

2019

Community Health Needs Assessment



Seton Medical Center
and Seton Coastsides

PART OF VERITY HEALTH SYSTEM

IMPLEMENTATION PLAN

About Seton Medical Center

Seton Medical Center has been serving the health care needs of San Francisco and northern San Mateo County since its founding as Mary's Help Hospital in 1893. The current hospital was built in 1965 and stands on a 33-acre campus.

Today, Seton Medical Center continues the tradition of patient-centric, quality health care to our entire community. Recognized for its stroke treatment, cardio-vascular excellence, including STEMI certification, Seton offers a comprehensive range of medical specialties on both an inpatient and outpatient basis, as well as emergency services.

Seton has a long tradition of providing quality care to the communities we serve.

About Seton Coastside

Seton Coastside provides skilled nursing care for up to 116 inpatient residents year-round, in addition to meeting the healthcare needs of our patients, and the surrounding coastal community. Our dedicated staff of interdisciplinary healthcare team professionals, provide excellent, and comprehensive healthcare. Seton Coastside operates a 24-hour standby Emergency Department. Our key medical services include physical, occupational and speech therapies, radiology, mammography and laboratory.

Communities Served by Seton Medical Center and Seton Coastside

The service area includes, but is not limited to, the cities of South San Francisco, Daly City, Colma, Brisbane, San Bruno, Pacifica, Montara, Moss Beach, Half Moon Bay and certain areas of San Francisco. Seton and Seton Coastside serve the North County/Coastal service area in which the U.S. Census counted a population of 284,838 in 2013. Fewer than one quarter (20%) of the residents in service area are under the age of 18, while one third (37%) are between the ages of 18 and 44. Fourteen percent are 65 years or older. The North County/Coastal service area cities have a diverse race/ethnic profile. The two largest racial subpopulations in the service area are White (41%) and Asian (39%). Across all racial groups, more than a quarter (26%) reported being of Hispanic/ Latino descent (the US Census Bureau does not consider Hispanic/ Latino to be a racial category). Data also indicate that nearly 8% of residents in the service area are living in poverty (100% of Federal Poverty Level, or FPL), similar to the proportion across San Mateo County as a whole. Nearly one in five North County/Coastal service area residents (19%) live below 200% of the FPL, and more than two in five (44%) households are overburdened by housing costs (i.e., housing costs exceed 30% of total household income).

About Verity Health System

The employees and physicians of Verity Health System are proud to carry on a long history of serving diverse communities as a regional health system in California. With two hospitals in Northern California and two in Southern California, Verity partners with our community physicians to provide quality, compassionate care to our patients and their family members.

With more than 4,500 employees and physicians, the System is governed by the independent Verity Health System Board of Directors. As a non-profit, non-religious health care system providing acute care, active emergency rooms and a host of medical specialties, Verity Health System is committed to providing community benefit through a variety of community-based outreach programs and wellness activities.

Our Values

The word “verity” refers to the state of being true. For all of us associated with Verity Health System, that means we will be authentic in our interactions with our patients, their family members and with each other. We choose to align ourselves with the following values, aspiring to live into these values each day so that they may guide our actions.

RESPECT

We demonstrate that we value others and ourselves through our words and actions.

CARING

We provide our patients and their families with compassionate, quality care, treating them and each other with kindness.

INTEGRITY

We act with honesty and transparency and do the right thing.

PASSION

We are dedicated to making a difference in the health of our communities and in the lives of those we serve.

STEWARDSHIP

We are committed to being wise stewards of our resources, creative in our approach to challenges and opportunities, and accountable for the results we want to achieve as a charitable organization.

Community Needs Assessment

In 2019, Seton Medical Center participated in the Community Health Needs Assessment (CHNA) conducted by the San Mateo County Community Benefits Coalition. The CHNA report and the plan to address those needs (Implementation Strategy Report) may be found on the hospital website:

www.seton.verity.org

Seton Medical Center's Focus

Seton Medical Center acknowledges there are many pressing community needs. We selected activities that built upon the foundation set by our previous community benefit initiatives (serving the poor, minority populations, elderly and uninsured). The activities Seton focused on during fiscal year 2019 fall into two reporting areas: Benefits for Vulnerable Populations and Benefits for the Broader Community. The programs and activities we support are based on the following:

- Serving the sick and those living in poverty who lack basic resources.
- Developing and implementing community-based programs targeted towards improving health and lifestyle behaviors and illness prevention.
- Promoting and sponsoring events that offer healthcare services and education to the community at-large.
- Providing information and advocating for low-income, uninsured or underinsured people to gain access to medical insurance, government assistance programs, health care services and continuum of care.

For the purpose of this report, the activities Seton Medical Center prioritized in fiscal year 2019 will be reported and categorized as follows:

Seton Medical Center Community Benefits Fiscal Year 2018	
Benefits for Vulnerable Populations	\$ 404,622
Benefits for Broader Community	\$ 367,417
Total Quantifiable Benefits	\$ 772,039

Seton Community Benefits Activities	
Benefits for Vulnerable Populations	Benefits for Broader Community
Community Health Improvement Services	Community Health Improvement Services
Financial and In-Kind Contributions	Health Professions Education
	Financial and In-Kind Contributions
	Community Benefit Operations

Benefits for Persons Living in Poverty

In fiscal year 2019, Seton provided more than \$404,622 in total community benefit activities. These activities are intended to improve access to care for low-income individuals, the medically underserved and other vulnerable populations. These activities included providing health care services to the underinsured and uninsured community members, operating the Health Benefits Resource Center, and partnering with community programs that care for the homeless.

Health Benefits Resource Center

The Seton Medical Center Health Benefits Resource Center (HBRC) provides a one-stop informational and referral service that advocates for those living in poverty. The center helps low-income individuals with health insurance enrollment assistance, CalFresh (food stamps) enrollment and reporting and linkage to additional community resources. Services are provided in English, Spanish and Vietnamese

Benefits for the Broader Community

Seton Medical Center supported a wide range of programs and activities that provided information and resources to improve the health and welfare of the broader community, providing more than \$350,000 in community benefit activities in fiscal year 2019. Activities included presenting community health education classes, participating in community health fairs and screenings, providing health professions education, and partnerships with community organizations.

Support Groups

Seton Medical Center also provided a variety of support groups with a safe, healing environment where community members gathered together to cope with their illness or learn about an illness in support of a loved one. In fiscal year 2019, support groups meeting at Seton Medical Center included Diabetes Support Group and Weight Loss Program. Seton also donated meeting room space to community-based organizations.

Community Health Fairs and Screenings

Seton Medical Center was pleased to partner with and participate in community events and health fairs by providing health education information and screenings. Our community health team provided a variety of health screenings at monthly events such as Walk About Talk About multiple hospital events.

Partnerships with Community Organizations

Seton Medical Center believes in community-based collaboration and is committed to working with partners to build a healthier community. We worked with the American Cancer Society, American Heart Association, and Hep B Free San Mateo County and other organizations to achieve goals that are greater than what the hospital or organization could accomplish alone.

Seton Medical Center Community Benefit Strategy for Fiscal Years 2019- 2022

This report summarizes the prioritized needs from the 2019 Community Health Needs Assessment (CHNA) conducted by Seton Medical Center and the San Mateo County Community Benefits Coalition. More details can be found in the 2019 Community Health Needs Assessment posted to our website.

Target Area

Seton Medical Center's service area includes, but is not limited to, the cities of South San Francisco, Daly City, Colma, Brisbane, San Bruno, Pacifica, Montara, Moss Beach, Half Moon Bay and certain areas of San Francisco. Seton serves the North County/Coastal service area in which the U.S. Census counted a population of 284,838 in 2013.

Health Needs and How Priorities Were Established

Seton Medical Center (Seton) conducted a Community Health Needs Assessment (CHNA) in 2018-2019 to meet the federal requirements of the Patient Protection and Affordable Care Act (ACA), and to inform our community about the health of its service area in the northern and coastal regions of North San Mateo County (SMC). The CHNA was approved by Seton Medical Center's Board of Directors on July 9, 2019, and in accordance with federal requirements, it is widely available to the public on Seton's website at www.seton.verity.org.

Seton conducted the CHNA in partnership with the Healthy Community Collaborative of San Mateo County (HCC), which consists of representatives from nonprofit hospitals, the County Health Department and Human Services, public agencies, and community-based organizations. The HCC was formed to identify and address the shared health needs of the community. The goals of the 2019 CHNA are to provide insight into the health of the community, prioritize local health needs, and identify areas for improvement. Secondary data on health indicators in Seton's service area were analyzed along with the results of focus groups that were held with community members and health experts. An initial set of health needs were identified and then an internal committee of staff ranked each health need using multiple criteria, including:

1. Community's prioritization of the need (number of times ranked as top need by community respondents)
2. Expert's prioritization of the need (urgency of need in the eyes of Community Benefit Advisory Members)
3. Seton Medical Center's capacity to impact the need

Seton Medical Center Priority Health Needs

A group of Seton Medical Center staff across clinical, ancillary and administration reviewed the priorities and determined the five areas of priority listed for North County residents:

1. Health Care Access and Delivery
2. Health Lifestyles
3. Neighborhood and Built Environment
4. Respiratory Conditions
5. Cancer

Health Care Access and Delivery. Community input suggests that health care is often unaffordable. There are downward trends in the proportion of children who have a usual place for medical check-ups, the proportion of employed county residents whose jobs offer health benefits, and residents' perceptions of the ease of access to specialty care. Low socioeconomic status residents are more likely than higher-status groups to have health care access issues.

Healthy Lifestyles. This need includes concerns about diabetes, obesity, and fitness, diet, and nutrition. Diabetes ranks among the leading causes of death in the county. The prevalence of diabetes and obesity are both on the rise in the county. Statistics for adult diabetes prevalence and youth fruit/vegetable consumption are significantly worse than state averages. Adults of low socioeconomic status fail benchmarks for obesity and overweight.

Neighborhood and Built Environment. This need includes access to food and recreation, community and family safety, community infrastructure and housing quality, natural environment/climate, and transportation and traffic. Proportions of healthy food stores and WIC-authorized food stores, drinking water violations, as well as statistics for public transit access, road network density, and flood vulnerability are all significantly worse than state averages. Fast food restaurant chains are also on the rise in the county. Ethnic and income disparities are evident in almost all aspects of this health need.

Cancer. Cancer is the leading cause of death in the county. Overall cancer prevalence as well as incidence rates for cancers, such as melanoma, prostate, and breast cancers, are significantly higher in the county than the state. Certain ethnic groups in the county experience disparities, including African ancestry and Latinx populations.

Respiratory Conditions. Asthma prevalence is increasing and is significantly worse than benchmarks. Conditions correlated with higher rates of asthma (e.g., overweight/obesity and smoking) are significantly higher among the low socioeconomic status population. COPD, bronchitis, and emphysema are also rising and are twice as high as the state average. Chronic lower respiratory disease and influenza/pneumonia were both among the leading causes of death in the county.

Seton Medical Center				
Community Benefit Report				
Report Period: Q1 - Q4 FY19 (July 2018 - June 2019)				
	Persons Served	Total community Benefit (CB) Expense	Direct Offsetting Revenue	Net Community Benefit Expense
Benefits for Persons Living in Poverty				
Charity Care at Cost	44	\$ 949,084		\$ 949,084
Unreimbursed costs of public programs - Medi-Cal - Other indigent programs	61	\$ 88,412,402	63,393,437	25,018,964
Community Health Improvement Services	47	\$ 385,872	-	\$ 385,872
Health Professions Education		\$ -		\$ -
Subsidized Health Services				\$ -
Cash and in kind Contributions to Community Groups	4	\$ 18,750	-	\$ 18,750
Community Building Activities including CB operations		\$ -		\$ -
Total quantifiable community benefits for persons living in poverty	156	\$ 89,766,108	\$ 63,393,437	\$ 26,372,670
Benefits for the Broader Community				
Community Health Improvement Services	39,665	\$ 159,535		\$ 159,535
Health Professions Education	159	\$ 26,724		\$ 26,724
Subsidized Health Services		\$ -		\$ -
Research		\$ -		\$ -
Cash and in kind Contributions to Community Groups	107	\$ 31,191		\$ 31,191
Community Building Activities including CB operations		\$ 224,967	75,000	\$ 149,967
Total quantifiable community benefits for the broader community	39,931	\$ 442,417	\$ 75,000	\$ 367,417
Total Quantifiable Benefits	40,087	90,208,525	\$ 63,468,437	\$ 26,740,088