



Community Benefit Report 2018

for Goleta Valley Cottage Hospital

Santa Barbara Cottage Hospital

Santa Ynez Valley Cottage Hospital

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EXECUTIVE SUMMARY

Cottage Health is a not-for-profit organization, comprised of Goleta Valley Cottage Hospital (GVCH), Santa Barbara Cottage Hospital (SBCH), and Santa Ynez Valley Cottage Hospital (SYVCH). Cottage Health serves the communities' acute care needs and identifies and addresses community health needs. This document provides an update on Cottage Health's community benefit programs and results in 2018.

Cottage Health completed a tri-annual Community Health Needs Assessment in 2016, which is detailed later in this report and available at <https://www.cottagehealth.org/chna>. The assessment identified five priority health areas:

- Access to Care
- Behavioral Health
- Chronic Conditions
- Food Insecurity
- Housing Insecurity

Community benefit includes charity care, government shortfalls, health education and research, and benefits for vulnerable populations and the broader community, which totaled more than \$202 million in 2018.

Medical Care Services

Cottage Health has provided outstanding medical care to the communities we serve for more than 125 years. Together our hospitals — in Santa Barbara, Goleta, and the Santa Ynez Valley — provide a range and quality of services found only in the best hospitals in the country. Because there is no Santa Barbara County public hospital, Cottage Health provides the great majority of acute care to the region's financially vulnerable population, for which reimbursement does not cover the costs. These programs go beyond the legal requirements for providing emergency care and include a growing commitment to provide medically necessary, but non-emergent services to patients who are unable afford to pay for the hospital care they need.

Benefits for Vulnerable Populations & the Broader Community

Cottage Health addresses the priority health needs identified in the 2016 Community Health Needs Assessment through community programs hosted internally, collaborations with community organizations, and a commitment to health education and research.

Future Direction

With a new focus on population health, Cottage Health will continue to serve the community through these long-standing community benefit strategies, while seeking opportunities to align these efforts with broader initiatives addressing priority areas identified in the Community Health Needs Assessment. Through this approach, Cottage Health will prioritize, select, implement and evaluate interventions addressing root causes and improving the health of the community in sustainable ways.

OVERVIEW OF THE COMMUNITY & COTTAGE HEALTH

About Cottage Health

Established in 1888, the not-for-profit Santa Barbara Cottage Hospital opened its doors in 1891. Also established as not-for-profit acute care providers, Goleta Valley Cottage Hospital and Santa Ynez Valley Cottage Hospital both opened their doors in 1964 as Goleta Valley Community Hospital and Santa Ynez Valley Hospital, respectively. Between 1995 and 1996, these three hospitals formally affiliated to create Cottage Health. This has resulted in uninterrupted acute care and outpatient services for Santa Barbara County (SBCH), the Goleta Valley (GVCH), and the Santa Ynez Valley (SYVCH) for more than 20 years.

The Cottage Health Board sets the strategic direction and fiscal priorities for the entire organization. The Board's constant focus is on compassionate patient care, high quality healthcare services and fiscal soundness.

In addition to high quality acute care and outpatient services, Santa Barbara Cottage Hospital also serves as a regional referral center for multiple advanced medical programs. Specialized service lines include Cottage Children's Medical Center and its Grotenhuis Pediatric Clinics; Cottage Rehabilitation Hospital; Level I Trauma Center and Level II Pediatric Trauma Center; and Certified Level II Stroke Program.

Goleta Valley Cottage Hospital's advanced services include of the Ridley-Tree Center for Wound Management, the Breast Imaging Center and Maxillofacial Surgery Program.

Santa Ynez Valley Cottage Hospital is a federally designated Critical Access Hospital serving the rural communities of the Santa Ynez Valley. It offers inpatient care, emergency services, and multiple outpatient services, including advanced imaging, outpatient surgical services, onsite physicians' clinic providing appointments with specialists, an outpatient infusion suite, laboratory services and a cardiopulmonary rehabilitation program.

Cottage Health's medical staff of more than 600 physicians see patients at all three hospitals. Many of these physicians are involved in the training and education of new physicians in SBCH's internal medicine, general surgery and radiology residency programs.

In support of their core responsibilities within the region's healthcare continuum, all three Cottage hospitals maintain cooperative relationships with the Lompoc Healthcare District, Marian Medical Center, Sansum Clinic and its affiliated Ridley-Tree Cancer Center, the Santa Barbara Neighborhood Clinics, physician practices, government agencies, home health agencies, hospice services, and long-term care providers. Many of these relationships and organizational partnerships are detailed in this report.

About Santa Barbara County

Geography

With a population of 444,769 (U.S. Census 2015), Santa Barbara County encompasses 2,750 square miles of land and inland water area. Much of the county is mountainous. The Santa Ynez, San Rafael and

Sierra Madre mountains extend in a predominately east-west direction. Within the county, there are numerous fertile agricultural areas, including the Santa Ynez, Lompoc, Santa Maria, and Cuyama Valleys as well as the southeast coastal plain. These areas, which include most of the developed land, also accommodate the majority of the population. Los Padres National Forest, in the eastern part of the county, covers approximately 44% of the total county area. “North County” refers to the area west and north of Gaviota, and includes the Santa Ynez, Lompoc, Santa Maria, and Cuyama valleys. “South County” refers to the Goleta, Santa Barbara, and Carpinteria coastal plain. Together, Santa Barbara, San Luis Obispo, and Ventura Counties comprise the Tri-Counties region.

Demographics

Sixty-eight percent of the population in the county lives in five North County cities and three South County cities: **North County:** Santa Maria (105,093); Lompoc (44,164); Guadalupe (7,318); Solvang (5,741); Buellton (5,082). **South County:** Santa Barbara (91,842); Goleta (30,944); Carpinteria (13,727). The majority of the remaining 32% of the population resides in unincorporated areas surrounding these cities: **Santa Maria:** Orcutt, Cuyama; **Lompoc:** Burton Mesa, Casmalia, Vandenberg Village; **Solvang/Buellton:** Gaviota, Los Alamos, Los Olivos, Santa Ynez; **Goleta:** Eastern Goleta Valley, Isla Vista; **Santa Barbara:** Montecito; **Carpinteria:** Summerland. (U.S. Census 2015)

By race, 77.8% of residents self-identify as White; 2.8% Black/African American; 2.1% American Indian/Alaska Native; 6.7% Asian; 0.6% as Hawaiian/Pacific Islander; 14.5% another race or multi-race. Of the total population, 44.1% are Hispanic/Latino by ethnicity. (U.S. Census 2015).

Between 2010 and 2015, the county’s population increased by 1% per year, on average. The majority of population growth is in the North County. Growth in the South County is limited because of restrictions on new housing development. (Santa Barbara County Economic Forecast, March 2017).

Economy

According to 2015 U.S. Census data, Santa Barbara County’s median income is \$63,589. Within the tri-counties region, Santa Barbara County’s median income is below Ventura County’s (\$77,348) and slightly higher than San Luis Obispo County’s (\$60,691).

The county’s economy has expanded at a strong pace during most of the period since 2011, achieving a full recovery from the recession by 2014. The unemployment rate is 4.6%, which slightly higher than the state’s 4.3% unemployment rate, and higher than the 3.6% national average. (Bureau of Labor Statistics).

The 2019 University of California, Santa Barbara (UCSB) Economic Forecast’s most recent data shows a civilian workforce population of 219,975. Seven employment sectors account for 89% of employment clusters: 18.9% Government; 13.8% Leisure and Hospitality; 13.2% Educational and Health Services; 11.1% Goods Producing; 11.1% Professional and Business Services; 10.9% Farming; 8.9% Retail.

The HUD PD&R Market Profiles makes note of the expansion of health services due to the reconstruction/expansion of Goleta Valley Cottage Hospital and Santa Barbara Cottage Hospital. The Profiles also reference the importance of Cottage Health as an employer in the county, noting that

employment announcements for registered nurses remained the highest among all employment types in the Santa Barbara metropolitan area.

Poverty

The 2015 poverty rate for Santa Barbara County is 16.3% (cf. 15.3% for the entire state). Undocumented workers are not counted in official statistics, so the poverty rates in certain areas of the county are likely to be higher than portrayed (U.S. Census American Community Survey 2011 – 2015).

In 2013, a study of poverty in Santa Barbara County was conducted. Within this study, “high poverty tracts” are defined as census tracts in which 20 percent or more of individuals are living below 100 percent of the federal poverty level. Using this definition, Santa Barbara County’s high poverty areas are located within the cities of Santa Barbara, Santa Maria, Lompoc, and Isla Vista. Although Guadalupe and Carpinteria do not meet the 20 percent high poverty threshold used in this report, they have significant numbers of residents struggling economically and display other indications of financial distress (e.g., high rates of benefits usage and overcrowding) (2013 Snapshot of Poverty in Santa Barbara County).

Housing

The county’s temperate climate and proximity to the Pacific Coast make it a popular tourist destination and desirable place to live within Southern and Central California. Additionally, the nutrient-rich soil, particularly in the Santa Maria and Santa Ynez Valleys, has supported growth in wine production, drawing high net-worth residents and a substantial tourist industry.

Because of its desirability, the county is known for its high rental and home ownership prices. The high cost of housing causes significant financial strain on residents. More than 25% of the county’s 90 census tracts have a majority of residents who spend more than 30 percent of their income on housing. These residents are known as “housing cost-burdened” by federal standards. Also, there are numerous census tracts across the income spectrum where 50 percent of residents experience a housing cost burden. (Snapshot of Poverty in Santa Barbara County, 2013).

The cost of housing is further increased because of the inadequate supply of housing stock. The Santa Barbara County Association of Governments forecasts a minimum deficit in housing stock for very low, low, moderate, and middle-income residents at 11,030. (Regional Growth Forecast 2010-2040).

Community Health Needs Assessment (CHNA)

Cottage Health conducted a Community Health Needs Assessment in 2016 to analyze and describe Santa Barbara County’s most pressing health needs. The 2016 CHNA describes the well-being of Santa Barbara County’s residents and selected social determinants of their health, with comparisons to California’s health profile as a whole. It also connects selected health indicators for Santa Barbara County to the goals or targets in *Healthy People 2020 (HP 2020)*, the national planning document created every 10 years by the U.S. Department of Health and Human Services.

The complete 2016 CHNA can be found at <https://www.cottagehealth.org/chna>.

Data Sources

To obtain data for the report, Cottage Health conducted a telephone survey with approximately 2,500 community members and a Listening Tour with more than 230 individuals who represent the broad interests of the community, including medically underserved, low-income, and vulnerable populations. Secondary data were also obtained from existing online sources.

Health Data

Cottage Health contracted with ICF, an international consulting firm with extensive experience in survey methodology, analysis, and reporting. ICF used two data sources for the CHNA: a telephone survey designed specifically for this effort and existing health and demographic data (such as U.S. Census data) already collected for the County, State of California, and U.S. The telephone survey, conducted in the summer of 2016, obtained data from Santa Barbara County adults ages 18 and older. A group of trained interviewers contacted randomly selected residents and asked a series of questions based on the Behavioral Risk Factor Surveillance System (BRFSS) survey instrument, created by the Centers for Disease Control and Prevention (CDC). The survey was modified to include questions related to the social determinants of health such as housing, income, and safety. ICF weighted the data to make sure that survey results were representative of county demographics, such as age, race/ethnicity, and gender, and then analyzed data to determine relationships among the various health indicators.

Community Perspectives: Cottage Health Listening Tour

The Listening Tour solicited input from a wide array of community members and leaders, including public health officials, health providers, nonprofit workers, Cottage Health employees, government leaders, and business owners. These participants identified significant health needs in the community and were introduced to Population Health at Cottage Health. In total, more than 230 individuals participated in the Listening Tour through 20 focus groups conducted from June through August 2016.

Results

Based on results from the phone survey, secondary data analysis, and Listening Tour, Cottage Health chose 13 health indicators for in-depth analysis and created health indicator profiles for each one. These indicators were selected using the Leading Health Indicators from Healthy People 2020 and CDC's Community Health Status Indicators (CHSI) as sources.

These data were further analyzed based on demographic differences, which are presented in-depth in the health indicator profiles in the CHNA report. Many differences were found within demographic groups, such as economic status, race/ethnicity, and educational attainment. When viewing population-level data, demographic differences provide a deeper understanding of the health outcomes of various groups.

Priority Area Identification

The results of the 2016 CHNA show that on many health indicators, Santa Barbara County compares well overall to California and has already met six Healthy People 2020 targets. However, the benefits of good

health and well-being do not extend to all groups in the county, with Hispanic residents, people with low incomes, and those with less education suffering the most from health disparities.

Cottage Health conducted an external prioritization survey and an internal prioritization process using a scoresheet that ranked priorities based on community resources available, state and national benchmarks, the extent to which certain populations are disproportionately affected, and community input. Overall, five areas emerged as priority health areas in Santa Barbara County (alpha order):

- Access to Care
- Behavioral Health
- Chronic Conditions
- Food Insecurity
- Housing Insecurity

Cottage Health is committed to taking action based on the findings in the 2016 Community Health Needs Assessment. Efforts to address these areas could lead to significant population health improvements in the county, especially among the most vulnerable. In implementing evidence-based population health programs and policies, we will also promote health equity through focused strategies among communities and in neighborhoods that are experiencing poorer health outcomes.

Community Health Coordinating Committee

The Community Health Coordinating Committee (CHCC) has members comprised of clinical and nonclinical employees. One of the main functions of the committee is to award community grants. The CHCC includes the following departments:

- Case Management
- Corporate Compliance
- Cottage Rehabilitation Hospital
- Education
- Finance
- Interpreter Services
- Medical Social Work
- Nutrition
- Parish Nursing
- Population Health
- Psychiatric Services
- Santa Ynez Valley Cottage Hospital
- Volunteer Services

FINANCIAL CONTRIBUTION SUMMARY

Table 1. Community Benefit Financial Summary

Program	Total Benefit
Medical Care Services	
Santa Barbara Cottage Hospital Charity Care	\$ 4,457,732
Goleta Valley Cottage Hospital Charity Care	630,699
Santa Ynez Valley Cottage Hospital Charity Care	81,212
Santa Barbara Cottage Hospital Medicare short-fall	98,942,605
Santa Barbara Cottage Hospital Medi-Cal short-fall	50,091,153
Santa Barbara Cottage Hospital Children's Care Service	10,028,360
Santa Barbara Cottage Hospital Other Government payers	1,678,227
Goleta Valley Cottage Hospital Government short-fall	20,024,905
Santa Ynez Valley Cottage Hospital Government short-fall	3,195,533
Subtotal for Medical Care Services	189,130,426
Other Benefits for Vulnerable Populations	
Center for Successful Aging	13,750
Child Abuse Listening Mediation (CALM)	82,500
Doctors Without Walls	19,788
Family Services Agency	94,988
Mental Wellness Center	20,312
On-Call stipends for Emergency & Trauma Physicians	4,311,179
Pacific Pride Foundation	33,387
Palliative Care	688,667
Parish Nursing	642,381
Pediatric Clinics	1,734,686
People Assisting the Homeless (PATH)	194,237
Patient Assistance for Discharge	40,675
Rehabilitation Recreational Therapy	206,993
Santa Barbara Alliance for Community Transformation	74,575
Santa Barbara Neighborhood Clinics	1,025,000
Santa Ynez Valley People Helping People	54,772
Sarah House	37,400
Thresholds to Recovery Sobering Center	6,930
Vision y Compromiso	5,000
Visiting Nurse & Hospice Care	15,000
WillBridge of Santa Barbara	21,300
Subtotal for Vulnerable Populations	9,323,520
Benefits for the Broader Community	
Community Wellness Programs	266,377
OCPRHIO, Inc.	125,000

Santa Barbara County Education Office - Welcome Every Baby	81,450
Support for Community Sponsorships	172,622
Various Health Fairs	6,053
Subtotal for the Broader Community	651,502
Health Education & Research	
California State University Channel Islands (CSUCI), BSN program	614,465
Graduate Medical Education	1,045,431
Research Grants	149,815
SAGE Medical Library	796,697
SBCC - Nursing Degree Support	422,125
Subtotal for Education & Research	3,028,533
Grand Total	\$ 202,133,981

MEDICAL CARE SERVICES

Charity Care

Cottage Health has always provided care to patients regardless of their ability to pay. When the Santa Barbara County General Hospital was closed, Santa Barbara Cottage Hospital made a commitment to provide hospital services to the County's low-income patients. This commitment lives on at the Cottage Health hospitals through the Charity Care and Community Service Programs, which provide financial assistance to patients who meet income-eligibility requirements. Eligibility is based on Federal Poverty Level (FPL), and patients are eligible for 100% charity care coverage if their household income is less than or equal to 350% of the Federal Poverty Level, and they are uninsured. Patients that make up to 543% of the FPL are eligible to receive discounted services. The Charity Care program has been expanded to include underinsured patients and patients that have catastrophic illnesses, but earn more than 543% of the FPL.

The Charity Care program offers free or reduced cost care to patients who access services through the Emergency Department. All guidelines for charity care are consistent with California Assembly Bill 774. Patients requesting assistance must complete an application to determine eligibility.

The Community Service Program provides free or reduced cost care for non-emergent but medically necessary services to patients who meet income eligibility requirements as determined by a medical panel. This program seeks to provide treatment to patients prior to the patient requiring emergency services. Patients have received free or reduced cost care to repair hernias, remove tumors to diagnose cancer and remove gallbladders. This service is limited in scope based on an annual budget amount; however, management may adjust this amount based on community need.

Cottage Children's Medical Center Family Assistance Fund

The purpose of this fund is to provide special assistance and support to children and families receiving medical care and support at Cottage Children's Medical Center. These include patients being cared for in Neonatal Intensive Care, Acute Pediatrics, Pediatric Intensive Care, as well as in the Pediatric Hematology/Oncology program. The fund process begins with the Clinical Social Worker and medical staff completing an allocation request form, which includes a description of the circumstances leading to the request.

The funds are not intended to offset hospital expenses, but rather to support children and families who have special financial needs because of medical and health issues. Since the inception of the process, some very deserving families have received support. In most of the cases, the patients and families could not qualify for any other form of support from the government, which makes this fund even more significant.

Examples of support include funeral expenses, mortgage assistance, rental assistance, grocery gift card, and gasoline gift card for transportation to and from the hospital.

Goleta Valley Cottage Hospital's Family Assistance Fund

The purpose of this fund is to provide support to families receiving medical care at Goleta Valley Cottage Hospital. The funds are not intended to offset hospital expenses, but rather to provide special assistance to families experiencing financial difficulties due to a recent hospitalization or health issue. Assistance with housing, food, transportation, and funeral expenses are common needs for families dealing with a medical crisis.

The granting process begins with the medical social worker and/or clinical staff members completing an allocation request form, which includes a description of the circumstances leading to the request. In the majority of cases, the patients and families could not qualify for any other form of emergency support, which makes this special assistance fund even more significant.

In 2018, the Goleta Valley Cottage Hospital Family Assistance Fund granted 37 patients a total of \$19,388.10 in support.

Santa Barbara Cottage Hospital's Adult Family Assistance Fund

The purpose of this fund is to provide support to families receiving medical care at Santa Barbara Cottage Hospital. The funds are not intended to offset hospital expenses, but rather to provide special assistance to families experiencing financial difficulties due to a recent hospitalization or health issue. Assistance with housing, food, transportation, and funeral expenses are common needs for families dealing with a medical crisis.

The granting process begins with the medical social worker and/or clinical staff members completing an allocation request form, which includes a description of the circumstances leading to the request. In the majority of cases, the patients and families could not qualify for any other form of emergency support that makes this special assistance fund even more significant.

BENEFITS FOR VULNERABLE POPULATIONS & THE BROADER COMMUNITY

Cottage Health addresses the priority health needs identified in the 2016 Community Health Needs Assessment through internal programs as well as by providing staff time, expertise, financial support and other resources to external organizations' programs. The full 2016-2019 Community Benefit Implementation Strategy can be found at <https://www.cottagehealth.org/about/community-benefit/>.

Cottage Health Programs

In 2018, Cottage Health offered more than 40 programs that benefited vulnerable populations, patients and the broader community.

Adapted Sports and Cycling

This program of Cottage Rehabilitation Hospital (CRH) offers an introduction to hand-powered and adapted bikes, basic biking instruction, safety and intermediate riding skills as well as wheelchair basketball, wheelchair rugby and wheelchair floor hockey. The program is held on the University of California, Santa Barbara (UCSB) campus. In 2018, there were 19 individuals who participated in ten sessions with a total attendance of 46 participants for the year.

Adapted Driving

Cottage Rehabilitation Hospital offers this service to individuals interested in returning to driving after a disabling injury, illness, or other health-related condition. The program includes two components under the expertise of an Occupational Therapist and a Certified Driving Instructor. There were eight pre-driving evaluations and four behind-the-wheel evaluations conducted in 2018.

Adapted Golf

A program of Cottage Rehabilitation Hospital, Adapted Golf's program goal is to introduce or return people with disabilities to the game of golf. The program is open to community members with physical, visual and/or cognitive impairments. Lessons are weekly at Santa Barbara Golf Club. An individualized golf program is designed for each participant by a golf professional and Cottage Rehabilitation Hospital Recreation Therapist. Golf clubs and special adapted equipment are provided. Participants practice on the driving range and putting green. An adapted golf cart is used to facilitate participant success. In 2018, there were 16 individual participants who attended 42 sessions with total attendance of 234 participants for the year.

Adapted Kayaking

This program of Cottage Rehabilitation Hospital offers an introduction to adapted kayaking, including techniques and adapted equipment. A Kayak II session was held in the University of California, Santa Barbara (UCSB) Lagoon in collaboration with UCSB Adventure Programs. In 2018, there were three individual participants who attended one session for the year.

Adapted Yoga

Accessible Yoga is a class for people who have mobility impairments and may require some level of assistance to participate. The class is a collaboration between Cottage Rehabilitation Hospital, Cottage Rehabilitation Hospital Foundation and Santa Barbara Yoga Center. The class meets weekly at the Santa Barbara Yoga Center. In 2018, 26 participants attended 49 sessions for a total attendance of 253 attendees.

Aphasia Recovery Group

This weekly class is offered by Cottage Rehabilitation Hospital Speech-Language Pathologists for those individuals needing assistance with word retrieval, understanding others, and exploring creative ways to increase communication effectiveness. There were four participants in 2018.

Arrive Alive

The Arrive Alive program is an impaired and distracted driving education program and simulator for high school students. The program allows participants to experience the potential consequences of impaired and distracted driving in a controlled environment. One thousand seventy-nine students at three Santa Barbara County high schools attended in 2018 and pledged to refrain from driving distracted or impaired.

Bicycle Safety and Helmet Distribution Events

Santa Barbara Cottage Hospital, Goleta Valley Cottage Hospital, and Santa Ynez Valley Cottage Hospital provide no-cost or low-cost donation safety helmets through their Emergency Departments in addition to the Santa Barbara Cottage Hospital Trauma Services Department. The helmets, purchased through the Coalition for Sustainable Transportation (COAST), are sold at cost or provided at no cost. The program provides fitting for inpatient children and adults for whom the need for a new helmet has been identified and through community outreach events. Staff members of Cottage Health are also encouraged to purchase the helmets. Trauma Services provided 90 helmets to community members at no cost and 145 low-cost helmets to the community at multiple venues including Santa Ynez Valley Cottage Hospital's Health Expo, Touch-A-Truck Family Day in Solvang, and Cottage Employee Day Camp.

Additionally, Trauma Services provides Bicycle Safety Education events for the community. In 2018, six bicycle safety presentations were given to elementary school-aged students at venues including Foothill School at Safety Town, the Jodi House and Santa Barbara Cottage Hospital during Fun in the Sun, reaching 196 children. Trauma Services also participated in an event called IV LUX in partnership with California Highway Patrol, which provided education, materials, and bike lights to over 1,500 University of California, Santa Barbara (UCSB) students.

Birth & Parent Education Classes

Cottage Health provides a variety of classes to support parents.

Table 2. Birth & Parent Education Classes Number of Participants by Year

Class	2013	2014	2015	2016	2017	2018
Maternity Tours	1714	1526	1234	1147	1249	1200
CBE Series	746	712	712	759	740	736
Maternidad	52	60	66	54	31	56
CPR	171	116	167	166	129	106
Breastfeeding	384	354	336	327	344	297
Breathing Refresher	34	48	22	44	30	34
New Parent	293	218	228	217	149	115
Total Participants	3394	3034	2765	2714	2672	2544

Car Seat Safety

Santa Barbara Cottage Hospital hosts a monthly Car Seat Safety Class. This class is taught by certified Child Passenger Safety Technicians, who review with parents the child passenger safety information and legislation, in addition to demonstrating proper car seat installation. In 2018, Trauma Services provided car seat installation assistance to 166 local families through the class and by private appointment. Two community car seat checkup events were also held, serving 146 families for car seat checks.

Additionally, car seat safety education was provided at the Franklin Neighborhood Center, Safe Kids Day and the Library Baby Safety Event, serving a total of 450 families.

Cardiac Rehabilitation Event

On February 15, 2018, Santa Ynez Valley Cottage Hospital hosted a Cardiac Rehabilitation Event for the community. The event served to educate community members on the services offered through the onsite Cardiac Rehabilitation program. More than 30 community members received free blood pressure readings and free cholesterol checks, took tours of the facility and enjoyed heart healthy foods.

Cardiopulmonary Resuscitation (CPR) Classes

Adult course

This course is based on American Heart Association (AHA) guidelines designed for the public. In 2018, the course had 30 participants in it. Participants receive a course completion card following return demonstration of providing CPR. At the end of this course, participants are able to:

- Describe the links in the AHA Chain of Survival, including the importance of dialing 9-1-1.
- Describe and demonstrate the steps of CPR and relief of Foreign Body Airway Obstruction
- Describe and recognize the signs of four major emergencies in adults.

Infant/Child Course

This course is based on AHA guidelines and is designed for parents, babysitters, and friends who do not require certification for employment. In 2018, 106 participants received a course participation certificate at the end of the course.

Participants are able to:

- Describe the causes and prevention of injury and cardiopulmonary arrest in children.
- Demonstrate how to administer CPR and first aid for choking infants and children.

Historical participation in Community CPR Programs at Santa Barbara Cottage Hospital and Santa Ynez Valley Cottage Hospital are shown in Table 3.

Table 3. Community CPR Programs Number of Participants by Year

	2013	2014	2015	2016	2017	2018
CPR	171	116	167	166	129	106

Coast Caregiver Resource Center

Coast Caregiver Resource Center (CCRC), a program of Cottage Rehabilitation Hospital, is primarily funded through grants and individual donations. CCRC supports family and other informal (unpaid) caregivers of adults with cognitive disorders and other disabling conditions in Santa Barbara, San Luis Obispo, and Ventura counties. CCRC has helped over 8,000 families of those with adult onset brain impairment in the tri-counties for the past 31 years through assessment of caregiver strengths and needs, specialized information on brain impairments, family consultation, individual counseling, long-term care planning, educational programs, retreats, support groups, advocacy, legal consultations and respite care grants.

In 2018, CCRC further developed a Caregiver Navigator project in collaboration with Santa Barbara Cottage Hospital, Cottage Rehabilitation Hospital Case Managers, and Medical Social Workers to provide case management support to family/friend caregivers of patients at SBCH. CCRC also continued a collaborative project, Together in Brain Injury Support, with Jodi House Brain Injury Support Center to provide enhanced assistance to survivors of brain injury and their families, primarily in south Santa Barbara County. CCRC also launched the first ever Cottage Caregiver Education Series as well as a series for community professionals serving caregivers.

CCRC provided the following services in 2018:

- 212 new client intakes for a total of 387 clients receiving multiple services
- 166 new assessments of caregiver strengths and needs for supportive services
- 376 hours of family consultation, problem solving, coaching and care planning to 309 caregivers
- 2,373 hours of respite (substitute care)
- 86 hours of counseling
- 120 hours of support groups, including:
 - 8 Family Support Groups each month for family caregivers of individuals with Alzheimer's Disease or other dementia, Parkinson's Disease, Stroke or Traumatic Brain Injury, including the Stroke and Brain Injury Support Group for Family/Friend Caregivers held at Cottage Rehabilitation Hospital
 - 3 sponsored or co-sponsored education and training events for caregivers and/or professionals serving caregivers, including the evidence-based "Powerful Tools for Caregivers," "Complex Caregiving: Assisting Caregivers When Cognitive Deficits and Mental Health Co-Occur in Their Loved One," and the launch of the newly created Cottage Caregiver Education Series.

Community Case Management

Working with in-house social workers and acute nursing, Community Case Management identifies rising risk patients by assessing the presence of the following characteristics: repeated admissions to the emergency department or hospital; diagnoses of complex comorbidities, including diabetes, HIV, hypertension, cardiac heart failure, and chronic obstructive pulmonary disease; patient denial of health conditions, or previous histories of a lack of follow-through; insufficient or lack of insurance; no place to call home and/or lacking the financial resources to make ends meet; language and cultural barriers; bio-psychosocial issues or addictive behaviors that are difficult to manage and add to the complexity of care,

including a pattern of inconsistent control during the previous 12-months; and the frail elderly without sufficient support linkages.

Patients identified as rising risk are then assigned to one of two Community Case Manager registered nurses who work with patients and designated caregivers post-discharge to create a mutually-agreed upon care plan addressing both clinical as well as non-clinical client needs. The program consists of four weeks of telephone contact with patients, reviewing their discharge plans, providing resources and medication management, assisting with primary care physician follow-up, and Advance Care Planning. The nurse also serves as a single point of contact for both the patient as well as his/her primary care provider to better facilitate transitions in care. If a patient is re-hospitalized for any reason, the nurse serves as a consultant for inpatient case managers during the discharge planning process. Patients enrolled in the program who are not able to graduate after four weeks would be referred to additional community based programs, such as CenCal's Heart Smart Program.

Community Grants

Cottage Health provided grants to local organizations and their programs that improve the community's health. In 2018, the Community Partnership Grants program focused on behavioral health. Grantees apply through a competitive process, which includes review by the Community Health Coordinating Committee, Executive Management, and Board of Directors. In 2018, nine programs were awarded grant funds as part of the Behavioral Health Initiative.

In addition, grants were awarded to organizations that provided much needed beds for transitional patients post-discharge from hospitalization or a visit to the emergency department. These grants focused on providing wrap-around care support services and temporary housing or shelter. In 2018, five organizations received funding.

Community Sponsorships

Throughout 2018, Cottage Health sponsored a number of community events by contributing both financial support and gifts-in-kind to more than 40 organizations. Community events included educational workshops, walks/runs, galas, and luncheons.

Concussion Discussion

On September 12, 2018, the Cottage Concussion Clinic hosted a Concussion Discussion event to educate the community about signs and symptoms of concussion. The event featured panel discussions about concussion education including causes, symptoms, and a new law passed regarding concussions. The Concussion Discussion took place at Page Youth Center and over 70 people attended, including parents, coaches and trainers.

Disaster Response

In the aftermath of the disastrous Thomas Fire and debris flow, the Central Coast experienced deep and lasting impacts on many levels. Cottage Health provided community events and support groups for those impacted by these disasters.

How We Heal: Listening for the Good

To promote healing and provide support, Cottage Health and Old Mission Santa Barbara hosted “How We Heal: Listening for the Good,” in Junipero Serra Hall at the Old Mission. The free event offered guidance and resources for healing after the disasters and provided the community an opportunity to give feedback on any areas of need. The event included a panel discussion, healthy refreshments, opportunities to share stories in a sound booth, and resource materials. The sound booth at the event allowed attendees to share and record their stories to promote reflection and healing. The recordings were gathered to form a collection of personal histories about what occurred in the community.

Support Groups

In March 2018, Cottage Health launched several support groups for individuals suffering from trauma and anxiety related to the disaster. Cottage Health employees and Board members felt it was important to offer support groups led by licensed clinicians to the public for free. Participants could attend as long as they like, though the support groups were not intended to replace individual sessions with a therapist for those who needed a greater level of support. In those cases, Cottage provided referrals to low-cost or free individual sessions.

Cottage Health offered these support groups for trauma and anxiety related to the Thomas Fire and January 9 debris flow.

Process Group/Inspiring Hope

Thursdays 6:00–7:30 p.m.

Peter McGoey, LMFT

This group allowed individuals to witness how others have healed, and provided a place to start their own healing.

Skill Building/Seeking Safety Group

Mondays 6:00–7:30 p.m.

Tinka Sloss, LMFT

This group was skill specific and taught in a psychoeducational fashion. The goals were skill acquisition, meditation and mindfulness practice.

Survivor Group

Tuesdays 6:00–7:30 p.m.

Layla Farinpour, LMFT and Peter McGoey, LMFT

This group was specific to those survivors who directly experienced the disaster.

Emergency Medical Services Appreciation Luncheon

In May 2018, Cottage Health hosted Emergency Medical Services (EMS) Appreciation Luncheons in the Emergency Department Ambulance Bays at SBCH, GVCH and SYVCH. The event honored paramedics for all of their support for patients and hard work. More than 100 paramedics attended the luncheons.

Emergency Preparedness

Santa Barbara Cottage Hospital participated in the Great California Shake Out October on October 10, 2018 to provide education to children and teachers on how to respond during an earthquake. The Cottage Trauma Services team provided education to 137 second grade students at two Elementary Schools. Additionally, the Trauma Services team provided emergency preparedness education to community members at the Library Baby Safety Event, where they educated 75 expecting parents. A disaster educational presentation on the importance of personal preparedness in a disaster situation was given to Cottage Staff on April 30, 2018 by Gena Topping, reaching approximately 80 attendees.

Farmers Market

Santa Barbara Cottage Hospital hosts a weekly Farmers Market in the Central Courtyard, which provides a variety of local, seasonal, organic produce. Started in 2009, it originally aimed to target employees and has since become popular with patients' visitors and the local community. Held every Wednesday, the market is open from 11:00 a.m. to 3:00 p.m. and averages 100 customers per week. The produce is purchased from a variety of vendors, including John Givens Farm in Goleta and The Berryman, a local produce company that sources all of their seasonal organic produce locally within the Tri-Counties. Un-sold produce is made into side dishes and salad bar offerings in our Hospital.

Flu Shot Clinics

Cottage Health provided more than 1,000 influenza vaccinations to the community in 2018. Cottage Health held clinics at the Senior Expo in Santa Barbara, Channel Islands YMCA, and Santa Ynez Valley Cottage Hospital Health Expo. These flu shots were provided for free or donations only. Parish Nurses also provided vaccinations at multiple congregations spanning from Goleta to Carpinteria, homeless shelters, low-income housing developments, and agriculture workers.

Gift Shops

The Santa Barbara Cottage Hospital Gift Shop provides a combination of nutritional and gift opportunities. The shop is now called the Marketplace and is located in the main lobby of SBCH, off the Pueblo Street Entrance. The Gift Shop for Goleta Valley Cottage Hospital is directly off their main lobby. The goal of each retail outlet is to provide a welcoming atmosphere for all of their customers and readily available merchandise for the comfort of their patients. The number one priority is customer service. Both shops offer quality merchandise, cheerful shopping experiences and dedication in making sure the patient has the personal attention in selecting something to brighten their day or make them more comfortable.

Both shops engage in a variety of charitable contributions by donating merchandise to specialty community events, such as the Children's Miracle Network fundraisers, Care for Kids fundraiser, Spiritual Care programs, Volunteer Appreciation events, and holiday and special banquets. Merchandise may be

donated to the Santa Ynez Valley Cottage Hospital Thrift Shop, which aids in additional revenue and community outreach. Some of the most rewarding pleasures for these shops are participating in the annual in-hospital pediatric patient trick-or-treating and the children's holiday musical program for all dedicated Cottage volunteers.

Due to health considerations, visitors may not bring latex balloons onto patient floors; therefore, the Marketplace and Hospitality Services provide a Mylar balloon replacement, which adheres to Cottage Health's latex-free policy. All shop staff takes pride in being able to provide the best possible service to all their patients and customers.

Healthy Balance Weight-Management Clinic

Healthy Balance is an eight-week weight-management program, featuring:

- Individualized, exercise-based weight loss
- On-site exercise in a comfortable environment
- Comprehensive fitness and lifestyle assessment
- BodyGem calorimeter to monitor metabolism
- Custom meal planning
- Instruction by professional clinical staff
- Competitive rates

Since 2002, the program has grown 580% in participant visits at both Santa Barbara and Goleta campuses. More than 650 participants have completed the Healthy Balance program since its inception.

Heart Smart Lecture Series

Rehabilitation Hospital cardiac patients and their family members are invited to attend a free lecture series called Heart Smart: Risk Reduction for Life. The series is held on Wednesday mornings from 10:00 to 11:00 a.m. at Santa Barbara Cottage Hospital and is based on the American Heart Association Guidelines. The eight-week series is held five times per year with approximately 10-15 people attending each lecture.

Table 5. Heart Smart Lecture Series Topics by Speaker

Topic	Speaker
How Your Heart Works and Treatments for Heart Disease	Karen Bradbury, RN
Risk Factors and Coronary Artery Disease: An Overview	Kelly Reader Dover, RN
Emotions & Heart Disease	John Berberet MA, LMFT
The Heart Healthy Diet: Making the Right Choices	Sharon Smith, MS, RD
Exercise: Staying Fit for the Health of Your Heart	Michelle Smith, PT
Developing a Heart Healthy Lifestyle	Bob Huhn, PT

High Risk Elderly Coalition

In September 2014, a new coalition formed to focus on the elderly and vulnerable. The program began when Cottage Case Management recognized that elderly at-risk patients needed more attention than

what the hospital could provide alone. The coalition focuses on abuse issues, mainly self-neglect, and does so with the mission of preventing homelessness, increasing medical compliance, improving support at home and decreasing inappropriate hospitalizations. The coalition is composed of members from Adult Protective Services, Housing Authority, New Beginnings, Public Guardian, and Cottage Case Management and Social Work.

Hot On Life

Hot On Life is a one-day experiential workshop at UCSB on recreation, sports and health for people of all abilities (adults and youth). In 2018, sixteen participants attended the one-day workshop.

Interpreter Services

Cottage Health fully complies with Joint Commission and government guidelines for assisting patients and family members with Limited-English Proficiency (LEP) in understanding medical information and services. Interpreter Services provides oral and sign language interpretation, translation of documents, cultural competence, and language access training to staff. Cottage Health's Interpreter Services also collaborated with organizations within the community to better understand the needs and improve access for deaf, hard of hearing, blind, low vision and Mixteco patients.

All interpreter candidates, including staff interpreters and volunteers, are thoroughly screened by the Interpreter Services Manager to ensure fluency in Spanish, knowledge of medical terminology in both languages and command of interpreter skills and protocols. Only staff designated Healthcare Interpreter or Healthcare Interpreter-Senior may interpret during clinical encounters. Bilingual staff members are deemed qualified to perform their job duties in a language other than English only after having successfully completing a valid and reliable bilingual proficiency assessment to ensure fluency as well as competency in medical terminology in all working languages. Qualified Bilingual Staff may only perform their regular job duties in whatever language they have been qualified to do so.

Surveys of peer hospitals consistently show that patients with LEP and their relatives receive a superior level of service at Cottage Health. This is in large part due to the ratio of face-to-face interpreters (as opposed to over-the-phone and video remote interpreting). The use of all of our qualified medical interpreters (face-to-face, video remote and over-the-phone interpreters) helps to reduce the length of hospital stays and the number of repeat visits for care, minimize health disparities and improve health outcomes of patients with a preferred language other than English.

Junior Wheelchair Sports Camp

The annual Junior Wheelchair Sports Camp is a five-day day camp designed for individuals between the ages of 6 and 19 years who use a wheelchair to participate in sports. The program is held on the University of California, Santa Barbara campus. In 2018, the camp featured wheelchair basketball, rugby, tennis, racquetball, dance, climbing wall, ropes course, swimming, SCUBA, hand cycling and more. In 2018, there were 43 campers.

Living Well with Diabetes

Goleta Valley Cottage Hospital offered Living Well with Diabetes nutrition classes twice each month in English by a registered dietitian. These one-hour classes are free of charge to the community and

include topics such as carb counting, label reading, complications, wound healing, and physical activity. In 2018, 24 classes were offered with eight participants.

Living Well with Diabetes classes were also offered at Santa Ynez Valley Cottage Hospital as a four class series on Mondays for one hour by a registered dietitian. In 2018, 13 classes were offered with an average of two attendees per class.

Matter of Balance Fall Prevention

Matter of Balance Fall Prevention Class Series is a workshop consisting of 8-week sessions that meet once a week for eight weeks or twice a week for four weeks. This evidence-based program help seniors to view falls and fear of falling as controllable, set goals to increase activity, change their environment to reduce fall risk factors and promote exercise to increase strength and balance. In 2018, four 8-week class series were held, for a total of 32 classes, reaching 60 seniors.

Mental Health Fair

The Mental Health Fair is an annual event that takes place each year around the month of May to commemorate National Mental Health Month. The 2018 event was held on Saturday, May 19 at Santa Barbara Cottage Hospital. The Mental Health Fair was hosted by the staff of the inpatient Psychiatry and Addiction Medicine Department and included 25 non-profit community agencies as participants in the event. The primary goal of the event was to provide education to the community about services available for those affected by mental illness—both consumers and their friends and family members. Each agency hosted a table that included information about their programs and services, educational information about various types of mental illness and substance abuse, self-assessment tools, reference books, and other community resource information.

The Mental Health Fair also included a speaker series. The topics of the presentations included Training Your Brain for a Peaceful and Powerful Life by Dave Mochel, CEO, Applied Attention Coaching and Finding Your Resilience in Trying Times by Dr. Karen Lehman, PhD and Dr. Brooke Sears, PsyD.

The Mental Health Fair was attended by approximately 200 community members. In addition to being a valuable resource for community members, the event provided a venue for mental health and medical professionals to network and learn more about the work of various agencies in the community.

Miles for Moms

Goleta Valley Cottage Hospital Foundation (GVCHF) hosted its first annual Miles for Moms 5K on the campus of Goleta Valley Cottage Hospital (GVCH) the day before Mother's day on May 11, 2018. More than 300 participants (of all ages) came out to walk or run the 5K many of them in honor of their moms. There was a Children's Fun Run with each young participant receiving a medal for their effort. Each mom received a special gift and all participants went home with a Memento Bag filled with discount coupons, small tokens of our appreciation and information on health and fitness. T-Shirts were also given to each participant. We had several health vendors from Cottage Children's Hospital, GVCH's Breast Imaging Center, Cottage Orthopedics and more that shared health information with our guests. Overall, it was a great success for a first year effort! Sponsors made the event a reality and we were fortunate to have

Yardi as our Lead Sponsor along with 21 other sponsors. The event raised \$54,500 for Goleta Valley Cottage Hospital Foundation, which supports the programs, services and technology of GVCH.

Mother's Circle

Mother's Circle offers free drop-in support and breastfeeding information for expectant mothers who have questions and concerns about breastfeeding and new mothers just getting started, as well as ongoing support for nursing mothers. The service is available weekly on Tuesdays from 3:30 to 4:30 p.m. by The Lactation Center in the Santa Barbara Cottage Hospital Women's Services Conference Room in the Junipero Pavilion. Approximately 610 mother-baby couples, as well as many fathers and several grandmothers, joined the group in 2018.

Nutrition Education Consultations & Classes

Nutrition Education Classes are provided upon request to patients and community organizations. Monthly classes were given at Cottage Residential Center that covered topics specific to nutrition during recovery. In 2018, 12 classes were held with an average of 14 attendees per class, and a registered dietitian attended Wellness Day at Dos Pueblos High School, a thirty-minute event during lunch where students received nutrition information and had the opportunity to ask nutrition-related questions.

Santa Ynez Valley Cottage Hospital hosted free weekly nutrition classes on Fridays from noon to 1:00 p.m. Various topics were discussed that relate to general health as well as disease conditions, such as heart disease and diabetes. The classes are open to staff as well as the community. In 2018, 44 classes were held with an average of seven people per class.

On-Call Specialty Physicians

Due to the high rate of uninsured patients and low payments from Medicare and Medi-Cal, it has been difficult to find specialty physicians to provide services to patients in the Emergency Department. Cottage Health arranges for the provision of emergency on-call coverage with qualified specialty physicians in order to ensure that all patients who seek treatment at Cottage Health have access to all necessary services. This program helps Cottage Health to assure proper diagnosis and treatment of all patients in the Emergency Department, regardless of their ability to pay.

Outlook Group Physical Disabilities Peer Support

Outlook Group Physical Disabilities Peer Support is a monthly program for adults with neurologic and orthopedic conditions. The program includes information, peer support, relationships, encouragement and a welcoming place to learn from others. Families and caregivers are invited for a potluck meal, discussion and speaker series. Outlook Mixer is a group led by Cottage Rehabilitation Hospital Recreation Therapy with the meeting space provided by Pilgrim Terrace Cooperative Homes' Activity Center. In 2018, 23 participants attended 10 meetings for a total attendance of 115 attendees for the year.

Palliative Care Consultation Service

Palliative care is specialized medical care for people with serious illnesses. It focuses on providing patients with relief from the symptoms and stress of a serious illness. The goal is to improve quality of

life for both the patient and family. The Palliative Care Consultation Service (PCCS) is a team of professionals with advanced training and skills in palliative care.

Palliative care is provided by a team of doctors, nurse practitioners, nurses and other specialists, who work together with a patient's other doctors to provide an extra layer of support. It is appropriate at any age and stage in a serious illness and can be provided along with curative treatment. The service is staffed seven days a week and a clinician is available to hospitalized patients 24 hours a day.

Parish Nursing

Parish Nursing's mission is to empower men, women, and children to seek health in mind, body, and spirit by expanding their knowledge about whole person wellness, assisting in identifying methods of disease prevention, and increasing access to health and community resources.

In 2018, Parish Nursing provided services to more than 13,000 community members. Community outreach venues include a variety of faith communities and congregations; homeless and transition housing outreach; PathPoint mental health clients; Carpinteria and Isla Vista food banks; Catholic Charities; St. Vincent's, Garden Court, Presidio Springs, and Villa Santa Fe low income senior housing facilities; Casa Serena women's recovery home as well as numerous community health screenings, flu shot clinics, fall prevention classes and health fairs.

Collaborating agencies and committees include the following:

- Advance Care Directives at multiple locations
- AHA! Teen Program
- Bike safety and injury prevention education programs
- Casa Serena Residential Recovery Homes For Women
- Catholic Charities
- Central Coast Collaborative Point in Time Count
- Cottage Health's Circle of Remembrance
- Cottage Health's Mental Health Fair
- Cottage Trauma Committee
- Cottage Nurse Excellence Committee
- Covered California Care Enrollment Seminars
- Disaster Planning Spanish Speaking Education Program
- Direct Relief International
- Doctors Without Walls-Santa Barbara Street Medicine and Women's Clinic at Transition House
- First aid booth at Fiesta Celebration at Our Lady of Guadalupe
- Homeless Coalition
- Hospice of Santa Barbara
- Isla Vista Food Bank
- La Diabetes Spanish speaking diabetes education
- Matter of Balance Fall Prevention classes
- PATH Santa Barbara
- PathPoint Behavioral Health Program
- Ridley-Tree Cancer Center
- Recuperative Care Program at PATH

- Santa Barbara Neighborhood Clinics
- St. Cecilia Society
- Santa Barbara Senior Expo blood pressures, flu vaccines and stress management
- Santa Barbara Housing Authority
- Stop the Bleed Community Education
- Tai Chi for seniors
- Transition House
- United Blood Services Blood Drives
- Visiting Nurse & Hospice Care Professional Advisory Board

In addition, Parish Nursing provides flu shots throughout the community, including five senior housing units, food banks and churches, three city parks, Project Healthy Neighbors, Mental Wellness Center, Women's Clinic at Transition House and the YMCA.

Parish Nurses help to plan and staff many community events annually, including the following:

AHA!

Cottage Parish Nurses provide support groups and coaching for teens needing social and emotional intelligence to dismantle apathy, prevent despair, and interrupt hate-based behavior. By inspiring teens and adults to joyfully lead with courage and kindness, AHA! transforms schools and communities into welcoming, nourishing, expressive, and inclusive spaces where youth and adults work together for the highest good. In 2018, Parish Nurses worked with more than 20 teens.

Congregations

Cottage Parish Nurses work at multiple congregations during the week, which include Trinity Episcopal (four to eight hours per week), Trinity Lutheran (ten hours per week), Our Lady of Guadalupe (twenty hours per week), First Presbyterian (ten hours per week), Goleta Presbyterian (six hours per week), and St. Joseph's (four hours per week). Parish Nursing is also available on a consultant basis for other community congregations, including former clients like Unity Church, St. Mark's Parish in Isla Vista, and the local community of Tibetan monks. The number of clients served in congregations and spiritual communities is 4,408.

Casa Serena Women's Recovery Home

Parish Nurses are onsite three to four times a month for two to three hours providing medical information, blood pressure screening, referrals, and emotional support, stress management and tai chi classes during this 90-day residential detox program for more than 280 clients in 2018.

Catholic Charities

Catholic Charities has a wide range of services that cater to families and individuals in need that serves their mission of preventing homelessness and advancing self-sufficiency. The organization provides food distribution, case management, life skills planning, counseling services, medical and dental treatment referrals, emergency shelter assistance, diabetes education, older adult services, and holiday programs.

Cottage Parish Nurses provide five to six hours each week at Catholic Charities. The nurses provide health education and assessments including blood pressure checks, glucose checks, cholesterol screenings, and flu vaccinations. In addition, nurses are advocates for low-income individuals and

families, and they work to connect these individuals and families with community resources, such as access to food, dental treatments, and mental health and bereavement group support. More than 1,100 clients were served during 2018.

Garden Court

Parish Nursing provides health education, such as fall prevention, heart health and stroke prevention, cold and flu prevention, flu vaccines and pressure screenings for Garden Court's senior residents. Parish Nurses were on site two to three hours per month, and more than 158 clients were seen in 2018.

Homeless/Transitional Housing Outreach

Parish Nurses participated in homeless outreach and provided health assessments, basic wound care, education, referrals, screenings, and vaccinations each week in various locations. They provided more than 30 hours a week and more than 2,857 clients were served in 2018 through the following activities:

- PATH and homeless camps: 20 hours of care a week
- Transition House: 1.5 hours a week to families plus participation in the Women's Clinic, providing flu vaccines, cholesterol screenings, family packs and medical supplies as well as health education and emotional and spiritual support
- Faulding Hotel and Hotel De Riviera: visits for the medically challenged and dual diagnosis clients at 4 hours a week
- Outreach into city parks with Doctors Without Walls: 2-4 hours a week
- Annual foot washing for the homeless, sponsored by WillBridge: nursing assessment and support for the event.

Isla Vista Food Bank

Parish Nursing continues to serve the low-income Isla Vista community by providing flu vaccinations at St. Mark's Church and the Isla Vista Food Bank for homeless individuals and low-income Latino families.

Saint Joseph's Parish Food Bank/Main Family Center

A Parish Nurse provided services for low-income families at St. Joseph's Parish Food Bank. The nurse provided health education, individual assessments, flu vaccinations and health screenings for more than 1,254 clients in 2018.

Matter of Balance Fall Prevention

Parish nurses provide fall prevention education, including the Matter of Balance Fall Prevention classes, in community venues partnering with the Cottage Trauma Department. A total of 103 clients were served in 2018.

PathPoint

This nonprofit organization is dedicated to helping people with disabilities or disadvantages reach their fullest potential. Cottage Parish Nurses provided nursing care and medication management for housed, mentally ill adults. Two Parish Nurses worked with case managers, social workers, and physicians to provide services for this at-risk population. They worked with 130 behavioral health clients for a total of 72 hours a week and 4,523 visits in 2018.

Senior Outreach

Parish nurses provide health education including Tai Chi, fall prevention and 1:1 wellness coaching, as well as flu vaccines, advanced care directives, grief support and blood pressure screenings to seniors in the community through the following venues: Presidio Springs, Pilgrim Terrace, Garden Court, Villa Santa Fe, St. Vincent's Villa Caridad and the Senior Expo. Seniors served in combined venues totals over 700.

Pilgrim Terrace

Parish Nursing provides health education, such as fall prevention, heart health and stroke prevention, cold and flu prevention, flu vaccines and pressure screenings for Pilgrim Terrace's senior residents. Parish Nurses were on site two to three hours per month, and more than 95 clients were seen in 2018.

Presido Springs Senior Housing

A Parish Nurse is onsite once a month for one to two hours serving more than 47 clients in 2018.

Saint Vincent's

The Parish Nurses provided two hours per month of nursing care to seniors and low-income families at this residential facility. The nurse provided personal assessment, health screenings and educational classes, including fall prevention, stroke, heart disease and diabetes management as well as wellness education and walking groups. In 2018, 40 people were served.

Santa Barbara Alliance for Community Transformation

A Parish Nurse provided services for low-income, mostly Hispanic families at Harding University Partnership school through a monthly foodbank hosted by the Westside Health Collaborative of Santa Barbara Alliance for Community Transformation. The nurse provided health education, individual assessments, flu vaccinations and health screenings for 58 clients in 2018.

Villa Santa Fe

The nurse provides six hours a month offering classes in fall prevention, stress reduction and tai chi, as well as blood pressure screenings, flu vaccines and 1:1 wellness coaching. More than 100 people were served.

Patient Assistance for Discharge

Cottage Health Social Work and Case Management teams collaborate to connect patients with a continuum of care following discharge. Through the Patient Assistance for Discharge fund, social workers and care managers cover necessities for patients in need during the discharge process. This will frequently take the form of vouchers for taxi rides or filled discharge prescriptions. In 2018, this totaled to \$40,675 in financial assistance.

Population Health Learning Lab

Cottage Health debuted the Population Health Learning Lab to provide resources and interactive tools to help support the work of health or health-related organizations and assist them in targeting and evaluating programs for specific areas of need. The Population Health Learning Lab includes Cottage Data2Go and the Evaluation Toolkit.

Cottage Data2Go is a free, interactive online mapping and data tool created in partnership with Measure of America of the Social Science Research Council. It brings together federal, state, county, and community data on a broad range of issues critical to the well-being of all Santa Barbara County residents. The tool provides a view of the specific health needs by demographics (population type), geography (down to census tract) and health outcome or influencer (including social factors).

Created to provide reliable, up-to-date information on community assets and challenges, Cottage Data2Go is designed as a resource to aid community members, leaders, businesses, government agencies, and community-based organizations in crafting effective solutions, developing policies and services, and advocating for change. In community work, data drives decision making, and Cottage Data2Go brings data together to help showcase successes and highlight opportunities for promoting equity, especially among the most vulnerable in our community.

Cottage Health's Evaluation Toolkit supports community or clinical programs and collaborations in working toward a population health approach. Based on feedback from a community-wide Listening Tour in 2016, Cottage Health focused on developing this resource to help community-based partners work together to define what success would look like and measure it using the same tools and language. Community leaders can learn about each step in evaluating a program, download worksheets to complete the step, and follow a Case Study example. The Toolkit supports a vision of a healthy community by equipping nonprofit organizations as they assess community needs, strengthen programs, adopt promising practices, and work in closer alignment with other organizations to achieve common goals.

Population Health hosted a workshop in August 2018 for more than 30 community organization representatives to launch the resources available through the Population Health Learning Lab.

Pedestrian Safety

Santa Barbara Cottage Hospital provides education on safe pedestrian behaviors in partnership with California Highway Patrol, COAST (Coalition for Sustainable Transportation), and Santa Barbara Bike. In 2018, the Trauma Services department participated in the Westside Community Bicycle Pedestrian Safety Training workshop, where community members collected data to make walkways and roadways safer for pedestrians. Children were given reflective stickers and slap bands for higher visibility during International Walk to School Day. Twenty-seven schools participated with 2586 student participants, 81 teachers and 135 volunteers. Additionally, Trauma Services participated in a Pedestrian Safety Assessment at Kellogg Elementary School to identify areas of strength and areas for improvement in pedestrian safety around the school.

Project Re-Entry Stroke Socialization Group

As a Cottage Rehabilitation Hospital program, Project Re-Entry offers a weekly socialization and recreation program for people who have had strokes or other disabling conditions that limit their community participation. The group meets at Cottage Rehabilitation Hospital. In 2018, there were 19 individual participants who participated in 47 sessions with a total attendance of 426 participants for the year.

Psychiatric Grand Rounds

Santa Barbara Cottage Hospital Psychiatry and Addiction Medicine department offers presentations for the healthcare community once a month from noon to 1:30 p.m. at Santa Barbara Cottage Hospital. In 2018, there were 9 sessions with approximately 50-75 people attending each meeting. The following topics were presented in 2018:

February	Promoting Recovery & Resilience in the Wake of Disasters
March	When the Bully Is Your Brother or Sister: Sibling Violence & Sexual Abuse
April	Risk and Benefits of Medication Assisted Treatment in Substance Use Disorders
April	Healing the Long-Term Effects of Childhood Adversity
June	Seeds Of Change: Fostering Posttraumatic Growth by Drawing on Hidden Strengths
August	Transcranial Magnetic Stimulation for Treatment of Major Depression and Migraine Headache
September	Fatigue: “Doc I’m Tired of Being Tired”
October	The Dementia Epidemic: Selected Topics in Diagnosis, Management and Neuropsychiatric Medication Utilization
November	Marijuana (Cannabis) 2018: Where We Were, Where We Are Now – Where Are We Going?

Recuperative Care Program

The Cottage Recuperative Care Program (RCP) at PATH is a partnership between the hospital (Cottage Health), shelter (PATH), county public health, and local Medicaid administrator (CenCal Health). The program launched with four beds in October 2018 and is supported by staff from Cottage Health, including a nurse, community navigator, medical director, and evaluator, as well as around-the-clock PATH respite care monitors. Patients can stay for up to 90 days and have the option to receive services at the onsite Santa Barbara County Public Health Department Health Care Center. Funding for the program is provided by Cottage Health, CenCal Health, and philanthropy.

An evaluation of the RCP is underway with patients who have entered the program since launch. In addition to those from the hospital, referrals have been received from a range of community organizations, including the shelter, jails, and court system. Hospital personnel located onsite at the shelter have improved communication with the hospital’s emergency departments and inpatient providers and strengthened data collection for tracking program effectiveness. As participants exit the program, they are connected to transitional or permanent housing, and the hospital is facilitating conversations to seek new housing opportunities in the community’s limited housing market.

Santa Barbara Cottage Hospital Public Tours

Public Tours of Santa Barbara Cottage Hospital are offered three times per month and by appointment to community members. The tour visits public areas of the hospital, including gardens, Sacred Space, Cafeteria and patios. The tour covers the Healing Arts program, medical services offered and construction project updates. Any member of the Concierge Desk team can provide information about

the tour and assist with registration. More than 30 attendees received tours in 2018. In addition, tours were provided during the community events for Phase 6 of hospital construction.

Santa Ynez Valley Cottage Hospital Health Fair

The 36th Annual Santa Ynez Valley Cottage Hospital Health Fair took place on Saturday, October 6, 2018 at the Marriott Hotel in Buellton. More than 1,100 community members attended the event, which showcased 40 health-related booths from Cottage Health and community organizations, provided 79 free osteoporosis screenings, administered 330 free flu vaccines, and sold 35 low-cost bike helmets to all ages. Hands-only CPR (Cardio Pulmonary Resuscitation) was demonstrated to 50 people, and SYVCH Cardiopulmonary Rehabilitation department staff performed 90 free blood pressure checks. A large drawing took place with 30 giveaway bags, and refreshments were served. In its second year, 112 free total cholesterol and glucose finger stick screenings with no fasting required were provided. Participants received results to give to a doctor for follow-up and treatment if needed.

Social Needs Screening Programs

Employee Resource Connect

With a strong desire to “start at home” in addressing social needs in Santa Barbara, Cottage Population Health piloted and launched Employee Resource Connect, an intervention connecting employees to food, transportation, behavioral health and housing resources.

As part of the program, Cottage Employee Health nurses offered employees a social needs screener on iPads while waiting to have a tuberculosis (TB) test administered or read. Screening questions covered food insecurity, access to transportation, housing insecurity, and behavioral health needs. Employees indicated if needs were urgent and requested a list of resources or support navigating resources. Navigators from Family Service Agency (FSA) responded to requests within 72 hours (24 hours for urgent needs) by email or phone.

The Employee Resource Connect pilot started in June 2018, and the program expanded to all employees in September 2018.

Pilot (June –August):

- Screening: 697 employees screened in the Employee Health office; 119 (17%) screened positive for at least one social need, related to food (9%), housing (9%) or transportation (4%).
- Follow-up: 33 employees requested resource navigation support (3.1%); 82 employees requested a list of resources (11.7%).

Full Implementation (September–December):

- Screening: 318 employees screened (296 through the Employee Wellness Portal, 22 in Employee Health); 22% screened positive for at least one social need, related to food (10%), housing (7%), transportation (4%) or mental health (11%).
- Follow-up: 14 employees requested resource navigation support (4.4%), 32 employees requested a list of resources (10.1%).

Patient Resource Connect

Starting in Goleta Valley Cottage Hospital Emergency Department, Cottage Population Health launched the Patient Resource Connect program in September 2018 to connect patients with food, transportation, and housing resources. The key goals are to establish a baseline for successfully connecting patients to resources, increase self-perceived wellness of patients enrolled in program, and increase overall patient and provider satisfaction.

This program screened every Goleta Valley Cottage Hospital Emergency Department patient for two days out of the week (Tuesday and Wednesdays) with the intent to increase screening over time. After registration, patients had the opportunity to complete a social needs screening on an iPad provided by Patient Access. The screener included questions on food insecurity, access to transportation, and housing, which come from the Behavioral Risk Factor Surveillance System (BRFSS). Social workers are notified and called in to address needs that fall outside of the scope of the program. All patients have an opportunity to request a list of resources following the screener. Those who screen positive for one or more social needs may request follow-up support from a Resource Navigator. The Resource Navigator will follow-up with patients to ensure that they are successfully connected and the resource has adequately addressed their need.

Pilot (September – December):

- Screening: 144 patients completed the screener. Of those, 39 (27%), screened positive for at least one social need: 17% for food, 16% transportation, and 10% housing.
- Follow-up: A total of 22 (15%) patients requested resource navigation support or a list of resources
 - 12 specifically asked for support navigating resources; of those, 3 (25%) successfully enrolled and worked with the Population Health Resource Navigator to identify appropriate resources to address their needs.
 - 10 requested Express Sheets

Spinal Cord Injury Education Series

Spinal Cord Injury Education Series is a peer support and education group for people with and affected by spinal cord injury or similar disabilities. The group meets monthly at CRH in collaboration with Triumph Foundation and is supported by Cottage Rehabilitation Hospital and Cottage Rehabilitation Hospital Foundation. In 2018, there were 52 individual participants who attended 11 meetings with 134 total participants attending for the year.

Step Up to Prevent Breast Cancer

On Saturday, October 6, 2018, Cottage Health hosted a breast cancer prevention and education event. The event was hosted at The Jenny Schatzle Program (211 W. Carrillo St., Santa Barbara, CA 93101) and included the following:

- Two free one-hour fitness classes with Jenny Schatzle
- Breast cancer prevention education
- Information regarding breast cancer screening options

This event was targeted at reducing the incidence of breast cancer and addressing the community need to prevent the high rates of breast cancer, based on the Cancer Needs Assessment Report 2018 conducted for Santa Barbara Cottage Hospital, Goleta Valley Cottage Hospital, and Santa Ynez Valley Cottage Hospital.

The event was effective in reaching the target demographic, as most of the attendees were female, and all attendees received breast cancer prevention education.

Indicators	Noon Fitness Class	1:30 p.m. Fitness Class
Event Attendance	23	15
Provided with Educational Information	23	15
Female	23	14
Male	0	1

Stop the Bleed

Stop the Bleed class is offered to the community on an ongoing quarterly basis as well as by request from community organizations. This training class focuses on immediate response to bleeding, recognizing life-threatening bleeding and appropriate ways to stop the bleeding. In 2018, seven classes were held, offering education to 175 people.

TAVR Patient Luncheon

The TAVR Patient Luncheon was a celebration and gathering for patients who had the TAVR (Transcatheter Aortic Valve Replacement) procedure at Santa Barbara Cottage Hospital. The luncheon reunited patients with the physicians who cared for them and connected patients with others who had the procedure. Held on April 6, 2018, forty-six former patients and their family members attended the luncheon.

Think First

Think First's mission is to educate young people about personal vulnerability and risk taking. The central message is that kids can have a fun, exciting lives without risking injury if they think first and use their minds to protect their bodies. A presentation was given to more than 50 fifth and sixth grade students in a classroom format by a member of the Cottage Rehabilitation Hospital clinical team and a young person, called a VIP "Voice for Injury Prevention," who has experienced a traumatic injury that could have been prevented. Science and Health Fair booths with interactive displays and demonstrations are also offered at schools and community events. In 2018, eight Science and Health Fair booths provided education on injury prevention to 1160 school age children.

Transportation

Santa Ynez Valley residents who are ambulatory can receive a free ride to medical appointments at Santa Barbara Cottage Hospital or in Lompoc, Santa Maria and the Santa Ynez Valley area at no charge

to the patient. The Santa Ynez Valley Cottage Hospital Auxiliary supports the program by paying for the gasoline and providing van drivers. Donations are accepted to help with the fuel cost.

Tuohy Foundation Aquatic Center

The Tuohy Foundation Aquatic Center at Cottage Rehabilitation Hospital features an outdoor, warm-water (92°) therapy pool. There were 445 community participants in 2018. In addition to inpatient and physician-ordered outpatient aquatic therapy, the pool is used for a variety of programs that are open to the community, including personal training, independent exercise and swim, Arthritis Aquatic exercise classes, Fibromyalgia exercise classes, aerobic conditioning classes, Youth Adapted Swim Program, and Aquatic Volunteer “Buddy” Program.

Warm Line

The Lactation Center’s Warm Line allows clients to leave a message with non-urgent breastfeeding questions and concerns. A Lactation Nurse Educator returns their phone calls Monday through Friday from 10:00am to 4:00 pm. Approximately 250 calls were placed in 2018.

Community Collaborations

In 2018, Cottage Health collaborated with community organizations to offer more than 30 programs that benefited patients and the broader community.

American Heart Association's Go Red for Women

Go Red for Women is the American Heart Association's solution to save women's lives. With one out of three women still dying from heart disease, the American Heart Association is committed to fighting the number one killer that is preventable. GoRedForWomen.org, a premier source of information and education, connects millions of women of all ages and gives them tangible resources to turn personal choices into life-saving actions.

An annual luncheon was held in Santa Barbara on Friday, February 8 at the Hilton Santa Barbara Beachfront Resort. The event began with a health fair and breakout session followed by lunch with inspirational speakers. Santa Barbara Cottage Hospital provided staff and educated about stroke awareness.

American Heart Association's Heart Walk

The Heart Walk is the American Heart Association's premiere event for raising funds to save lives from this country's number one and number four killers—heart disease and stroke. Designed to promote physical activity and heart-healthy living, the Heart Walk creates an environment that is fun and rewarding for the entire family. On Saturday, September 29, 2018, Cottage Health's team of walkers participated and raised funds for the event. The team was organized by Cottage Health's Heart and Vascular and Neuro department nurses.

California Highway Patrol's Start Smart

The Start Smart program is a cooperative effort between the California Highway Patrol (CHP), teen drivers, their parents and Santa Barbara Cottage Hospital Trauma Services. Trauma Services initially approached the CHP and offered to host the monthly class on Cottage Health campuses after hearing that the CHP was not able to accommodate all those seeking to attend the class due to the lack of a proper location. By meeting at Santa Barbara Cottage Hospital and Goleta Valley Cottage Hospital, the class size has tripled, and there are no longer teens and their parents being turned away due to lack of space. The goals for this program include helping young drivers and their parents/guardians understand the responsibilities associated with driving a motor vehicle. The program seeks to reduce the number of teen-related injuries and deaths due to collisions. This program is held at Goleta Valley Cottage Hospital monthly, and Trauma Services' staff assists with coordination of the program and provides speakers for the presentations. In 2018, five classes were held, serving a total of 43 families.

CenCal Health's Kid Program

Cottage Health has collaborated with CenCal Health to assist children and adults in obtaining appropriate non-emergent care. Case management and education is reviewed with the families to assist in the needs of the children at the time of the Emergency Department visit. CenCal is then notified regarding non-emergent care of patients, who then follow-up with the families to get them in touch with physicians or clinics in the community.

Center for Successful Aging

Center for Successful Aging's (CSA) CareLine Telephone Reassurance Program assists seniors who are low-income and homebound by providing daily check-in phone calls to help prevent isolation. CSA is expanded services to target seniors with chronic physical and mental health conditions through referrals from Cottage Health, CenCal Health, and the Housing Authority of the City of Santa Barbara. Outcomes include a reduction in hospital readmissions, decreased use of the emergency department, and increased connections to behavioral health services, such as peer counseling programs. Cottage Health provided a Community Partnership Grant as part of the Behavioral Health Initiative in support of these services.

Child Abuse Listening and Mediation

Child Abuse Listening Mediation's (CALM) Santa Barbara Resiliency Project screens all families with children ages 0-3 years old at Goleta Neighborhood Clinic for Adverse Childhood Experiences (ACEs). As the largest safety net provider in South Santa Barbara County, Santa Barbara Neighborhood Clinic (SBNC) anticipates that at least 37.8% of pediatric patients have experienced two or more ACEs, and mitigation of these ACEs could lead to improved physical and mental health outcomes. Children who present with two or more ACEs or adults who have three or more ACEs are offered an intervention to build protective factors by promoting access to community supports and resiliency services. CALM and SBNC partnered with University of California, Santa Barbara (UCSB) to conduct a randomized controlled trial of intervention groups. Cottage Health provided a Community Partnership Grant as part of the Behavioral Health Initiative in support of these services.

The Orfalea Children's Center (OCC) also contracts with CALM to provide Reflective Practice groups and mental health consultation. Under a new outreach model called the Early Childhood Mental Health Consultation Program, and with funding provided by Cottage Health, CALM is able to place a consultant at the Orfalea Children's Center to provide supportive services to the children, families and teachers in our program.

Council on Alcoholism & Drug Abuse's Summit for Danny

Each year in October, all ages hike the trails of local mountains to raise funds for the Daniel Bryant Youth and Family Treatment Center, the first outpatient treatment center for teens in Santa Barbara. The event was inspired by local executive, Bob Bryant, who wanted to turn tragedy into hope after the loss of his son Danny to a drug overdose.

The 18th Annual Summit for Danny Local Climb was on Sunday, October 28, 2018. Depending on fitness level, participants chose the climb that best suits their ability. All climbs begin and conclude from Manning Park in Montecito, which includes a celebration following the hike. Cottage Health sponsored the event, and 24 employees participated.

Doctors Without Walls

Doctors Without Walls's Wrap Around Care Program (WACP) provides free, volunteer medical care for homeless and low-income populations through mobile clinics in parks and transitional facilities as well as advocacy and follow-up support through individualized care plans and patient navigators. Clinics are hosted on the same day and time of the week to give clients a sense of consistency and dependability,

and volunteers build relationships and trust with clients, which help make clients more receptive to health care advice. Doctors Without Walls annually reaches more than 400 patients through WACP. Cottage Health provided a Behavioral Health Initiative grant in support of these services and the Women's Free Homeless Clinic.

Family Service Agency – School-Based Mental Health (Expanded)

Family Service Agency's (FSA) School-Based Mental Health program expands school-based counseling to high schools, as previously therapeutic counseling only took place in elementary schools and one junior high school. FSA therapists provided mental-health assessment services, weekly school-based therapeutic counseling, and referrals to school and community-based interventions. Receiving referrals from SBUSD guidance counselors, teachers and administrators, therapists assessed students and determined the right course of action for each individual—social-emotional counseling, drug and/or alcohol counseling, weekly therapeutic counseling, or treatment-indicated intervention by a medical doctor. Cottage Health provided a Community Partnership Grant as part of the Behavioral Health Initiative in support of these services.

Homeless Coalition

The Homeless Coalition is a group of various community-based organizations that meet every Monday at Santa Barbara Cottage Hospital to discuss and collaborate on how to serve vulnerable homeless individuals with medical challenges in the community. The coalition focuses on increasing the community support available to this population, increasing medical compliance, and decreasing inappropriate hospitalizations. Cottage Medical Social Work, Case Management, and Parish Nursing serve on the coalition along with PATH, Rescue Mission, Doctors Without Walls, Behavioral Wellness, SB County Public Health, New Beginnings, AmeriCorps, and Restorative Policing.

Lions Sight & Hearing Center's Glaucoma & Hearing Screening

The MacDougall Eye Center is the headquarters for the Lions Sight and Hearing Center. Besides the collection of used eyeglasses for worldwide distribution, the group also conducts free vision and hearing screenings on Mondays and Thursdays at the MacDougall Eye Center in addition to local schools and community centers. They help to find and/or fund services needed by individuals unable to afford these services as well as eyeglasses and hearing aid services.

Mental Wellness Center

Mental Wellness Center's Youth Mental Wellness Coalition focuses on developing and implementing an effective, community-based mental health plan to connect youth ages 12 through 26 and their families to mental wellness resources and support before a crisis. Seeking to affect systemic change, the coalition works to improve communication and outreach between secondary schools and local mental health agencies through centralized tools and resources as well as educational opportunities for parents, youth, and school staff. As a new coalition, the group also worked to establish a leadership structure and developed shared responsibility among stakeholders for the success of the coalition's work. Cottage Health provided a Community Partnership Grant as part of the Behavioral Health Initiative in support of these services.

Pacific Pride Foundation

Pacific Pride Foundation's (PPF) Counseling for LGBTQ+/HIV Communities, in collaboration with Antioch University, expanded counseling services to the LGBTQ+ community through additional individual and group therapy sessions, plus a new LGBTQ+ identity group. Training sessions were offered on LGBTQ+ mental health issues for faculty and students from Antioch and other universities, PPF interns, and community mental health professionals. Topics included somatic psychology, attachment, family systems, elders, and teaching LGBTQ+ psychology. Cottage Health provided a Community Partnership Grant as part of the Behavioral Health Initiative in support of these services.

PATH Santa Barbara

PATH Santa Barbara provides a program to help homeless residents access the tools and services needed to build necessary life skills fundamental to self-sufficiency. PATH Santa Barbara also provides 48,000 bed nights and serves up to 144,000 meals per year to homeless residents. Cottage Health provided a Care Transition Grant in support of the Transitional Care Program.

Sansum Clinic's Camp Wheez

Sansum Clinic celebrated its 40th year hosting Camp Wheez in August 2018. Several Respiratory Care Practitioners from Cottage Children's Medical Center managed the Lung Lab, which educates children on how to monitor their asthma, signs and symptoms of an asthma exacerbation, and asthma medication. Once again, the campers loved the pig lungs. The lungs were inflated using a flow inflating resuscitation bag. This allowed the campers to see what lungs look like during inhalation and exhalation. They were instructed on how to use peak flow meters and spacers. The children also received a spacer, a device used to properly administer a metered dose inhaler. Many other interactive activities were offered, which allowed the campers to stay engaged and learn about their illness.

In addition, two Respiratory Care Practitioners from Cottage Children's volunteered at The Painted Turtle Camp in July. This camp is where children with serious medical conditions celebrate just being kids. They can have many different chronic and life threatening illnesses. They attended camp during neuromuscular disease week. These patients often have tracheostomies and home ventilator requirements. The Respiratory Care Practitioners both said it was incredible to see kids in wheelchairs riding zip lines, smiling from ear to ear.

Santa Barbara Alliance for Community Transformation

Santa Barbara Alliance for Community Transformation's (SB ACT) Westside Health Collaborative joined with Harding University Partnership School, a school of more than 400 students in kindergarten through sixth grade, to expand on-site behavioral health services. Using a tiered approach, the program brings universal/school-wide supports to all students through staff trainings to help develop programs for trauma related to Adverse Childhood Experiences (ACEs). In addition, a trained counselor offered group-counseling sessions for high-risk students to two groups, a group of 3rd and 4th grade students and a group of 5th and 6th graders. Cottage Health provided a Community Partnership Grant as part of the Behavioral Health Initiative in support of these services.

Santa Barbara County Education Office's (SBCEO) Partners in Education

Partners in Education (PiE) is a non-profit organization with members from business, industry, government, elementary and secondary schools, community colleges, and four-year colleges. The mission of Partners in Education is to develop outstanding graduates in the Santa Barbara area. Efforts began in 1977 and core programs include Computers for Families, Career Education, Workforce Development, Technology Innovation in Education, Volunteer Recruitment and Coordination, and the Student Internship programs. Cottage Health's President and CEO is on Partners in Education's Board of Directors. Volunteer Services represents Cottage Health on the Career Education committee.

Partners in Education sponsors three breakfast meetings per year for members in the fall, winter and spring. The spring breakfast is an awards meeting, honoring students from Santa Barbara and Carpinteria High Schools for outstanding accomplishments.

Cottage Health has worked collaboratively with Partners in Education to support their program objectives, in an effort to enhance our community impact. Partners' mission is to connect businesses and individuals with schools and the organizations that serve them in order to help improve public education in ways that support a more vibrant economy, the health of our community and the well-being of local children and their families. To continue building upon this collaborative success, Cottage Health and Partners in Education have designed a volunteer recruitment model that streamlines our efforts in responding to Partners' volunteer requests. We have created a "Career Ambassador Program" within Cottage Health and facilitated by Cottage Health's Workforce Development, which is made-up of Cottage Health employees who desire to take part in volunteer opportunities with Partners in Education. Over the last several years, Cottage Health employees have responded to the call and have volunteered their time to contribute towards this mission in various capacities. Cottage Health employees have contributed over 700 volunteer support hours since 2008. In 2018, Cottage Health employees volunteered for a cumulative 57 Partners in Education engagements, including Career Day, Computers for Families distribution support, Computer Refurbishment & Parent Technology Training, Financial Literacy, Mock Job Interviews, Resume Coaching and Tutoring/Mentoring programs. Employees donated a total of 117 hours.

Santa Barbara County Education Office's (SBCEO) Welcome Every Baby

Welcome Every Baby Program (WEB) offers home-visits by a registered nurse within 48 hours of hospital discharge to all families with newborns. Home-visits include assessments of the mother and newborn, education, and referrals to services, including insurance application assistance. Indicators assessed include infant breastfeeding, nutritional needs of infant being met, periodic well-baby visits being completed, social isolation/lack of support for role as mother, symptoms of post-partum depression in mother, and developmental concerns present. WEB conducts approximately 1,100 home-visits per year. Cottage Health provided a Community Partnership Grant a Behavioral Health Initiative grant in support of these services.

Santa Barbara Kindergarten Readiness Network

The Orfalea Children's Center (OCC) at Santa Barbara Cottage Hospital in collaboration with the Santa Barbara Unified School District (SBUSD) and other network members is working in partnership to support families and the growth and development of children entering SBUSD so that they enter

kindergarten both academically and socio-emotionally ready and experience success in the school. The Network is comprised of Orfalea Children's Center in collaboration with the Santa Barbara Unified School District and other network members. This year we participated in a "Peer to Peer Articulation Project" that allowed two of our teachers to do an exchange with two kindergarten teachers from the SBUSD to observe each other's classes and collaborate on ideas for:

- Classroom management and organization
- Curriculum enhancements for young learners
- Large and small group instruction ideas
- Assessment protocols and intervention
- Classroom environment and learning center design
- Vertical articulation suggestions for the K Readiness Network to implement

Santa Barbara Neighborhood Clinics

Santa Barbara Neighborhood Clinics (SBNC) is a non-profit Federally Qualified Health Center (FQHC) dedicated to providing high quality, comprehensive, and affordable care. SBNC also provides information about obtaining health insurance coverage for people who are uninsured. SBNC has two dental clinics and four medical clinics. They offer family practice, women's health, pediatrics, case management for chronic illnesses, preventive care, HIV/Hepatitis C testing, and behavioral health services. Cottage Health provided a community grant in support of these services.

Santa Ynez Valley People Helping People

Santa Ynez Valley People Helping People's Santa Ynez Valley Aging Adult Behavioral Wellness Program expanded behavioral health services by adding a social worker or marriage and family therapist and interns to provide counseling and group sessions to seniors age 65 or older in the Santa Ynez and Los Alamos Valleys. A licensed-clinician or pre-licensed intern screened patients at intake for behavioral health issues, including cognitive or memory related illnesses such as dementia or Alzheimer's, and provided individual services or a connection to classes and resources based on severity. In partnership with Dial-A-Ride, transportation services are available as needed, including to Golden Inn & Village, Solvang Senior Center, and Buellton Senior Center. Cottage Health provided a Community Partnership Grant as a Behavioral Health Initiative grant in support of these services.

Sarah House

Sarah House provides a home and end-of-life care for people with low income in addition to providing care to those living with AIDS. Services include private bedrooms in a shared living environment, nutritious, home cooked meals, and assistance in an atmosphere of unconditional kindness and comfort. Sarah House collaborates with local hospice providers, integrating high-quality medical care into a warm home setting. Cottage Health provided a Care Transition Grant in support of medical respite beds for the low-income population.

Senior Expo Santa Barbara

The Senior Expo was on Wednesday, October 4, 2018 from 9:00 a.m. to 12:00 p.m. at Earl Warren Showgrounds in Santa Barbara. Family Service Agency hosted this annual event with support from

Cottage Health, Sansum Clinic, Visiting Nurse & Hospice Care, and others. For \$5, seniors received a flu shot, snack, fitness/balance testing, and access to more than 100 community agencies, organizations, and businesses who present a variety of products and services geared towards senior interests.

Thresholds to Recovery's Sobering Center

Thresholds to Recovery has operated the Sobering Center at the Faulding Hotel since its inception in 1994. The purpose of the Sobering Center is to provide an opportunity for public inebriates to become sober in a safe, alcohol-free environment voluntarily. Cottage Health provided a Care Transition Grant in support of these services.

Tri-Counties Regional Center – Early Start Services

Tri-Counties Regional Center provides Early Start Services to children at the Orfalea Children's Center (OCC). Early intervention services are provided to infants and toddlers from birth to 36 months of age. The OCC makes the referral for a family with a special needs child, such as a child needing assistance with language acquisition. Tri-Counties then sends specialists to both the family's house and OCC to perform assessments and, if necessary, provides on-going support for the child. Sessions typically last about an hour each and occur based on the individual child's needs. This program is coordinated by Tri-Counties Regional Center and public school districts.

United Way of Santa Barbara County

Day of Caring

On Saturday, September 15, United Way of Santa Barbara County held its annual Day of Caring to raise pledges to support a local network of health, human, and community building services. More than 1,000 volunteers came together to help local non-profit agencies with hands-on work assignments from 8:30 a.m. to 1:00 p.m. Cottage Health had a team of employees from departments throughout the health system along with their family members and friends.

Financial Support

Cottage Health supports United Way of Santa Barbara County through one of the largest employee campaigns in the County. In 2018, the Employee Campaign raised \$139,663 from 572 employee donors with an average gift of \$ 244.17 per donor.

Fun in the Sun

The Fun in the Sun / Lunch Bunch program is a highly specialized summer enrichment program for at-risk children. The goals are to build positive self-esteem and behavior choices as well as provide quality educational enrichment with an emphasis in reading achievement. Lunch Bunch is an intentional time for volunteers to be a positive role model for Fun in the Sun children.

Usually, the volunteers attend Lunch Bunch at the campus where Fun in the Sun is taking place. Cottage Health has developed a special program that brings Fun in the Sun to Santa Barbara Cottage Hospital, which enables employees to participate in the Lunch Bunch without leaving the hospital. The children who attend Fun in the Sun are from the neediest families in the Santa Barbara community. In 2018, volunteers focused on reading and asked each employee to donate a book that is appropriate for 2nd-6th graders. The children were encouraged to read aloud and given the book to share with their families.

Children received a tour and lunch. The children toured the hospital Kitchen, Radiology Department, and Security K-9 unit. They also engaged in activities heightening their awareness of safety from the Trauma Services Department. This was followed by a meal in the Oak Park Gardens where employees read to children.

Visiting Nurse & Hospice Care's Serenity House

Serenity House is an 18-bed inpatient hospice house that provides care for hospice patients whose needs cannot be met at home. Serenity House provides round-the-clock medical care from a team of specially trained doctors, a nurse practitioner, nurses, social workers, spiritual counselors, hospice aides, and volunteers that support emotional, spiritual, and practical concerns. Cottage Health provided a Care Transition Grant in support of these services for low-income and non-funded patients.

Vision y Compromiso

Vision y Compromiso is a national non-profit promotores network that holds an annual conference designed to facilitate training, collaboration, and networking amongst Promotores in California. Cottage Health provided scholarships for local Promotores, or Spanish health advocates, to attend this fall conference. In 2018, these scholarships allowed for Promotores from Santa Barbara County to attend the conference.

Willbridge

Willbridge's program focuses on rebuilding self-confidence, self-esteem, and self-respect for the homeless and mentally ill. Structure, discipline, peer accountability, and self-accountability aid in reintroducing people to interactive and fruitful daily lives. Cottage Health provided a Care Transition Grant in support of transitional beds for people who are homeless and seeking recovery with community re-entry.

HEALTH EDUCATION & RESEARCH

California State University Channel Islands Nursing Program at Cottage Health

The California State University (CSU) Channel Islands Nursing Program at Cottage Health (CI Nursing Program at Cottage) is the first Bachelor of Science in Nursing (BSN) program in Santa Barbara County. The program aims to educate nurses who will care for Santa Barbara County communities for decades to come. Students residing in the county are prioritized for admission and considered even higher priority if they have successfully completed a regional high school health or bioscience academy.

The program enrolls up to 66 students every year and almost all of the students are local residents. Students are divided into three cohorts comprising first year, second year, and third year students.

Cottage Health continues to value the exceptional education offered by CSU Channel Islands. For 2018, its Nursing Program was recognized as one of the top 10 nursing programs in the State of California. Additionally, Cottage's nursing leadership sees the quality of the curriculum and simulation lab education during students' clinical rotations. Each semester, students complete mentored rotations in patient care units, and clinical managers consistently say that the students are talented, dedicated and well-prepared to assist as caregivers.

Students who already live in Santa Barbara County are known to be much more likely to make career commitments to Cottage. Many nurses who spend their careers at Cottage will pursue certifications in specialized service lines; become nurse educators; and fulfill other vital leadership roles. Some may seek Masters- and even Doctoral-level training and serve as our region's nursing professors. All of these steps are critical underpinnings of Cottage Health's nursing vision.

In order to ensure that this Goleta-based Extended University program remains affordable for low-, moderate-, and middle-income students, Cottage Health provides 100% of the program funding. Without Cottage's support, each student's tuition would be approximately twice as much as the tuition paid by main campus students.

Graduate Medical Education

Santa Barbara Cottage Hospital's diverse range of cases and venues provides incredible opportunities for learning through the Graduate Medical Education program for medical residents. Residents take on significant responsibilities for patient care and are always supported by attending physicians. Internal medicine and surgery residents staff a county-operated ambulatory care facility with primary care and referral clinics to accommodate the needs of low-income patients. Any patient who is seen at this facility and requires hospitalization is admitted to Santa Barbara Cottage Hospital and cared for by residents. The diverse student body is recruited from prestigious medical schools across the United States and abroad.

Medical Research Grants

The Cottage Health Research Grant Program, supported by the Cottage Health Research Institute (CHRI), promotes educational activities related to medical research and facilitates quality medical research by providing financial and grants preparation support for proposed research projects affiliated with Cottage Health. In 2018, the Cottage Health Research Institute provided \$149,815 in grants on the following topics:

- Behavioral Health
- Cottage Clinical Staff
- Pediatrics
- Clinical Practice
- Ophthalmology
- Translational Medicine

SAGE Medical Library

SAGE Medical Library is the largest medical library between Los Angeles and San Francisco – and the only one open to the public. It serves the entire Santa Barbara community including physicians, hospital staff, patients, students, medical researchers, and the public. SAGE Medical Library offers the following services:

- 24/7/365 availability for employees
- 2 librarians with Masters of Library Science degrees to help with searches and training
- 3 conference rooms with laptops and video screens for collaboration and video conferencing
- 2 computers for public use
- Over 1,200 online medical and nursing books
- Over 700 more journals available through online medical databases
- Over 700 medical and nursing reference textbooks
- Member of the National Network of Libraries
- Patient and public access available Monday – Friday, 8 a.m. – 5 p.m.

San Marcos High School's Health Careers Academy

San Marcos High School's Health Careers Academy began in 2001 and has been a vital program in the community, educating students who have a desire to go into the medical field. The Health Careers Academy is a three-year program that offers courses at San Marcos High School and Santa Barbara City College. The students have hands-on experience at nursing homes and assisted living facilities and conclude the course with a nine-week internship at Santa Barbara Cottage Hospital.

The program includes a hands-on classroom, for which Santa Barbara Cottage Hospital assisted in acquiring hospital equipment, including hospital beds, wheelchairs, patient lifts, and many other miscellaneous supplies. This has been a great help in educating the students on learning the proper use of various medical equipment prior to working with patients.

Each year, 15 students, who have received their Certified Nursing Assistant degree, will volunteer in the hospital in two-hour shifts over a nine-week period. Students rotate between several Santa Barbara Cottage Hospital units, including Orthopedics, Oncology, NICU, Mother Infant Care, Neurology, Surgical

Trauma, Pulmonary, Renal & Infectious Diseases (PRI), Endoscopy, Cottage Rehabilitation Hospital and Telemetry. Because the students have their CNA degrees, they are able to take vitals and assist with hands-on patient care.

As of 2018, the Health Careers Academy Program graduated 516 students and 258 of those students graduated as Certified Nursing Assistants. Students have gone into nursing programs, medical schools, United States Armed Forces, and various areas of other medical service. At this time, 25 of these students are now employed at Cottage Health. As students continue to receive their degrees, Cottage Health looks forward to more returning as employees.

Scholarships for Professional Clinical Education

Exceptional candidates were awarded scholarships at the 2018 Santa Ynez Valley Cottage Hospital Auxiliary's annual luncheon. The students each received \$3,000 to continue their education in a clinical field. Scholarships came from the Santa Ynez Valley Cottage Hospital Auxiliary and Foundation.

FUTURE DIRECTION

Cottage Health's hospitals have sought to improve the health outcomes of patients and community members in Santa Barbara County for more than 125 years. Community outreach programs and strategies have been ongoing in the priority health areas of access to care, behavioral health, chronic conditions, food insecurity, and housing insecurity for many years. With a focus on population health, Cottage Health will continue to serve the community through these long-standing community benefit strategies, while seeking opportunities to align these efforts with broader initiatives and priority areas. In addition, key programs and strategies will address these priority areas through a population health approach.

Cottage Health will promote significant population health improvements among patient, community, and insured populations focusing on vulnerable demographics (*e.g.*, homeless, language barriers, low-income, no high school degree, Medi-Cal, and children) and using evidence-based programs and policies. Key programs will target these often-overlapping populations through the following intervention approaches:

- Patient interventions will emphasize an uptake of primary care services, improved care coordination and chronic disease management, and partnerships with community organizations to decrease preventable hospitalizations and readmissions.
- Community interventions will focus on disease prevention and health promotion programs and policies and approaches targeting underlying risks, such as substance abuse, diet and sedentary lifestyles, and social and environmental factors/determinants.

These programs and strategies will become leading components of our community benefit work and will follow the population health model — backed by science, focused on systems change and supported by strong community partnerships. Through this approach, Cottage Health will prioritize, select, implement and evaluate interventions addressing root causes and improving the health of the community in sustainable ways.