

# St. Rose Hospital 2019-2020 Community Benefit Plan



## Introduction

---

Since first opening our doors in 1962, St. Rose Hospital (St. Rose) has been committed to meeting the challenges of identifying and providing access to healthcare services to the residents of Hayward and the surrounding communities served by St. Rose.

The enactment of SB697 not only provides St. Rose with the opportunity to reflect on what it has done to meet the needs of the community during the past fiscal year, but it also helps to validate St. Rose's position as an advocate for healthcare in the community. St. Rose is proud to share its accomplishments in meeting the needs of our residents during the 2019-2020 Fiscal Year (10/1/19 to 9/30/20) and to set forth its goals and objections for the 2020-2021 Fiscal Year.

## Mission Statement

---

St. Rose Hospital provides quality health care to our community with respect, compassion and professionalism. We work in partnership with our highly valued physicians and employees to heal and comfort all those we serve.

## Vision

---

St. Rose Hospital will be the health care provider of choice in central and southern Alameda County. We actively seek partnerships with all groups and individuals dedicated to improving the overall health of the diverse community we serve.



## Commitment of Board of Directors and Leadership Team

---

The mission of St. Rose is firmly supported by its Board of Directors, the St. Rose Hospital Foundation's Board of Directors, and St. Rose's leadership team.

St. Rose's Board of Directors consists of individuals from the community who believe in and are committed to carrying out the mission of St. Rose. A list of St. Rose's Board of Directors is attached hereto as **Appendix A**.

St. Rose Hospital Foundation's (the Foundation) Board of Directors includes community leaders and other prominent members from the City of Hayward and the surrounding communities served by St. Rose who believe and support St. Rose's goal of providing access to healthcare to all members of the community. The Foundation and its Board of Directors raises much-needed funds to expand services, and purchase equipment and technology to aid our healthcare team in providing quality care to our patients. The Foundation also assists and supports St. Rose's community outreach efforts and much-needed programs/projects. A list of the Foundation's Board of Directors during the 2019-2020 fiscal year is attached hereto as **Appendix B**.

St. Rose’s leadership team is also firmly committed to St. Rose’s Mission and Values. St. Rose’s goal is to continually develop and enhance programs that improve healthcare standards and delivery of and access to care. St. Rose strives to break down barriers that impede a person’s access to quality healthcare.

### The Community Served by St. Rose

---

St. Rose is located in the City of Hayward, which today is known as the “Heart of the Bay” because of its central and convenient location in Alameda County. Hayward is the sixth largest city in Alameda County and ranked the 37<sup>th</sup> most populous municipality in California. Hayward’s population has strong cultural and economic diversity. The city’s population of 162,954 is diverse. 39.5% of the residents are Hispanic or Latino, 30.3% of the residents are Caucasian, 27.9% of the residents are Asian, 9.8% of the residents are African American, 2.1% of the residents are Native American or Alaska Natives, and 9.5% of the residents are two or more races. For more than 59.3% of the residents over the age of 5 years old, language other than English is spoken at home. 8.5% of the residents live in poverty with 5.4% of the residents having no health insurance. St. Rose primarily serves the residents of Hayward and Union City with residents from Hayward and Union City making up more than 68% of patients discharged from St. Rose but also serves residents of Fremont, San Leandro, and San Lorenzo. St. Rose’s primary service area consists of the following zip codes: 94544 (Hayward), 94541 (Hayward), 94545 (Hayward), 94542 (Hayward), 94587 (Union City), 94536 (Fremont), 94578 (San Leandro), and 94580 (San Lorenzo).

### Community Health Needs Assessment (CHNA) Process

---

Working together with the Hospital Council of Northern and Central California as well as other hospitals in the community, St. Rose conducts a Community Health Needs Assessment (CHNA) every three years and produces a report setting forth the findings of the CHNA. The Hospital Council of Northern and Central California, on behalf of St. Rose, Washington Hospital, John Muir Hospital, Kaiser Hospitals (San Leandro, Fremont, Oakland, Richmond, Antioch and Walnut Creek) and UCSF Benioff Children’s Hospital Oakland, partnered with Actionable Insights (AI) to conduct the CHNA and St. Rose issued a report related to the CHNA in 2019 which is available for review on St. Rose’s website. Despite the wide diversity in background and responsibilities represented by the participants included in the CHNA, there was surprising consistency about the specific health needs of the communities involved.

### Analysis of CHNA Information

---

The data gathered as part of the CHNA and set forth in the report is used by St. Rose and other participants to inform the hospital community about the health status of the county and city residents; to identify gaps in services; and to assist in developing programs and services that guide decision making related the health needs of our community.

St. Rose has been faithful in its mission of providing access to healthcare to the community and uses the CHNA report to identify issues to address and develop the Community Benefit Plan.

## Language /Culturally Appropriate Services/Access

---

St. Rose recognizes the need to provide culturally appropriate services and access to all members of the community and to address barriers faced by its non-English speaking patients as they seek access to healthcare. In order to address these barriers, St. Rose utilizes a nationally recognized translation and sign language service provider to communicate with our non-English speaking patients and their families and hearing-impaired patients and their families. The service provider provides translation services for over 200 languages as well as ASL interpreters. St. Rose also has a culturally diverse workforce and many of its employees also speak Spanish and a variety of other languages, such as Hindi, Urdu, Chinese, Tagalog and American Sign Language, which assists in meeting the growing needs of our diverse community.

## Health Education

---

Health education plays an important role in the overall health and wellbeing of the community. St. Rose is very active in providing education that reaches all ages in our community from prenatal education to senior aging issues.

## Insurance/Health Coverage/Access to Healthcare

---

In addition to providing access to healthcare to all members of the community, St. Rose also works with its patients and their families to qualify patients for Medi-Cal and other governmental programs so that patients will have ongoing access to care when they leave the hospital settings. St. Rose participates in Medi-Cal's Hospital Presumptive Eligibility Program, a program by Medi-Cal after the passage of the Affordable Care Act that provides Medi-Cal benefits for an initial period of 60 days, and also works with patients to qualify patients and their families for Medi-Cal benefits beyond the initial 60-day period. St. Rose has contracted with a third-party provider that is an expert in helping patients navigate the Medi-Cal enrollment process to assist patients (at no cost to the patient) in securing Medi-Cal benefits.

## Intra-County Disparities

---

St. Rose Hospital plays an active role in minimizing local disparities by serving as a bridge between our community and others. Hospital staff from many departments within St. Rose serve on committees and advisory boards to make sure that the local community's needs have a voice in county health planning.

## Cardiovascular and Pulmonary Health Issues

---

In order to meet the cardiovascular and pulmonary needs of the communities served by St. Rose, St. Rose expanded its Cardiovascular and Diagnostic Imaging Services so that patients can receive life-saving care in the community rather than having to leave the community for such care.

As part of the expansion of St. Rose’s Cardiovascular and Diagnostic Imaging Services, Alameda County Emergency Medical Services has designated St. Rose Hospital as a “STEMI Receiving Center”. In FY 2019-2020, St. Rose performed a total of 195 angioplasties and maintained a door to balloon time of close to 65 minutes, complying with the American College of Cardiology’s (ACC) recommendation that door to balloon time should be 90 minutes or less. Not only is St. Rose exceeding the recommendations of ACC, it also provides a team of highly qualified cardiologists and staff in the Cardiac Cath Lab, Outpatient Surgery, Quality Improvement, Medical Surgical Unit, and Intensive Care Unit to best reestablish blood flow to the heart muscle in a timely and safe manner.

## Elective Percutaneous Coronary Intervention Pilot Program

---

St. Rose sought and was chosen by the state of California to participate in the Elective Percutaneous Coronary Intervention (PCI) Pilot Program. This program provided for by Senate Bill (SB) 891 and the Health and Safety Code Section 1256.01 allows the State of California to study the safety of elective PCI in hospitals without cardiovascular surgical services. The program began in June 2010 has been extended due to its success. During FY 2019-2020, 8 Elective PCIs performed under the Elective Percutaneous Coronary Intervention Pilot Program.

## Summary

---

St. Rose is dedicated to being an active participant in the provision of healthcare services to the community as evidenced by its involvement in meeting these critical issues identified by the CHNA. St. Rose’s goal is to continue to meet these needs through direct service and community collaboration

## Community Benefit Plan Update

---

St. Rose’s Community Benefit Plan for FY 2019-2020 identified four (4) goals and supporting objectives. Each of the goals and supporting objectives are set forth below along with an update regarding St. Rose’s progress in meeting the goals.

### **GOAL I:**

#### **I. Behavioral Health**

##### **1. Improve At-Risk Youth and Their Families’ Behavioral Health– Allocate Resources to Support:**

- FACES for the Future partnership with La Familia Counseling Services to provide psychosocial support to at-risk student interns and their families.
- FACES for the Future partnership with La Familia Counseling Services to provide whole-group mental health wellness workshops for student interns.

##### **2. Increase Community Members’ Access to Behavioral Health Care Through Care Coordination – Allocate Resources to Support:**

- Mental health evaluations and referrals for in-patients and Emergency Department patients via Case Management/Social Services.
- Referrals to drug and alcohol programs for in-patients and Emergency Department patients via Case Management/Social Services.
- Provision of mental health services to Emergency Department patients by a licensed health care professional using real-time videoconferencing services transmitted via the Internet.
- Emotional support groups for the following topics: Pre- and Ante-natal support; alcohol abuse; cancer survival; other chronic disease survival; eating disorders.

### **Update on Goal I:**

#### **Objective 1:**

During FY 2019-2020, St. Rose continued its support of the FACES for the Future Program and hosted the in-person component of the program at the hospital and hosted a cohort of 31 program participants along with employing a Program Coordinator on a full-time basis. As part of the in-person component of the program, participants shadowed St. Rose’s staff and St. Rose’s staff spent countless hours interacting with the participants and providing mentorship and advice. Unfortunately, the COVID-19 pandemic imposed severe restrictions on access to the hospital beginning in March 2020 and St. Rose was forced to suspend the in-person component of the program in March 2020. Although the in-person component of the program was suspended in March 2020, program participants continued to receive services through La Familia Counseling Services.

**Objective 2:**

During the 2019-2020 FY, St. Rose’s Case Management/Social Staff referred patients to programs offering mental health evaluations and to drug alcohol support programs after their discharged as inpatients or from the emergency department.

During the 2019-2020 FY, St. Rose provided tele-psychiatric services to patients who presented to its emergency department with mental health issues so that care could be better coordinated among St. Rose and mental health providers.

In addition, prior to restrictions resulting from the COVID-19 pandemic, St. Rose made its meeting rooms available to community support groups at no cost so that members of the community had convenient and accessible access to these support groups. At least 120 hours of meetings were conducted in St. Rose’s community rooms at no cost to the support groups.

**GOAL II:**

**II. Economic Stability**

1. Build Community Members’ Employable Skills – Allocate Resources to Support:

- FACES for the Future healthcare internships and academic support for at-risk high school students.
- Youth Volunteer Program, providing first-hand experience in the healthcare setting and community service credit to community youth.
- Students Helping in the Needs of Everyone (SHINE) Program, a student volunteer program for high school and college students providing hands-on experience in the healthcare hospitality setting and community service credit to community youth and young adults.
- Senior Volunteer Program (Auxiliary), providing first-hand experience in the healthcare setting to older adults seeking resume-building opportunities and entry-level industry experience.

**Update on Goal II:**

During FY 2019-2020, St. Rose continued its support of the FACES for the Future Program and hosted the in-person component of the program at the hospital and hosted a cohort of 31 program participants along with employing a Program Coordinator on a full-time basis. As part of the in-person component of the program, participants shadowed St. Rose’s staff and St. Rose’s staff spent countless hours interacting with the participants and providing mentorship and advice. Unfortunately, the COVID-19 pandemic imposed severe restrictions on access to the hospital beginning in March 2020 and St. Rose was forced to suspend the in-person component of the program in March 2020. Although the in-person component of the program was suspended in March 2020, program participants continued to receive services through La Familia Counseling Services.

During FY 2019-2020, St. Rose also provided volunteer opportunities for high school and college students and seniors until it had to suspend the volunteer programs due to the COVID-19 restrictions. Prior to the suspension of the programs in March 2020 due to COVID-19, 65 high school and college students were provided with the opportunity to pursue volunteer opportunities in healthcare through the SHINE Program and 35 senior volunteers participated in St. Rose’s Senior Volunteer Program (Auxiliary).

In addition, St. Rose has continued to host students for their clinical rotations required as part of various healthcare degree programs. During FY 2019-2020, St. Rose hosted 60 students for a total of 8,527 hours as described in the table below before the onset of the COVID-19 pandemic imposed certain limitations on training:

Student Type	# Students	Clinical Hours
Bay Area Medical Academy – Phlebotomists	2	80
Cal State University East Bay (CSUEB) - RNs	11	1,428
Cal State University Long Beach - Dietitian	1	496
Carrington College – RT-Pulmonary	2	432
Chabot College – RN-Med/Surg, ER, ICU, FBC	15	2,236
Contra Costa Medical Career College	1	128
Samuel Merritt College – Tech-Xray	3	720
Ohlone College – RN-Med/Surg	21	2,520
Phlebotomy Training Specialists	1	40
San Joaquin Valley College – RT-Pulmonary	2	207
SVSTI (Central Supply)	1	240
<b>TOTALS:</b>	<b>60</b>	<b>8,527</b>

**GOAL III:**

**III. Health Care Access and Delivery**

1. Improve Low-Income Community Member’s Access to Care – Allocate Resources to Support:

- Participation in government-sponsored programs for low-income individuals (i.e., Medi-Cal Managed Care).
- Provision of Charity Care to ensure low-income individuals obtain needed medical services.
- Financial Counselor, who determines if underserved patients qualify for insurance or other financial aid.

2. Improved Community Members’ Access to Preventative Medicine and Specialized Care- Allocate Resources to Support:

- Free flu vaccines at community events.
- Program which places follow-up calls to discharged in-patients and out-patients to check medications and physician appointments.
- Case Management/Social Services: Referrals and follow-up on over 500 patients transferred to Skilled Nursing Facilities annually.
- Annual Community Health Fair, which provides community members with flu shots, blood pressure screens and glucose and cholesterol screenings.
- Community classes/support groups in the following topics: Lamaze; breastfeeding; parenting; myasthenia gravis; cancer; asthma/respiratory conditions; nutrition/diet.

3. Support and Improve the Healthcare Worker Pipeline – Allocate Resources to Support:

- FACES for the Future healthcare internships and academic support for at-risk high school students.
- Youth Volunteer program, providing first-hand experience in the healthcare setting and community service credit to community youth.
- Students Helping in the Needs of Everyone (SHINE) Program, a student volunteer program for high school and college students providing hands-on experience in the healthcare hospitality setting and community service credit to community youth and young adults.
- Senior Volunteer Program (Auxiliary), providing first-hand experience in the healthcare setting to older adults seeking resume-building opportunity and entry-level industry experience.

**Update on Goal III:**

**Objective 1:**

During FY 2019-2020, St. Rose participated in the Medi-Cal Program and also contracted with Alameda Alliance for Health and Blue Cross, the two Medi-Cal HMOs available to Alameda County residents. In FY 2019-2020, St. Rose continued to provide healthcare services to thousands of Medi-Cal and Medi-Cal HMO patients as set forth in the table below.

<b>FY 2019-2020</b>	
Inpatient Discharges	1,413
Emergency Department Visits	9,883
Other Outpatient Visits	6,962
<b>Total Encounters</b>	<b>18,258</b>

In addition to providing care to patients enrolled in Medi-Cal and Medi-Cal HMOs, St. Rose also provided care to indigent patients who participate in Alameda County’s HealthPAC program (941 patients) and to indigent patients (796 patients) who qualified for charity or free care.

St. Rose experienced a funding shortfall of at least \$28.881 Million in FY 2019-2020 related to the care it provided to underinsured (Medi-Cal and Medi-Cal HMO) and uninsured patients and also provided subsidy payments to physicians to address their funding shortfalls in caring for Medi-Cal and indigent patients.

Service Type	Cost of Care	Collections	Shortfall
Inpatient	\$35.247M	\$21.025M	<\$14.222M>
Outpatient	\$17.688M	\$3.028M	<\$14.659M>
<b>Total</b>	<b>\$52.935M</b>	<b>\$24.053M</b>	<b>&lt;\$25.881M&gt;</b>

**Objective 2:**

During FY 2019-2020, St. Rose hosted its annual Tent Week during the period of October 5, 2019 to October 12, 2019, and provided community benefits as part of the Tent Week. On October 12, 2019, St. Rose, in conjunction with Kaiser Permanente, hosted a Health & Wellness Fair that was attended by more than 2,500 members of the community. At the Health & Wellness Fair, community members were provided with the opportunity to speak with a physician, receive free flu shots, receive free blood pressure, glucose, and bone density testing, receive nutritional information and fresh fruits and vegetables (approximately 3 tons of fresh fruits and vegetables were distributed), and have access to more than 50 local nonprofit organizations.

Prior to the onset of the COVID-19 pandemic, St. Rose also hosted several community groups including the Better Breathers Club and the Joy of Living organization for more than 600 hours of meetings in St. Rose's meeting rooms.

**Objective 3:**

During FY 2019-2020, St. Rose continued its support of the FACES for the Future Program and hosted the in-person component of the program at the hospital and hosted a cohort of 31 program participants along with employing a Program Coordinator on a full-time basis. As part of the in-person component of the program, participants shadowed St. Rose's staff and St. Rose's staff spent countless hours interacting with the participants and providing mentorship and advice. Unfortunately, the COVID-19 pandemic imposed severe restrictions on access to the hospital beginning in March 2020 and St. Rose was forced to suspend the in-person component of the program in March 2020. Although the in-person component of the program was suspended in March 2020, program participants continued to receive services through La Familia Counseling Services.

During FY 2019-2020, St. Rose also provided volunteer opportunities for high school and college students and seniors until it had to suspend the volunteer programs due to the COVID-19 restrictions. Prior to the suspension of the programs in March 2020 due to COVID-19, 65 high school and college students were provided with the opportunity to pursue volunteer opportunities in healthcare through the SHINE Program and 35 senior volunteers participated in St. Rose's Senior Volunteer Program (Auxiliary).

**GOAL IV:**

**IV. Healthy Eating / Active Living**

1. Increase Outreach to Community Members About Health Eating – Allocate Resources to Support:

- Registered dietitians to consults with diabetic in-patients.
- Blood pressure checks and health information at various community events.
- Street Parties and community Health fairs with free blood pressure and glucose screenings.

2. Support Education Within the Community About Healthy/Active Living – Allocate Resources to Support:

- Classes on the benefits of good nutrition and physical activity.
- “Vegucation” class on plant-based diets, in partnership with Eden Health District.
- Street Parties and community health fairs with free blood pressure and glucose screenings.

**Update on Goal IV:**

**Objective 1:**

During FY 2019-2020, St. Rose’s registered dietitians provided individualized diabetes and nutrition education to more than 3,100 patients.

On October 12, 2019, St. Rose, in conjunction with Kaiser Permanente, hosted a Health & Wellness Fair that was attended by more than 2,500 members of the community. At the Health & Wellness Fair, community members were provided with the opportunity to speak with a physician, receive free flu shots, receive free blood pressure, glucose, and bone density testing, receive nutritional information and fresh fruits and vegetables (approximately 3 tons of fresh fruits and vegetables were distributed), and have access to more than 50 local nonprofit organizations.

**Objective 2:**

On October 12, 2019, St. Rose, in conjunction with Kaiser Permanente, hosted a Health & Wellness Fair that was attended by more than 2,500 members of the community. At the Health & Wellness Fair, community members were provided with the opportunity to speak with a physician, receive free flu shots, receive free blood pressure, glucose, and bone density testing, receive nutritional information and fresh fruits and vegetables (approximately 3 tons of fresh fruits and vegetables were distributed), and have access to more than 50 local nonprofit organizations.

## **Goals & Objectives for Fiscal Year 2020-2021**

With the adverse effects of and uncertainty surrounding the COVID-19 pandemic, St. Rose has set the following goals and objectives for FY 2020-2021 (October 1, 2020 to September 30, 2021):

### **GOAL I:**

#### **Behavioral Health**

1. **Improve At-Risk Youth and Their Families’ Behavioral Health– Allocate Resources to Support:**
  - If permitted, reinstate the in-person component of the FACES for the Future Program.
  - Continue partnership with FACES for the Future Program and La Familia Counseling Services to provide psychosocial support and mental health wellness workshops.
2. **Increase Community Members’ Access to Behavioral Health Care Through Care Coordination – Allocate Resources to Support:**
  - Provide tele-psychiatric services in the Emergency Department to provide for real-time assessment of patient’s psychiatric needs by a licensed mental health provider.
  - Continue referrals for mental health evaluations and drug and alcohol programs by Case Management/Social Services staff.

### **GOAL 2:**

#### **Economic Stability**

1. **Build Community Members’ Employable Skills – Allocate Resources to Support:**
  - If permitted, reinstate the in-person component of the FACES for the Future Program.
  - Continue to support and host clinical rotations for students in healthcare degree programs.
  - If permitted, reinstate Senior Volunteer Program (Auxiliary), providing first-hand experience in the healthcare setting to older adults seeking resume-building opportunities and entry-level industry experience.

### **GOAL 3**

#### **HEALTH CARE ACCESS AND DELIVERY**

1. Improve Low-Income Community Member’s Access to Care – Allocate Resources to Support:
  - Continue to participate in the Medi-Cal Program including contracts with Alameda Alliance for Health and Blue Cross Medi-Cal.
  - Continue to serve as a participating/network provider in Alameda County’s HealthPAC Program.
  - Seek to qualify patients under Medi-Cal’s Hospital Presumptive Eligibility Program.
  - Continue to engage third-party provider to qualify patients for Medi-Cal benefits beyond the 60-day period provided under Medi-Cal’s Hospital Presumptive Eligibility Program.
  - Continue offer charity care and evaluate whether charity care program needs to be expanded.

### **GOAL 4**

#### **Health Eating/Active Living**

1. Increase Outreach to Community Members About Health Eating – Allocate Resources to Support:
  - Registered dietitians will provide consults and education to patients with diabetes or pre-diabetic conditions.
  - If available and permitted, offer blood pressure checks and health information at various community events.
  - If available and permitted, offer blood pressure checks and glucose screenings at Street Fairs and Community Health Fairs.
2. Support Education Within the Community About Healthy/Active Living – Allocate Resources to Support:
  - Work with local community groups to offer educational programs on healthy and active living.
  - If available and permitted, offer blood pressure checks and health information at various community events



**APPENDIX A**  
**ST. ROSE HOSPITAL'S BOARD OF DIRECTORS**  
**(10/1/2019 – 9/30/2020)**

David Kears, Chair

Katrina Costello

Jay Harris

Michael Marchiano, M.D.

Fred Naranjo

Clifford Wong, M.D., Chief of Medical Staff (Ex Officio)



**APPENDIX B**  
**ST. ROSE HOSPITAL FOUNDATION OF BOARD OF DIRECTORS**  
**(10/1/2019 – 9/30/2020)**

Ronald G. Peck, *Chair*

Jeanette De La Torre, *Vice Chair*

Rosemarie Marchiano, *Immediate Past Chair*

Catherine E. Carlson

Alan McIntosh

Michael Cobb, *Executive Director*

Ridhima "Amanda" Ahuja

Alexandra Budde, *DVM*

Eve Grau

Nicky E. Henkelman

Brian Hughes

Monisha Jain

Michael Jones

Lucy Lopez

Robert G. Mallon

Arun M. Mehta, MD

Lawrence J. Ratto

Linda Renteria

Hayward City Councilmember Mark Salinas

Hayward City Councilmember J. Francisco Zermeño