2019 CHNA complete and health priority areas identified, Scripps Health has developed a corresponding Implementation Strategy, a multi-faceted, multi-stakeholder plan that addresses the community health needs identified in the CHNA. The Implementation Plan translates the research and analysis presented in the Assessment in actual, measurable strategies and objectives that can be carried out to improve community health outcomes.

Scripps uses a community benefit inventory for social accountability (CBISA) to track our community benefit activities as well as outcome measures. This software/database helps collect, track and report community benefit efforts and is aligned to the Schedule H 990 categories and reporting criteria. The database is used to record information for each activity (service or program) which provides community benefit. This database is used to record actual expenses and funding/offsetting revenue for single or multiple occurrences of an "activity".

Scripps Health anticipates the implementation strategies may evolve due to the fast pace at which the community and health care industry change. Therefore, a flexible approach is best suited for the development of its response to the Scripps Health Community Health Needs Assessment (CHNA). On an annual basis Scripps Health evaluates the implementation strategy and its resources and interventions; and adjusts as needed to achieve its stated goals and outcome measures as well as to adapt to the changes and resources available. Scripps describes any challenges encountered to achieve the outcomes described and makes modification as needed.

Health and Social 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 aging concerns, behavioral health, cancer, and chronic diseases which includes cardiovascular disease, diabetes and obesity in this Implementation Plan. Scripps addresses many of the social determinants of health within the health conditions identified in this report such as access to care, community and social support, economic security, education, unintentional injury and violence and homelessness and housing instability. In addition, Scripps identifies specific programs in its implementation plan that address community and social support, economic security, education and unintentional injury and violence.

Health and Social Needs Scripps Is Not Directly Addressing

Homelessness and Housing instability are identified as important factors within a few of our programs but are not addressed in detail in the Scripps Implementation Plan, with Scripps focusing our resources on more direct health issues and conditions, in accordance with our expertise and mission. Although Scripps is not a provider of housing, our social work and case management departments partner with social service organizations and housing providers to address this unmet need by connecting patients to more permanent sources of income, housing and other self-reliance measures. Scripps Health remains committed to the care and improvement of health for all San Diegans and will look to continue the explorations of new opportunities and new partnerships to address these needs and future needs identified.

Identified Community Health Need – Aging Concerns

Objectives:

- Improve health and well-being for older adults by increasing health care access, education, and preventative services in San Diego County.
- Provide care and community resources for seniors/older adults with multiple morbidities and inadequate social support.
- Educate seniors/older adults & partner with local organizations to address fall prevention through exercise and safety measures in the home.
- Provide an interchange between the community members and Scripps Family Practice Medical Residents and other health care professionals to foster healthy lifestyles and health prevention.

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
|------------------------------------|--|---|--|
| Scripps Mercy Hospital Chula Vista | <p>Senior Health & Well-Being Programs</p> <p>Senior programs are held monthly in partnership with local senior centers, churches, and senior housing. The programs are conducted as part of Scripps Mercy Hospital Chula Vista San Diego Border Area Health Education Center and Scripps Family Medicine Residency Program. A program referred to as Senior Health Chats include a variety of topics focused on aging concerns and are designed to provide health education to the older adult community. The health chats provide an interchange between the community members and Scripps medical residents and other health care professionals to foster healthy lifestyles and health prevention.</p> <p>Presentations are facilitated by various health care professionals and residents. Topics are all chosen by the seniors themselves to meet their local needs. The program is conducted in collaboration with Norman Park Center, Congregational Towers Senior Living and St. Charles Nutrition Center. Family Medicine Residents rotate through these programs to learn more about geriatric medicine, health and wellness and overall public health and community training.</p> | <p>Norman Park Center, Congregational Towers Senior Living and St Charles Nutrition Center, San Diego Border Area Health Education Center, Scripps Family Medicine Residency Program.</p> | <p>Senior Health Chat presentations include a variety of health and age-related topics such as: Heart Health, Understanding Osteoporosis, Parkinson’s, Cold vs. Flu and a variety of prevention and healthy lifestyle topics.</p> <p>As of Fiscal Year, 2020, a total of 104 seniors participated in four sessions and were given a pre/post-test to measure their knowledge. All participants increased their knowledge on the post-test. No classes were held after March due to COVID-19.</p> |

| 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 assist with care coordination and patient advocacy across health care and home settings.</p> | Primary Care, Palliative Care, Community-Based Organizations | <p>As of Fiscal Year, 2020, 149 patients have been served, 45% reduction in hospitalizations, 72% reduction in 30-day readmissions and 49% reduction in ED visit rate. In addition, the program coordinates non-clinical issues and referrals. The information below displays various types of psychosocial services referrals given.</p> <ul style="list-style-type: none"> • Food Assistance – 33 • Shelter – 15 • Outpatient Psychiatry – 10 • Caregiver Assistance – 34 • Substance Use Rehab – 1 • PACE – 3 • Job Assistance – 1 • Volunteer Opportunities – 2 • Welfare Checks/APS/Ombudsman – 2 • Funeral Planning – 1 • Connection with SDPD/PERT – 1 • Public Guardian – 1 • Insurance/Funding/Bills – 9 • Transportation Services - 37 |

| 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</p> <p>Helping Patients Navigate Post Discharge Services are offered by Scripps Mercy Hospital Well Being Center to patients and their family to decrease the risks of readmission, keep patients on a healthy pathway and to increase patient continuity. The goal of patients participating in this service post-discharge is to reduce hospital and emergency department 30-day and 90-day readmissions. Services and assistance are provided for 30 days post discharge and up to one year for any social work or nurse case manager referral and/or patients with the following conditions: Acute Myocardial Infarction (AMI), Chronic Obstructive Pulmonary Disease (COPD), Chronic Heart Failure (CHF), Pneumonia, Coronary Artery Bypass Grafting (CABG), Total Knee or Hip Replacement, and COVID-19.</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 risk and require more assistance.</p> | Primary Care, Palliative Care, Community-Based Organizations | <p>Community patient post discharge services include home visits, assistance with follow up physician visits, phone calls, providing community and social service resources, and application assistance (medical insurance, SDI, housing, SNAP, Mama’s Kitchen). In addition, referrals and/or appointment are made to local community clinics or to the Scripps Advanced Care Clinic. These services are currently available at Scripps Mercy Hospital Chula Vista and San Diego.</p> <p><u>Fiscal Year 2020 Metrics:</u></p> <ul style="list-style-type: none"> • 907 patient referrals were received (30 Day and Social Work) • 686 patients were contacted/reached (this includes 30-day follow up and Social Work referral patients) • 154 patients – unable to reach, deceased, declined follow-up services, language barrier • 66 patients were readmitted (source: caregiver, EPIC) |

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
|---------------------|--|---|---|
| Scripps System Wide | <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. One in four Americans aged 65+ falls each year, and every 11 seconds, an older adult is treated in the emergency room for a fall.</p> <p>Strategies to help older adults living on their own or in care facilities prevent falls, like interventions to increase physical activity, can reduce deaths in this age group.</p> <p>Scripps Social Workers, and nurses educate 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 building 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.</p> | County Aging & Independent Services, San Diego Fall Prevention Task Force | <p>Scripps 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. The program served 466 participants and had a high overall satisfaction with the workshops provided.</p> <p>Virtual Fall Prevention Events</p> <p>To kick off National Fall 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.</p> <p>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 virtual sessions during National Fall Prevention Awareness Week. The free sessions were open to the public and featured a variety of topics including:</p> <ul style="list-style-type: none"> • Fall Prevention 101 • Keeping Your Daily Balance • Medication Management in Older Adults • Kitchen Safety in a COVID-19 World • Fall Prevention Screening & Getting Up Safely After a Fall |

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
|--|--|--|--|
| <p>Scripps Memorial Hospital Encinitas</p> <p>Scripps Memorial Hospital La Jolla</p> | <p>A Matter of Balance: Managing Concerns About Falls</p> <p>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. 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.</p> | <p>County Aging & Independent Services</p> | <p>While COVID-19 restricted access to the program for much of 2020, Scripps was chosen as a pilot site to test a virtual edition of the program and in early 2021 the program rolled out successfully. During this 8-week series lectures and information were given on practical strategies to manage falls, improve safety awareness and how to utilize available resources to promote independence and overall safety. In FY20, 41 individuals enrolled in the program and were given a pre/post-test to measure their knowledge. All participants increased their knowledge on the post-test.</p> <ol style="list-style-type: none"> 1. I can find a way to get up if I fall – Pre 2.1/Post 2.7 2. I can find a way to reduce falls – Pre 2.3/Post 2.8 3. I can protect myself if I fall – Pre 1.7/Post 2.5 4. I can increase my physical strength – Pre 2.6/Post 3.0 5. I can become steadier on my feet – Pre 2.3/Post 2.8 |

Identified Community Health Need – Behavioral Health

Objectives:

- Increase overall mental health care for local students and vulnerable adolescents through school-based clinics.
- Increase and strengthen community-based mental health services for vulnerable populations.
- Increase the proportion of persons with co-occurring substance use disorders and mental health disorders who receive treatment for both disorders.
- Provide supportive employment and vocational training for people receiving mental health treatment.

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
|------------------------------------|--|--|---|
| Scripps Mercy Hospital Chula Vista | <p>Mental Health Support Services at Local School-Based Clinics</p> <p>Scripps Family Medicine Residency and Scripps Mercy Hospital Chula Vista Well-Being Center partner to offer clinical training opportunities for Master Social Work students in training from San Diego State University at Southwest and Palomar High Schools. These students work with local providers that address the mental health needs of vulnerable adolescents. A variety of mental health issues are present for local high school students. Many of these issues include depression, anxiety and suicide related concerns.</p> | Scripps Family Medicine Residency, Scripps Mercy Hospital Chula Vista Well-Being Center, San Diego State University, Southwest and Palomar High Schools. | The program works to improve overall mental health care for local students through a school-based clinic. Approximately 150 hours were spent in the school-based clinics offering services for adolescents to an average of 12 students per week. Due to COVID-19 the schools were closed for several weeks and then transitioned to a virtual setting. The school district would like the program to continue and they have a vetting process for each intern to pass, therefore volume of activity may not increase until the next school year in 2022. |

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
|----------------------------------|---|---|--|
| Scripps Mercy Hospital San Diego | <p>Scripps Mercy & Family Health Centers Behavioral Health Partnership</p> <p>Scripps Mercy partners with Family Health Centers of San Diego (FHCS D) to create a more robust behavioral health care system for Medi-Cal patients that receive care at Scripps Mercy Hospital.</p> <p>Goals:</p> <p>Strengthen the continuum of integrated primary and mental health services for patients discharged from various hospital settings (medical and behavioral health inpatient and emergency care) through a variety of timely patient engagement strategies including the expansion of community-based behavioral health services adjacent to the hospital.</p> <ol style="list-style-type: none"> 1. Strengthen the continuum of integrated primary and mental health services for patients discharged from various hospital settings (medical and behavioral health inpatient and emergency care) through a variety of timely patient engagement strategies including the expansion of community-based behavioral health services adjacent to the hospital. 2. Involve patients in appropriate outpatient care before their behavioral health issues become acute, preventing returns to the Emergency Department. | Family Health Centers of San Diego (FHCS D), NAMI | <p>Scripps and FHCS D focus on transitioning behavioral health patients into appropriate outpatient care when discharged from Scripps Mercy. The two organizations have a Joint Operating Committee to study, address and improve patient flow (including establishing baseline metrics for reporting outcomes).</p> <p>Concentrated Mental Health Program (CMHP) provides comprehensive outpatient services to patient who have moderate mental illness, including schizophrenia, schizoaffective disorder and depression. The integrated treatment team develops individualized approaches to ensure each patient receives comprehensive care.</p> <ul style="list-style-type: none"> • Number of mental health referrals to FHCS D (ER and Referral Line) – 514 • Number of referrals made into the Concentrated Mental Health Program (CMHP) – 35 • Number of mental health & CMHP 30-day readmissions (completed appointments) – 158 • Number of mental health & CMHP 30-day readmissions (missed appointments) – 364 |

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
|---------------------|--|---|---|
| Scripps System wide | <p>Psychiatric Liaison Team (PLT)</p> <p>The Psychiatric Liaison Team is a mobile psychiatric assessment team. Clinicians provide mental health evaluation and triage services 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 ultimately ensure the long-term stabilization of the patient's mental health.</p> | County Mental Health Department, Family Health Centers of San Diego | <p>The Psychiatric Liaison Team continues to provide psychosocial evaluations at all Scripps Hospitals Emergency Departments and Urgent Care settings.</p> <p>Number of encounters (visits) referred to inpatient settings:</p> <ul style="list-style-type: none"> • Discharge/Transfer to ED to Mercy Behavioral Health Unit – 1,730 • Other Inpatient Facilities – 17 • Crisis Residential Placement – 6 <p>Number of encounters (visits) referred to outpatient settings:</p> <ul style="list-style-type: none"> • Number of patients given outpatient referrals – 284 • Family Health Centers – 23 • Outpatient Psychiatrist – 42 • Detox – 3 • Shelter – 3 |

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
|---------------------|---|--|--|
| Scripps System wide | <p>Scripps Substance Use Disorder Service (SUDS) Nurses</p> <p>Adults with both a mental health and substance use disorder often get treated for one or the other but not both. An approach that treats both disorders together is critical for getting people the care they need. Aware of the impact drugs and alcohol can have on our community, Scripps has developed innovative ways to treating this destructive disease.</p> <p>Patients presenting with mental health, drug and alcohol abuse will be identified to the appropriate level of care including community clinics. Scripps has deployed Substance Use Disorder Service (SUDS) nurses throughout its hospitals. These specialized nurses certified in addiction; see patients at their bedside and work closely with the patient’s entire health care team to help facilitate a safe detox while hospitalized. In addition, providers will have an increased ability to provide treatment to those who are unfunded or underfunded.</p> <p>This mobile group of specially trained drug and alcohol resource nurses provide education, interventions, and discharge placement assistance to patients in the Scripps hospitals. The resource nurses work directly with the nursing staff at each of the hospitals in search of patients who may be at risk for alcohol/drug withdrawal and assist with implementing a standardized protocol withdrawal process.</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>Collaborating with others to deliver a continuum of care that improves the health of our community is important. Through a contract with the McAlister Institute, Scripps provide safe detox up to three patients per week with Case Management from the Scripps Drug and Alcohol Resource Nurses to help them into community-based programs. The McAlister Institute uses intensive wrap-around approaches to provide clients with top-quality clinical services, as well as support the need to the best course of treatment to manage their behavioral health. An enhanced case management approach is used, promoting intensive coordination and communication with Scripps staff.</p> <p><u>Fiscal Year 2020 Metrics:</u></p> <ul style="list-style-type: none"> • Number of referrals sent to McAlister Institute - 107 • Number of patients that received long term treatment - 70 |

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
|---------------------|---|---|---|
| Scripps System wide | <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-Visions 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> | San Diego Chapter of Mental Health of America | <p>Since its inception, 626 inquiries have come in, 165 of these resulted in qualified candidates with 101 volunteers and 54 employees thus far. Currently, there are a total of 24 active candidates: 23 employees and one volunteer who participate in this supportive employment program. The average length of employment for the 54 employees is 5.4 years, with a range of 2 months to 14.7 years. The current paid employees have been employed between 1.3 years to 13.4 years, with the average length of employment being 7 years.</p> <p>A-Vision's participants have been employed on a casual/per diem basis by Scripps Environmental Services, Food Services and clerical support for Health and Information Services, Emergency Services, Nursing Research, Human Resources, Access, Behavioral Health, Credentialing, Labor and Delivery, Laboratory, Medical Staffing, Performance Improvement, Spiritual Care and Palliative Care Services. Paid A-Vision's candidates typically limit their work to eight hours per week, which allows them to maintain eligibility for the disability benefits, medications and ongoing behavioral healthcare that supports their work.</p> |

Identified Community Health Need – Cancer

Objectives:

- Improve cancer education, support services and cancer navigation (assistance for individuals with cancer diagnosis) through the Scripps MD Anderson Cancer Program. Scripps MD Anderson is committed to fighting cancer through a collaborative, team approach that puts the patient at the center of care.
- Improve facilitation of connection to community resources to Scripps patients and community members impacted by cancer at the hospital setting as well as in the community in support of cancer awareness events and cancer community-based organizations.
- Increase the mental and physical health related quality of life for cancer survivors.

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
|--------------------------|--|---|---|
| Scripps System wide | <p>Scripps MD Anderson Cancer Center Navigation Program</p> <p>According to the National Cancer Institute, the cancer death rate has declined in recent decades, but over 600,000 people still die from cancer each year in the United States. Death rates are higher for some cancers and in some racial/ethnic minority groups. These disparities are often linked to social determinants of health, including education, economic status, and access to health care.</p> <p>Scripps MD Anderson Cancer Center provides a wide range of support services and patient assistance programs to support and encourage patients through their cancer journey into survivorship. Throughout the system, Scripps provides specially trained oncology social workers and nurse navigators who understand the complexities of living with cancer and are dedicated to assisting cancer patients, along with providing education to health professionals and caregivers. The focus is on education and outreach, as well as support services.</p> | Komen Foundation, American Cancer Society, Mama’s Kitchen, Chula Vista Chamber of Commerce, San Ysidro Health Center, South Bay Community Resources, Promotoras | <p>Scripps patients are tracked internally, and patients meet with a navigator on their initial visit. In Fiscal Year 2020 1,132 patients were navigated (face to face interventions). Some patients may have been navigated for more than one tumor site. The following tumor sites were diagnosed.</p> <ul style="list-style-type: none"> • Breast - 561 • Gastrointestinal (GI) - 294 • Genitourinary (GU) - 303 • Thoracic - 136 • Head and Neck- 79 • Gynecological - 117 • Hepatocellular Carcinoma (HCC) liver cancer - 33 • CNS – 17 • Cutaneous – 76 • Hematology – 63 • Sarcoma - 46 |

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
|-------------------|--|-------------------------------|---|
| | <p>Registered Nurse Navigators provide assistance with a variety of issues such as:</p> <ul style="list-style-type: none"> • Help coordinate appointments and facilitate communication between patients & their care team. • Provide compassionate guidance by helping patients deal with treatment side effects and identifying support groups, classes and events, and other community resources. • Continue to work with the community to develop the patient oncology role. The oncology navigator provides education and distributes resource information to both patients and their families. | | |

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
|---------------------|--|---|---|
| Scripps System wide | <p>Scripps MD Anderson Cancer Center Support Groups</p> <p>Scripps MD Anderson 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>Komen Foundation, American Cancer Society, Mama's Kitchen, Chula Vista Chamber of Commerce, San Ysidro Health Center, South Bay Community Resources, <i>Promotoras</i></p> | <p>Scripps MD Anderson Cancer Center Support Groups (Virtual Support Groups)</p> <p>The best cancer care includes more than medical treatment. Scripps MD Anderson Cancer Care Center offers support for people living with cancers, including breast, gynecologic and head and neck, as well as services to help with emotional, psychological, financial and lifestyle as aspects of cancer. Due to COVID-19, meetings were suspended for most of the year as there was restricted access to the hospital. Patients had the ability to join online support groups offered by MD Anderson Cancer Center as part of our partnership. The sessions were facilitated by MD Anderson social work counselors and provided an opportunity for patients, family members and friends to meet others in similar circumstances, develop new relationships and find out how others cope during this time of increased distress. The program served 465 individuals in the various support group offerings.</p> |

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
|--|-------------------------|---|--|
| <p>Scripps System wide</p> <p>Scripps Mercy Hospital Chula Vista</p> | | <p>Komen Foundation, American Cancer Society, Mama's Kitchen, Chula Vista Chamber of Commerce, San Ysidro Health Center, South Bay Community Resources, <i>Promotoras</i></p> | <p>Scripps MD Anderson Cancer Center Polster Breast Care Center</p> <p>Scripps MD Anderson Cancer Center Polster Breast Care Center sponsors the Young Women's Support Group and provides a venue for women under the age of 40 to come together. The groups are offered to women in the San Diego community and women discuss issues relating to their diagnoses and receive support. Topics related to breast health are also offered to the community. In Fiscal Year 2020, 22 individuals participated in the support groups. Due to COVID-19 meetings were not held for most of the year as there was restricted access to the hospital.</p> <p>Scripps Mercy Hospital Chula Vista Breast Cancer Support Group</p> <p>Scripps Well-Being Center holds-a bi-monthly support group that helps individuals cope with living with cancer. Group support including navigating the cancer system and educational presentations by local providers are offered. A total of 190 women participated in the breast cancer support group. Due to the COVID-19 this support group transitioned to conference calls and virtual offerings.</p> |

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
|------------------------------------|---|---|---|
| Scripps Mercy Hospital Chula Vista | <p>Scripps Mercy Chula Vista’s Well-Being Center (WBC)</p> <p>The Chula Vista Well-Being Center provides a series of prevention and wellness programs to educate people about the importance of early detection and treatment for cancer. The goal is to increase education, outreach and access to early detection and screenings for breast health services. A wide array of resources is provided such as counseling, screenings, support groups, complementary therapies, and educational workshops.</p> | <p>Komen Foundation, American Cancer Society, Mama’s Kitchen, Chula Vista Chamber of Commerce, San Ysidro Health Center, South Bay Community Resources, <i>Promotoras</i></p> | <p>Breast Health Outreach and Education Program</p> <p>A <i>Promotora</i> led health and wellness program that aims to improve the lives of women in San Diego’s South Bay with breast cancer education, prevention and treatment support. <i>Promotoras</i> teach women in their native language with sensitivity to a woman’s ethnic and cultural norms. The program model includes a <i>Promotora</i>, Cancer Survivor and a Nurse Navigator. The <i>Promotora</i> has knowledge of breast cancer, offers education and emotional support and provides referrals in culturally appropriate and language sensitive way. Working together, the <i>Promotora</i> and Volunteer present a very strong front for breast cancer awareness and full support system for those already diagnosed. Moreover, the fact they are bi-lingual Latinas, lend an air of automatic trust among the Hispanic community as they can connect with the residents on a cultural level.</p> <p>In Fiscal Year 2020, a total of 150 women were referred to clinical breast health services in the community and to Scripps Mercy Hospital Chula Vista radiology services.</p> <p>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.</p> |

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
|-------------------|-------------------------|-------------------------------|---|
| | | | <p>Outreach Services: Outreach to those overdue for screening hospital referrals, overdue for screening 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.</p> <p>Due to COVID-19 many of the outreach and education programs ceased mid-March 2020 due to large group and gathering restrictions; some services were able to transition to a virtual platform.</p> |

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
|---------------------|---|--|--|
| Scripps System wide | <p>Scripps MD Anderson Cancer Center Survivor Day (A Celebration of Life)</p> <p>Scripps raises awareness, education and support for community members touched by cancer in San Diego County by providing community-based informational and celebratory events specific to patient populations and community needs. A forum for those that have battled cancer to come together and enjoy the company of friends, family, and the camaraderie of fellow cancer survivors. In addition, Scripps provides an opportunity for discussing the physical, financial, and social issues that many cancer survivors face following completion of treatment.</p> <p>Survivors Day is a time to recognize the nation's 15.5 million cancer survivors, to focus attention on issues of survivorship, and to acknowledge medical professionals dedicated to cancer treatment, research and support services. National Cancer Survivors Day events are held in hundreds of communities nationwide throughout the month of June. Scripps holds a celebratory event at various Scripps hospitals each year to provide an opportunity for those that have battled cancer to come together and enjoy the company of friends, family and the camaraderie of fellow cancer survivors.</p> | Komen Foundation, American Cancer Society, Local community clinics, Scripps Radiology Department | <p>Two survivor day events are held within the Scripps System. One is held in the North region of the county and a second one in the South.</p> <p>Due to COVID-19, events were held online this year to ensure safety and reduce the spread of COVID-19. In partnership with MD Anderson Cancer Center the following were some of the topics presented; building your own vision board at home, history of labyrinths, music and mindfulness exercise, anticancer living: transform your life and health with the mix of six yoga breathing exercises and chair yoga.</p> |

Identified Community Health Need – Cardiovascular Disease & Stroke

Objectives:

- Prevent sudden cardiac arrest and death in middle/high school aged children, including underserved areas in San Diego County by increasing education and awareness related to cardiovascular health and healthy lifestyles.
- Improve cardiovascular health and decrease stroke in San Diego County by working with our community partners to educate and engage individuals and communities in understanding and taking action to address 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 wide | <p>Eric Paredes Save A Life Foundation (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. Eric was a healthy Steel Canyon High School sophomore athlete who died suddenly and unexpectedly from Sudden Cardiac Arrest in 2009. His parents established the EP Save A Life Foundation which provides free screenings to youth to identify cardiac anomalies that may lead to SCA, with the goal of standardizing cardiac screenings among the youth. Each year 7,000 teens in the United States lose their lives due to sudden cardiac arrest.</p> <p>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</p> | <p>Local high schools countywide: Orange Glen High School, Point Loma Nazarene University, Mission Vista High School</p> | <p>As a sponsor of the Eric Paredes Save A Life Foundation, Scripps has held more than 20,000 free cardiac screenings for local teens, including the homeless and the underinsured. Scripps provides financial contribution annually to help pay for the screenings. In FY20, Scripps made an \$8,500 contribution to pay for screenings and supported screening events at area high schools and screened 1,951 teens,³ identifying 27 with abnormalities and 16 who were at risk.</p> <p>The overall goal was to host six screenings per year and to average 800 youth per screening event, however, the national health pandemic caused the postponing of the April, June, and August screenings.</p> <p>The following are additional Fiscal Year 2020 metrics tracked:</p> <ul style="list-style-type: none"> • Teens Uninured: 27% • Teens Without a Pediatrician/Family Doc: 452 • Teens Who Use Community Clinic: 446 |

³The majority of students in the San Diego Unified School District meet the poverty guidelines. 153 schools in the Sand Diego Unified School District receive Federal Title I funds as set forth in the Elementary and Secondary Act (ESEA). Title I Elementary and Secondary Education Act (ESEA) School is defined as a school enrolling at least 40 percent of children from low-income families.

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
|-------------------|---|-------------------------------|---|
| | <p>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.</p> <p>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> <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. • Notifies parents of the results for follow-up with their family physician. | | <ul style="list-style-type: none"> • Average percent of Moderate to Extremely Low Household Income: 69% • Ethnicity: 53% represent diverse ethnicities • Parents unaware of SCA in youth: 57% • Parents unaware of warning signs/risk factors 66% • Number of youths screened who participate in sports: 69% • Scripps Volunteers: 40 • Scripps Volunteer Hours: 200 |

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
|------------------------------------|--|--|---|
| Scripps Mercy Hospital Chula Vista | <p>Sweetwater Union High School Pre-Participation Sports Cardiac Screening Assessments</p> <p>Every year, three to five student athletes in San Diego County die suddenly and unexpectedly from Sudden Cardiac Arrest/Death (SCA/D). SCA is an abnormality in the heart's electrical system that can happen without symptoms or warning signs. However, this life-threatening condition can be detected with a cardiac screening exam.</p> <p>Scripps Mercy Hospital Chula Vista Family Medicine Residency, Southwest Sports Wellness Foundation, and the Sweetwater Union High School District partner to prevent sudden cardiac arrest and death among high school students by increasing awareness of the importance of healthy lifestyles and cardiovascular screenings among active students. Family Medicine residents offer yearly cardiac screening and sports physicals before students participate in organized sports and implement injury clinics during football season to evaluate and treat possible concussions and other injuries.</p> | Southwest High School District, Southwest Sports Foundation, Scripps Family Medicine Residency | Due to Covid-19 the screening events were implemented on a smaller scale. A total of 150 screenings were provided to student athletes in Fiscal Year 2020 and 60% of participants were underserved. In addition, 29 injury clinics were held during football season and 356 students were seen at the injury clinics. |

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
|-------------------------------------|--|--|--|
| Scripps Memorial Hospital Encinitas | <p>BrainMasters: Stroke and Brain Injury Survivors Support Group</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 an improvisational speaking group for adults coping with acquired brain injury. This fun, supportive and interactive group helps brain injury patients improve communication skills, think more quickly on their feet, and build self-confidence in a friendly, encouraging environment.</p> | San Diego County Stroke, Consortium, San Diego Padres, San Diego County EMS, San Diego regional American Heart Association/American Stroke Association, and the San Diego County Stroke Consortium | Offered as a community benefit through Scripps Memorial Hospital Encinitas, BrainMasters is free and open to the community. In Fiscal Year 2020, 52 people were served. Support groups offer the ability to develop encouraging peer relationships along with the goal of returning to and continuing a life of meaning and purpose. |
| Scripps Mercy Hospital Chula Vista | <p>Stroke and Brain Injury Support & Education Group at Scripps Mercy Hospital Chula Vista Well-Being Center</p> <p>The stroke support group is for Stroke, Parkinson’s and Brain Injury survivors, caregivers, and loved ones. The group’s goal is to educate and empower survivors. Attendees receive information and resources, reinforce inner strengths, learn self-care strategies, and develop encouraging peer relationships.</p> | | In Fiscal Year 2020, a total of 92 people participated in the Stroke and Brain Injury support group. Due to COVID-19 the group transitioned to conference call group which impacted the overall number of participants for the year. |

Hospital Facility

Programs and Strategies

Partnerships & Collaborations

Evaluation Methods, Measurable Targets and Other Comments

Scripps System wide

Scripps Stroke Program Community Events

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 the BE – FAST (how to recognize symptoms of stroke and calling 911 for someone exhibiting stroke symptoms).

The FAST test is an easy way to recognize and remember the most common signs of stroke. Using the FAST test involves asking three simple questions. The acronym stands for **F**acial drooping, **A**rm weakness, **S**peech difficulties and **T**ime.

- **Facial drooping:** A section of the face, usually only on one side, that is drooping and hard to move. This can be recognized by a crooked smile.
- **Arm weakness:** The inability to raise one’s arm fully.
- **Speech difficulties:** An inability or difficulty to understand or produce speech.
- **Time:** If any of the symptoms above are showing, time is of the essence, call the emergency services or go to the hospital.

Each box that applies to you equals 1 point. Total your score at the bottom of each column and compare with the stroke risk levels.

| Risk Factor | High Risk | Caution | Low Risk |
|---------------------|--|---|--|
| Blood Pressure | <input type="checkbox"/> Higher than 140/90 | <input type="checkbox"/> 120-139/80-99 | <input type="checkbox"/> Lower than 120/80 |
| Cholesterol | <input type="checkbox"/> Higher than 240 | <input type="checkbox"/> 200-239 | <input type="checkbox"/> Lower than 200 |
| Diabetes | <input type="checkbox"/> Yes | <input type="checkbox"/> Borderline | <input type="checkbox"/> No |
| Smoking | <input type="checkbox"/> I still smoke | <input type="checkbox"/> I'm trying to quit | <input type="checkbox"/> I am a non-smoker |
| Atrial Fibrillation | <input type="checkbox"/> I have an irregular heartbeat | <input type="checkbox"/> I don't know | <input type="checkbox"/> My heartbeat is not irregular |
| Diet | <input type="checkbox"/> I am overweight | <input type="checkbox"/> I am slightly overweight | <input type="checkbox"/> My weight is healthy |
| Exercise | <input type="checkbox"/> I am a couch potato | <input type="checkbox"/> I exercise sometimes | <input type="checkbox"/> I exercise regularly |
| History of Stroke | <input type="checkbox"/> Yes | <input type="checkbox"/> Not sure | <input type="checkbox"/> No |

Total:
■ If your High Risk score is 3 or more, ask your doctor about stroke prevention right away.
■ If your Caution score is 4-6, you're off to a good start. Keep working on it!
■ If your Low Risk score is 8-9, congratulations! You're doing well at controlling your risk of stroke.

Ocean Knoll Elementary PTA Group, AT&T, American Heart Association, Rancho Santa FE Senior Center, Mesa College

In Fiscal Year 2020, 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. The Stroke Team gave six community stroke presentations, provided education to 272 individuals, distributed 227 risk-factor self-assessment cards, and made 8 referrals for follow up. Below is a description of the Stroke Team Events:

- Stroke Team members provided community outreach at the Ocean Knoll Elementary School in Encinitas and 25 community members were served.
- The Team participated in a Stroke Screening event in collaboration with the American Heart Association. The event was held on the AT&T San Diego campus and 70 community members were served.
- Participation at the Rancho Santa Fe Senior Center and 20 community members were served. Stroke Team members provided community outreach via an educational lecture to members of the senior center and community members regarding physiology of stroke, stroke risk factors, stroke prevention, recognition of stroke and accessing 911.
- Participation in an educational event at Mesa College and 30 community members were served. An educational lecture was provided to college students and teachers about BE-FAST.

Identified Community Health Need – Community/Social Support

Objectives:

- Increase social and community support by connecting patients to more permanent sources of income, housing, transportation, and other self-reliance measures.
- Educate, assist, and empower vulnerable San Diegans to become and remain healthy and access community-based preventive care for routine health care.
- Improve care management and clinical-community linkages that address social determinants of health by connecting patients with an array of outpatient health and social service resources to promote the well-being of the residents.

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
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| Scripps Mercy Hospital | <p>Catholic Charites – 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. Patients who demonstrate a willingness to change receive one week in a hotel, along with food and bus fare to pursue a case plan. 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> | <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</p> | <p>Fiscal Year 2020 was a challenging year due to staff vacancies which interfered with the number of referrals that Catholic Charities was able to accept as well as the challenges associated with COVID-19 and having access to the hospital. Short term case management and linkage with services is provided by Catholic Charities to increase housing stability. Specific criteria for eligibility and referrals have been established.</p> <p><u>Metrics tracked by Catholic Charities:</u></p> <p>Number of patients served – 7</p> <p>Received Temporary Shelter (vouchered clients only) – 7</p> <p>Received permanent or transitional housing – 2</p> <p>Received food (food boxes/Vons card) – 3</p> <p>Number placed in recovery – 1</p> <p>Number relocated to live with family – 1</p> <p>Number of hotel discharges – 5</p> <p>A new amendment was signed on July 2020 which extends the program through June 30, 2021.</p> |

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
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| Scripps Mercy Hospital | <p>Scripps Recuperative Care Programs (RCU)</p> <p>The Scripps/City of Refuge Recuperative Care Shelter (RCS) Project provides a safe discharge for chronically homeless patients with ongoing medical needs. All patients are unfunded or underfunded. Most have substance abuse and/or mental health issues. Lack of funding, mental illness, as well as alcohol and/or substance abuse, makes post-acute placement of these homeless patients difficult.</p> <p>The City of Refuge provides a safe, secure environment, with 24-hour supervision, medication oversight, meals, clothing, case management, assistance with Medi-Cal, with transition to Managed Medi-Cal and disability applications, referrals to rehab and other programs, and help finding permanent or transitional housing using county resources.</p> <p>RN Case Management/Social Work assists with a needed supply of medication, appointments, Durable Medical Equipment (DME), setting up Home Health Services if needed, and connects patients to psych as part of the hospital discharge plan to City of Refuge. City of Refuge further supports clients in meeting these goals using community resources to meet individual social service needs.</p> <p>All patients are connected to a medical home, and primary care in the community. Patients with psych disorders are established with a psychiatrist in the community if they are willing. Patient transportation needs are coordinated by City of Refuge, but may include insurance funded transport services, and occasionally Scripps Shuttle, or use of taxi voucher.</p> | The City of Refuge, Family Health of San Diego | <p>The City of Refuge began taking patients routinely in October of 2019. In Fiscal Year 2020, 44 patients met the need for RCS admission. As a group, the recuperative care patients had a cumulative of 626 hospital days of stay, an average of 12.6 hospital days of stay, before going to recuperative care services. Following their stay at City of Refuge: 50% did not return to the streets, 5% went back to the hospital, as they needed further treatment.</p> <p>The following are outcome metrics tracked by Scripps for the City of Refuge program:</p> <ul style="list-style-type: none"> • In FY20, total cost savings for Scripps was \$795,491. • Of Recuperative Care Shelter patients, 27% had standard Medi-Cal insurance, 9% HPE (Health Presumptive Eligibility) Medi-Cal, 41% Medi-Cal HMO's and of the managed care plans, Molina Medi-Cal was the highest utilizer. • Approximately 30% of patients sought to secure income from government programs, social security, and CA short term disability; six clients applied or received income benefits and four applied and received Medi-Cal HMO's while at the RCS with the assistance of their case management department. • The program assisted two Scripps MD Anderson Cancer Center patients with maintaining their health and transitioned them into independent living homes for additional care. • 80% of patients were connected to a primary care provider or established care at one of the community clinics such as Family Health Center of San Diego. • 10% of patients admitted to Recuperative Care Services were established with ongoing Oncology care and treatment. |

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
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| <p>Scripps Mercy Hospital</p> | <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 assist uninsured/underinsured low-income 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 MediConnect 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. | <p>A variety of non-profit organizations</p> | <p>During the Fiscal Year 2020 grant year the Consumer Center received 392 referrals and 94 of these became cases.</p> <ul style="list-style-type: none"> • 47 individuals obtained services of which 24 were approved for Medi-Cal benefits. • 7 patients received extended services, 11 patients received Presumptive Eligibility (PE) 1 patient was approved for PE and Covered California and 4 patients received financial assistance. • 700 pieces of educational materials were delivered to the street level floor and BHU at Scripps Mercy. <p>All patients were advised and educated on benefit programs, eligibility and enrollment coverage for the rules on rules for Medi-Cal, Presumptive Eligibility (PE), County Medical Services (CMS), Medicare, Cal MediConnect, Covered California, other private insurance options, and the Affordable Care Act (ACA).</p> <p>Staff stressed the importance of accessing community-based services for routine health care instead of using the hospital departments. Once approved for benefits, English/Spanish bilingual and culturally competent staff emphasized the importance of establishing a patient-centered medical home and calling their health plan’s member services line to understand the benefits of using their health benefits more fully.</p> <p>COVID-19 Measures: The Consumer Center’s operations quickly transitioned to remote operation. This transition enabled staff to remain responsive to consumer’s calls and continue advocacy efforts on behalf of clients. Consumer Center maintained hotlines to ensure continued access for clients and referring partners. Behavioral Health referrals continued, although instead of in-person interviews with hospitalized patients, individuals were contacted on their cell</p> |

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
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| Scripps System wide | <p>Full Access and Coordinated Transportation (FACT) INC.</p> <p>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, Scripps entered a partnership with Facilitating Access to Coordinated Transportation (FACT) Inc., a local non-profit organization.</p> <p>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. FACT assists patients in getting to and from appointments and takes discharged patients' home or to other facilities seven days a week, anywhere within San Diego and beyond.</p> | FACT INC., Transportation Providers | <p>phone or hospital room phone.</p> <p>In Fiscal Year 2020, FACT provided over 400 rides for Scripps patients throughout San Diego and as far away as Imperial County.</p> <ul style="list-style-type: none"> • 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, Orange County. <p>The following are the different transportation modalities that FACT-SD provides:</p> <ul style="list-style-type: none"> • Ambulatory – the rider can walk alone to and from the vehicle. • Curb-to-Curb – the rider will be picked up and dropped off at the curb of the facility/residence. • Door-to-Door – the rider requires the driver to walk them from the door of the facility/residence to the vehicle and from the vehicle to the door of the facility/residence. • Door-through-Door – the rider requires the driver to come inside the facility and transport them to the vehicle, the driver will drop them off at the door of the facility or residence. • Accessible vehicles and Mobility Devices – Walker, Cane, Folding Wheelchair, Wheelchair, Scooter, and vehicles equipped with Ramp or Lift. • Gurney Transportation. |

Identified Community Health Need – Diabetes

Objectives:

- Reduce the burden of diabetes and improve quality of life for people who have, or are at risk for, diabetes.
- Improve access to diabetes educational resources and self-management education for underserved population living with diabetes.
- Offer diabetes education and training for people who wish to increase their diabetes management knowledge and skills.
- Improve the self- management of diabetes through digital interventions.

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
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| Scripps System wide | <p>Project Dulce Care Management</p> <p>Diabetes prevalence is predicated to rise dramatically during the next 20 years, and associated spending is expected to increase threefold. Low-income 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>Scripps offers a comprehensive culturally sensitive diabetes self-management program for underserved and uninsured populations called Project Dulce. The program is team based and incorporates the chronic care model. Nurse led teams strive for measurable improvements in their patients' health, nurse educators lead multidisciplinary teams that provide clinical management; and peer educators from each cultural group, known as Promotoras, provide public and patient education for their communities. This innovative program combines state of the art clinical diabetes management with proven educational and behavioral interventions.</p> | Neighborhood Healthcare: Escondido and Temecula, Family Health Centers of San Diego, San Ysidro Health Center | In Fiscal Year 2020, Project Dulce provided 42 people with 15 diabetes care educational classes for low income and underserved individuals throughout San Diego and 2,842 Project Dulce's patients attended Scripps clinical visits. In addition, 917 patients were provided diabetes retinal screenings held at Neighborhood Healthcare facilities. Out of these 917 retinal visits, 6.4 percent had some degree of diabetes-related eye disease. This program referred 38 people who had advanced disease, 2.4 percent of all screened or nearly 36.9 percent of positives, to specialists for further care. |

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
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| | <p>These educators “Promotoras” reflect the diverse population affected by diabetes and help teach others about changing eating habits, adopting exercise routines and other ways to help manage this chronic disease.</p> <p>The Project Dulce model has demonstrated positive effects on physiological, behavioral, and cost-effectiveness outcomes. Project Dulce’s comprehensive care management approach has demonstrated improvements in clinical outcomes and demonstrated an economically significant reduction in hospital expenditures. Economical, effective, and culturally tailored interventions such as the Project Dulce model are a crucial link in the health care delivery system in order to achieve improved diabetes and overall health outcomes.</p> | | |

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
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| Scripps System wide | <p>Scripps Whittier Institute Professional Education and Training</p> <p>Scripps Whittier Diabetes Institute professional education teams provide state of the art education and training for people who wish to increase their diabetes management knowledge and skills. With the rise in diabetes related devices, there is a great need to equip clinicians with the latest information and clinical skills. The Whittier's professional education program is led by a team of experts, including endocrinologists, nurses, dieticians, psychologists and other diabetes specialist.</p> <p>These individuals train practicing professionals to deliver the best possible care for their diabetes patients. Courses are tailored to the needs of allied health professionals seeking to understand new and complex clinical treatment options for Type 1, Type 2 and gestational diabetes.</p> | <p>This is a Scripps designed program. Target population are parent educators and clinical providers.</p> | <p>In Fiscal Year 2020, professional education was provided for 97 people on insulin management, incretin therapy, and diabetes diet and diabetes basics. Participants came from local health institutions and throughout the United States to learn from the Whittier Institute's most experienced diabetes experts.</p> <p>In addition, the Whittier Institute's professional education department provided four CME programs for physicians, nurses, pharmacists, dietitians, mid-level providers and social workers and made numerous academic and research presentations at professional association meetings.</p> |

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
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| Scripps Memorial Hospital Encinitas | <p>Dulce Digital – Me: An adaptive MHealth intervention for underserved Hispanics with diabetes</p> <p>Dulce Digital-Me provides patients with tools to help them manage their diabetes day to day and improve their health, including text messaging, wireless blood glucose and medication monitoring, diet and exercise assessments, and personalized feedback and goal setting. This study was conducted in collaboration with Neighborhood Healthcare, San Diego State University, and the University of California San Diego.</p> <p>The Dulce Digital-Me clinical trial represents the first randomized controlled study to look at the use of text messages to help underserved Hispanics better self-manage their diabetes through glycemic control.</p> | Neighborhood Healthcare, San Diego State University, The University of California San Diego | <p>Participants receive health-related text messages intervention every day for six months with the goal to improve their blood sugar levels that equal those resulting from some glucose-lowering medications. One third of the participants also receive health coaching. In Fiscal Year 2020, 71 participants were enrolled.</p> <p>Note: This is a five-year NIH supported study and therefore, outcomes will be reported in 2022. The results were published by Diabetes Care in an online pre-print version of the study, which is scheduled to be published in a future issue of the journal.</p> |

Identified Community Health Need – Economic Security

Objectives:

- Provide aid through the Supplemental Nutrition Assistance Program (SNAP) – known as CalFresh in California to reduce the rate of food insecurity and assist low-income families with additional funding for purchasing healthy food.
- Reduce the rate of food insecurity & provide nutrition education and counseling, breastfeeding education support and food vouchers to underserved pregnant and parenting women and children 0-5 years through the WIC program.

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
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| Scripps System wide | <p>Scripps Health CalFresh Screenings</p> <p>As health care delivery systems moves towards a population health paradigm that incentivizes keeping patients healthy, hospitals and clinics are recognizing the significance of addressing social determinants of health, such as Food Insecurity (FI). Hospitals have been more proactive in intervening at some level of care to aid the individuals suffering from FI and their ability to gain control over their health. Accordingly, food assistance provided by the Supplemental Nutrition Assistance Program (SNAP)—known as CalFresh in California, significantly reduces the rate and severity of poverty throughout the state (California Budget & Policy Center, 2018). CalFresh and Women’s, Infants, Children (WIC) have been successful in assisting low-income children and their families with additional funding for purchasing healthy food. There is evidence that suggests screening for FI in healthcare settings is the best indicator for patients to access food-related assistance.</p> | County of San Diego | The Public Resource Specialists (PRS) team has been successful in having the important conversation about food insecurity with patients they have screened in this past fiscal year. PRS screening is triggered by income below 200% of FPL. Based on conversation with patients, the PRS team determines appropriate assistance. In Fiscal Year 2020, the PRS team screened 9,168 individuals for Medi-Cal and 4,317 for CalFresh. |

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
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| | <p>Scripps Health began screening for CalFresh in June 2017 through the support of the Public Resource Specialist (PRS) team. The PRS are experienced staff with strong knowledge of the County programs. PRS screens all uninsured and underinsured patients for Medi-Cal and CalFresh who have received services at any of the five Scripps hospital facilities.</p> | | |

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
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| Scripps Mercy Hospital San Diego | <p>Scripps Mercy's Supplemental Nutrition Program for Women, Infants and Children (WIC)</p> <p>The Scripps Mercy WIC Program, a federally funded nutrition program targeting pregnant and parenting women and their children (ages 0 to 5), is one of five WIC programs operating in San Diego County. Scripps Mercy offers WIC services through its largest distribution location based at the City Heights Wellness Center (CHWC) with La Maestra Family Clinic.</p> <p>Scripps Mercy Hospital has established a partnership at the City Heights Wellness Center (CHWC) with La Maestra Family Clinic to address some of the attributing factors to poor health status for residents. With La Maestra serving as the lead agency, Scripps Mercy contributes resources to support operational costs of the Center to provide capacity for needed community linkages.</p> <p>Eligibility Workers from La Maestra Family Clinic are available to counsel people and assist filling out applications for Food Stamp Assistance. CHWC not only provides the needed space for the activity, but also actively participates by developing outreach flyers, scheduling community residents, and overall coordination for the class. Applications and assistance for CalFresh to supplement food budget and allow families/individuals to buy nutritious food.</p> | La Maestra Family Clinic/City Heights Wellness Center, Linda Vista Health Center | <p>WIC services provide nutrition education, counseling services and food vouchers for nearly 6,000 low-income women, infants, and children monthly. Lactation education and support services are offered to improve breastfeeding among postpartum and parenting women via one on one and group settings. In Fiscal Year 2020, the WIC program served 65,655 clients. Lactation education and support services are offered to improve breastfeeding among postpartum and parenting women. The Scripps Mercy Supplemental Nutrition Program for Women, Infants and Children (WIC) has distribution sites within City Heights at the Wellness Center as well as Linda Vista Health Center and other storefront facilities in Central and South San Diego County.</p> <p>In April 2020, in response to the State-wide public health restrictions, all WIC appointments went virtual including the education and counseling sessions. Once WIC eligibility requirements were met, food vouchers were issued automatically to the WIC EBT card. As a result, the WIC Program experienced a higher rate of participant engagement and satisfaction with on-line services; Barriers to child care and transportation were no longer issues for client participation.</p> |

Identified Community Health Need – Education and Health Careers

Objectives:

- Build the future pipeline of healthcare professionals by introducing young students to health careers.
- Build and support a diverse, culturally competent primary health care workforce in San Diego’s medically underserved communities.

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
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| Scripps Mercy Hospital Chula Vista | <p>Scripps Mercy School to Health Careers Program</p> <p>Scripps is dedicated to building the future pipeline of health professionals. A primary focus is to implement school-to-health career activities, including mentoring, camps, job shadowing, health education classes, health chats, support groups, health fairs and others.</p> <p>Scripps implements a wide variety of youth in health career activities. Through several internships and other educational programs, Scripps collaborates with high schools to offer students opportunities to explore a role in health care and gain first-hand experience working with Scripps health care professionals. Nurses and other clinical and non-clinical employees play important roles in these educational experiences, as the students are interacting with them daily through the programs.</p> | San Diego South Bay High Schools including Sweetwater High School, Eastlake High School, Mar Vista High School, San Ysidro High School and Otay Ranch High School | <p>Family Practice Medical Residents provide interactive classroom presentations on a variety of public health concerns, medically focused topics as well as hands-on clinical skills workshops mentoring at the local high schools.</p> <p>The following activities are offered to young students to introduce them to health careers and students receive health career tools/brochures that include information on education requirements, scholarships, and way to pay for college.</p> <p>Health professionals in the classroom presentations, health professions overview 101/Interactive hospital/clinic tours, college tours, mentoring program, health professional panels, 5210 Wellness Message series, resume building, student led public health advocacy projects, and surgery viewings.</p> <p>In Fiscal Year 2020, a total of 2,505 youth participated in these programs and more than 75% of youth are on a track for a health career. Due to COVID-19, all youth activities (mentoring, classroom presentations, hospital tours, surgery viewings) were cancelled due to school closures. Scripps discontinued all youth programs on and off site. During this time staff prepared and recorded videos on a variety of topics requested by the Sweetwater School District to be used for virtual and distance learning.</p> |

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
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| Scripps System wide | <p>Scripps High School Exploration Program, Health & Science Pipeline Initiative (HASPI)</p> <p>Scripps is dedicated to promoting health care as a rewarding career, collaborating with several high schools to offer student's opportunities to explore a role in health care and gain firsthand experience working with Scripps Health care professionals.</p> <p>Scripps offers students the ability to participate in the annual Scripps High School Exploration Program. Students spend five weeks of summer break at Scripps Memorial Hospital Encinitas, Scripps Memorial Hospital La Jolla, Scripps Green Hospital, Scripps Mercy Hospital, San Diego, or Scripps Mercy Hospital, Chula Vista, learning first-hand about medical careers, rotating through departments and working alongside medical professionals. During their five-week rotation, students are exposed to different departments, exploring career options, and learning valuable life lesson about health and healing. This program is funded through the Grossmont-Cuyamaca College Auxiliary.</p> | Scripps collaborates with local high schools to help students explore health care roles and gain firsthand experience as the work with Scripps health professionals. | This internship program was cancelled for Fiscal Year 2020, due to COVID-19. |

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
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| Scripps System wide | <p>University City High School Collaboration</p> <p>UC High School and Scripps have a formal partnership to provide a real-life context to the school's Health Care Essentials course.</p> <p>Students are selected to rotate through the five Scripps hospital campuses each spring semester to increase their awareness of health care careers. Students shadow healthcare professionals in various departments such as emergency department, ICU, pharmacy, urgent care, internal medicine, pharmacy, cardiac lab, ambulatory services, rehab therapy, patient logistics and trauma.</p> | Scripps collaborates with local high schools to help students explore health care roles and gain firsthand experience as they work with Scripps professionals. | For Fiscal Year 2020, 16 students were selected to rotate through five different Scripps locations, during the spring semester, to increase their awareness of health care careers. UC High students were exposed to different departments, exploring career options, and learning valuable life lesson about health and healing. This internship program was suspended after March, due to COVID-19. |

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
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| Scripps Memorial Hospital Encinitas | <p>Young Leader 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.</p> <p>The objectives of the Young Leaders in Health Care are:</p> <ul style="list-style-type: none"> • To provide a forum for high school's students to learn about the health care system and its breadth of career opportunities. • Mentor students in the act of leadership giving them tools to use in their daily life challenges. • Provide a service project to satisfy high school requirements and make a positive impact on the community. • Provide a venue for a student-run competition where each school presents a topic in line with the year's goal. <p>This combined experience includes weekly meetings at local schools facilitated by teachers and advisors, as well as monthly meetings at Scripps Hospital Encinitas. 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> | Scripps collaborates with local high schools to help students explore health care roles and gain firsthand experience as they work with Scripps health professionals. | The 2020 class touched a variety of topics from mental illness to the opioid crisis. More than 100 students, community members and health care specialists attended the Young Leader in Health Care final meeting, culminating with student presentations on types of cancer and treatments. Students that participate in the program are eligible to apply to the High School Explorer summer internship program. Meetings were suspended after March 2020, due to COVID-19. Classes resumed in October 2020 as virtual meetings using Microsoft TEAMS. |

Identified Community Health Need – Obesity

Objectives:

- Increase education and awareness related to health lifestyles for elementary aged children, parents, and school staff to address factors of obesity.
- Decrease the incidence of Type 2 diabetes by managing a major diabetes risk factor, obesity in underserved, ethnically diverse populations by testing the effectiveness of a lifestyle curriculum.
- Encourage participants to adopt four health behaviors; nutritious diet, physical activity, lower alcohol usage and stress reduction to prevent cancer, Type 2 diabetes, cardiovascular disease, and respiratory disease that causes 50% of all deaths in San Diego and in the underserved population.

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
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| Scripps Mercy Hospital Chula Vista | <p>Reducing Childhood Obesity in South Bay – 5210 Program</p> <p>Scripps addresses childhood obesity at the high school level in San Diego’s South Bay communities through its partnership with the Promise Neighborhood initiative, which implements activities related to the national 5210 campaign. The message is to promote a healthy lifestyle (5 Servings of Fruits and Vegetables, 2 Hour Screen Time Limit, 1 Hour of Physical Activity and 0 Sugary Drinks) per day.</p> <p>This four-session series is designed to increase knowledge and behaviors regarding a healthy lifestyle. The series includes hands-on activities and demonstrations. The foundation of this project began in 2013 with a partnership with the Promise Neighborhood Initiative and Castle Park Elementary School to increase education and awareness about healthy lifestyles and to help the students pass their yearly physical education requirements.</p> | Scripps Family Medicine Residency, Castle Park Elementary School, South Bay Community Services, Sweetwater Union High School District and SDSU School of Public Health Students | <p>Scripps has continued to enhance and develop the series and provide additional health and nutrition information to local youth in the South Bay. During FY20, there were a total of 193 students from Mar Vista, Chula Vista and Southwest High Schools and students from Health Careers Occupational Program (HCOP). In addition, Camp Scripps participants received health and nutrition information.</p> <p>Students from Mar Vista, Chula Vista, and HCOP received the four sessions of the 5210 series. Students from Southwest High School attended a health and wellness fair at their campus, where they received the 5210 message from one of the family medicine residents.</p> <p>As a result of activities, lesson plans, and advocacy for healthy living, the youth’s amount of physical activity and consumption of fruits and vegetables has increased. Student responses via the 5210-assessment survey showed pre-test knowledge was 62.5% and post-test knowledge improvement rate of 88.5% after participating in the 5210 sessions. Due to COVID-19, HCOP students received these sessions virtually.</p> |


| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
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| Scripps System wide | <p>Diabetes Prevention Program</p> <p>Obesity is an important health need due to its high prevalence in the U.S. and San Diego. Although it is not a leading cause of death, it is a significant contributor to the development of other chronic conditions.</p> <p>The Diabetes Prevention Program is a scientifically validated lifestyle intervention-based model. The Centers for Disease Control (CDC) and the National Institutes of Health (NIH) promote widespread adoption of the DPP due to its demonstrated effectiveness. Scripps is recognized by the Centers for Disease Control as a national DPP provider and rolled out the program to patients and community members in 2016.</p> <p>Scripps aims to decrease the incidence of Type 2 diabetes by managing a major diabetes risk factor, obesity in the underserved, ethnically diverse populations by testing the effectiveness of lifestyle curriculum. The program uses trained lifestyle coaches and a standardized curriculum; participants meet in groups with a coach for 16 weekly sessions and six to eight bimonthly follow-up sessions.</p> | Community Housing Works, Scripps Coastal Medical Center Vista | <p>Participants must have prediabetes and be overweight to enroll. No physician referral is required, although many physicians do refer their patients to this valuable resource. Orientation sessions are held in Spanish and English throughout the county. In Fiscal Year 2020, 26 individuals finished the program.</p> <p>Measures:</p> <ul style="list-style-type: none"> • Examine the effectiveness of the DPP program in reducing BMI and weight. Twenty- nine participants completed the first six months with a combined weight loss of 5.3%. Of the 29; 26 participants completed the 12-month course with a combined weight loss of 7.2%. • Examine the effectiveness of the DPP program in improving behavioral & psychological risk profiles (see below for measures). <p><u>Behavioral & Psychosocial Risk Profiles</u></p> <ul style="list-style-type: none"> • Nutrition – Pre – 43 / Post – 46 (nutrition increased) • Exercise – Pre – 5 / Post – 6 (exercise increased) • Stress – Pre – 14 / Post – 12 (stress decreased) |

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
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| Scripps System wide | <p>Healthy Living Program</p> <p>Diabetes, heart disease, cancer and respiratory disease are the four most prevalent serious chronic diseases in California. These diseases cause 50 percent of all deaths in San Diego and throughout the U.S., and many people have more than one of these conditions.</p> <p>Because lifestyle can play a major role in preventing these chronic illnesses, Scripps introduced Healthy Living, a free, interactive education program to help the San Diego community learn about and adopt practical ways to improve three behaviors: smoking, poor diet and physical inactivity that contribute to these four diseases.</p> <p>Scripps implements a series of three free sessions that encourage participants to identify and adopt practical ways to improve their health habits. Sessions are offered throughout San Diego County in English and Spanish, with special emphasis on the Latino and underserved communities. Sessions include health screenings, healthy cooking tips and mindful eating and practice sessions. Participants also receive a prediabetes screening; those who score high are then referred to the Scripps Diabetes Prevention Program.</p> | Community Housing Works, Community Clinics, Nurseries, Local Schools, Senior Apartments, Faith base organizations and YMCA | Due to COVID-19, 36 individuals completed the program/cohort class, but more individuals were touched by the program. COVID-19 affected post data collection. This program will not continue in FY21 due to resources. |

Identified Community Health Need – Unintentional Injury & Violence

Objectives:

- Decrease trauma deaths by better preparing the public to save lives through proper awareness and education.

| Hospital Facility | Programs and Strategies | Partnerships & Collaborations | Evaluation Methods, Measurable Targets and Other Comments |
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| <p>Scripps System wide</p> | <p>Saving Lives through Stop the Bleed Campaign & Program</p> <p>Whether from a bullet wound or other traumatic injury, severe blood loss can kill in just five minutes. However, one-fifth of trauma deaths — the leading cause of death for Americans under age 46 — could be prevented by stanching the bleeding. That’s why Scripps doctors are getting behind the national Stop the Bleed campaign. Scripps doctors participate and convey the important messages of the national Stop the Bleed campaign. The course is developed for a nonmedical audience to address the needs of the immediate responder to control life-threatening bleeding until help arrives.</p> <p>The initiative is a national awareness campaign to teach the civilian population to provide vital initial response to stop uncontrolled bleeding in emergency situations. This preparation is done by raising awareness and teaching people how to learn <u>three quick actions</u> to control serious bleeding.</p> <p>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> | <p>The American College of Surgeons (ACS) and ACS Committee on Trauma, Scripps Trauma Services</p> | <p>Supported by the American College of Surgeons, the Department of Homeland Security, and numerous police departments, it aims to teach bystanders how to properly place pressure on a wound or apply a tourniquet in an emergency. In Fiscal Year 2020, 6 classes were held, and 143 participants enrolled.</p>  |