

St. Rose Hospital 2021-2022 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 2021-2022 Fiscal Year (10/1/21 – 9/30/22) and to set forth its goals and objections for the 2022-2023 Fiscal Year (10/1/22 – 9/30/23).

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 raise 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 2021-2022 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 third largest city in Alameda County and ranked the 37th 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 2021-2022, St. Rose performed a total of 197 angioplasties and maintained an average door to balloon time of close to 71 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 2021-2022, 9 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 2021-2022 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 1:

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.

Update on Goal 1:

Objective 1:

During FY 2020-2021, St. Rose sought to support of the FACES for the Future Program by hosting in-person component of the program at the hospital but was forced to suspend the in-person component due to the severe restrictions on access to the hospital beginning in March 2020 caused by the COVID-19 pandemic. 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 FY 2021-2022, 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 FY 2021-2022, 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.

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.

Update on Goal 2:

Objective 1

During FY 2021-2022, St. Rose sought to support of the FACES for the Future Program by hosting in-person component of the program at the hospital but was forced to suspend the in-person component due to the severe restrictions on access to the hospital beginning in March 2020 caused by the COVID-19 pandemic. 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 2021-2022, St. Rose continued to host students for their clinical rotations required as part of various healthcare degree programs. During FY 2021-2022, St. Rose hosted 137 students for a total of 20,788 hours as described in the table below:

School/Student Type	# Students	Clinical Hours
Cal State University East Bay (CSUEB) – RNs	19	2,384
Carrington College – RT-Pulmonary	19	2,592
Carrington College – Surgical Tech	1	640
Chabot College – RNs – ER/ICU/PACU/OB/OR	54	7,634
Contra Costa Medical Career College – Sterile Processing Tech	2	512
Grand Canyon University – RN – Infection Control	1	100
Gurnick Academy of Medical Arts – RN – Med/Surg	1	90

School/Student Type	# Students	Clinical Hours
Institute of Business Technology – Phlebotomist	1	40
Samuel Merritt College – RN & X-Ray Tech	2	721
Ohlone College – RN-Med/Surg	19	3,865
San Joaquin Valley College – RTs	2	450
SVSTI (Central Supply)	2	720
Unitek College – RNs – Med/Surg	15	1,040
TOTALS:	137	20,788

During FY 2021-2022, St. Rose was not permitted to reinstate Senior Volunteer Program (Auxiliary) due to the severe restrictions on access to the hospital beginning in March 2020 caused by the COVID-19 pandemic.

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.

Update on Goal 3:

Objective 1

During FY 2021-2022, St. Rose participated in the Medi-Cal Program and maintained contracts with Alameda Alliance for Health and Blue Cross Medi-Cal. In FY 2021-2022, St. Rose provided inpatient and outpatient care to thousands of Medi-Cal beneficiaries.

St. Rose experienced a funding shortfall of at least \$12,137,249 associated with providing care to Medi-Cal patients during FY 2021-2022.

Payor	Charges	Cost to Provide Care	Reimbursement	Shortfall
Medi-Cal & Medi-Cal HMO	\$210,922,151	\$58,157,802	\$46,020,533	\$12,137,249

During FY 2021-2022, St. Rose continued to serve as a participating provider in Alameda County’s HealthPAC program and provided inpatient and outpatient services to at least 1,251 patients participating in the HealthPAC Program.

During FY 2021-2022, St. Rose qualified 195 individuals for coverage under Medi-Cal’s Hospital Presumptive Eligibility Program with total charges of \$17,948,898.

During FY 2021-2022, St. Rose continued to engage a third-party provider to qualify patients for Medi-Cal benefits beyond the 60-day period provided under Medi-Cal’s Hospital Presumptive Eligibility Program.

During FY 2021-2022, St. Rose continued to offer charity care and provided charity care to more than 329 patients. Care provided to many patients who would have otherwise received charity care qualified for reimbursement provided by the federal government as part of various COVID-19 relief programs.

GOAL 4

Health Eating/Active Living

1. Increase Outreach to Community Members About Health Eating – Allocate Resources to Support:
 - Registered dietitians will provide consultations 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.

Update on Goal 4:

Objective 1:

During FY 2021-2022, St. Rose’s registered dietitians spent more than 4,000 hours providing consults and education to patients with diabetes or pre-diabetic conditions. However, St. Rose was not able to offer blood pressure checks, health information, and glucose screenings at community events due to the restrictions imposed by the COVID-19 pandemic.

Objective 2:

During FY 2021-2022, St. Rose was not able to offer blood pressure checks, health information, and glucose screenings at community events due to the restrictions imposed by the COVID-19 pandemic and its efforts to work with local community groups to offer education was also adversely impacted.

Amount Spent on Community Benefits for Fiscal Year 2021-2022

During the FY 2021-2022, St. Rose spent at least \$14,904,366 on community benefits as set forth below and in further set forth in **Appendix C**.

Financial Assistance and Means-Tested Government Programs	Total Community Benefit Expense	Direct Offsetting Revenue	Net Community Benefit Expense
Financial Assistance at Cost	\$539,369	\$0	\$539,369
Medicaid (Medi-Cal)	\$58,157,802	\$46,020,553	\$12,137,249
Cost of Other Means-Tested Government Programs	\$1,589,526	\$11,137	\$1,578,389
Total – Financial Assistance and Means-Tested Government Programs	\$60,286,698	\$46,031,690	\$14,255,008
Other Benefits			
Health Professions Education	\$1,322,028	\$0	\$1,322,028
Total: Other Benefits	\$1,322,028	\$0	\$1,322,028
Total Financial Assistance and Means-Tested Government Programs & Other Benefits	\$61,608,726	\$46,031,690	\$15,588,036

Goals & Objectives for Fiscal Year 2022-2023

With the adverse effects of and uncertainty surrounding the COVID-19 pandemic, St. Rose has set the following goals and objectives for FY 2022-2023 (10/1/22 – 9/30/23):

A. Healthcare Access and Delivery

Goal A1 - Improve Low-Income Community Members' Access to Health Care

- Provide quality health care services to uninsured and underinsured patients including Medi-Cal beneficiaries, patients who qualify for Alameda County HealthPAC's program, and indigent patients who would otherwise struggle to access care.
- Provide financial assistance in the form of no-cost and low-cost care to patients who are eligible under St. Rose's financial assistance policy and who do not have access to public or private health coverage.
- Provide a Financial Counselor to qualify patients under Medi-Cal Hospital Presumptive Eligibility Program and to determine if underserved patients qualify for health insurance or other financial aid.

Goal A2 – Improve Community Members' Access to Preventative Medicine & Specialized Care

- Provide free flu vaccines, health screenings and health education at community events.
- Make calls to discharged in-patients and out-patients to maximize medication and follow up appointment compliance.
- Provide Case Management/Social Services for referrals and follow-up on patients transferred to Skilled Nursing Facilities.
- Operate an Annual Community Health Fair to provide community members with flu shots, blood pressure, glucose and cholesterol screenings.
- Provide and/or support community classes/support groups on the following topics: Lamaze, breastfeeding, parenting, myasthenia gravis, cancer, asthma/respiratory conditions, nutrition/diet.

B. Economic Security

Goal B1 – Building Community Members’ Employable Skills

- Support FACES for the Future healthcare internships and academic support for at-risk high school students.
- Support Youth Volunteer Program to provide exposure to the healthcare setting and community service credit for community youth.
- Support Students Helping In the Needs of Everyone (SHINE) Program to engage high school and college student volunteers to experience healthcare hospitality activities and receive community service credit.
- Maintain Auxiliary Program to provide job experience in the healthcare setting for older adults seeking resume-building opportunities.

C. Behavioral Health

Goal C1 – Improve Behavioral Health for At-Risk Youth and Their Families

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

Goal C2 – Increase Community Members’ Access to Behavioral Health Care Through Care Coordination

- Allocate resources to:
 - Case Management/Social Services evaluation and referrals for:
 - Mental health services for-patients; and
 - Drug and alcohol treatment programs for-patients
 - Real-time, telehealth mental health services provided by a licensed health care professional to Emergency Department patients who are determined to need a mental health evaluation.
 - Emotional support groups for community members in the St. Rose service areas covering the following topics: Pre-and ante-natal support; alcohol abuse; cancer and other chronic disease survival; eating disorders.

APPENDIX A
ST. ROSE HOSPITAL'S BOARD OF DIRECTORS
(10/1/2021 – 9/30/2022)

David Kears, Chair

Katrina Semmes

Jay Harris

Michael Marchiano, M.D.

Fred Naranjo

Garret Contreras (Effective as of 10/15/2021)

Li Kou Kong, M.D., Chief of Medical Staff (Ex Officio)

APPENDIX B
ST. ROSE HOSPITAL FOUNDATION OF BOARD OF DIRECTORS
(10/1/2021– 9/30/2022)

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

APPENDIX C
AMOUNT SPENT ON COMMUNITY BENEFITS
(10/1/2021 – 9/30/2022)

Financial Assistance and Means-Tested Government Programs	Total Community Benefit Expense	Direct Offsetting Revenue	Net Community Benefit Expense
Financial Assistance at Cost	\$539,369	\$0	\$539,369
Medicaid (Medi-Cal)	\$58,157,802	\$46,020,553	\$12,137,249
Cost of Other Means-Tested Government Programs	\$1,589,526	\$11,137	\$1,578,389
Total – Financial Assistance and Means-Tested Government Programs	\$60,286,698	\$46,031,690	\$14,255,008
Other Benefits			
Health Professions Education	\$1,322,028	\$0	\$1,322,028
Total: Other Benefits	\$1,322,028	\$0	\$1,322,028
Total Financial Assistance and Means-Tested Government Programs & Other Benefits	\$61,608,726	\$46,031,690	\$15,588,036