



# COMMUNITY BENEFIT REPORT

Fiscal Year 2018

**V** Seton Medical Center  
Seton Coastside  
A Part of Verity Health



## About Seton Medical Center

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

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

Seton has a long tradition and a deep commitment to providing quality care to the communities we serve.

Seton Coastside provides skilled nursing care to 116 inpatient residents year-round, in addition to meeting the healthcare needs of our patients, and the surrounding coastal community. Our dedicated staff of interdisciplinary healthcare team professionals, provide excellent, and comprehensive healthcare. Seton Coastside operates the only 24-hour standby Emergency Department from Daly City to Santa Cruz, which is well-equipped and staffed to serve the needs of our community. Our key medical services include physical, occupational and speech therapies, radiology, mammography and laboratory.

## Community Served

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

## About Verity Health System

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

Today, Verity Health System seeks to build upon the rich legacy left by the Daughters of Charity Health System through a transformation of our health care practices. That work includes a focus on more efficient delivery of quality health care and an enhanced alignment with our physician partners.

With more than 8,000 employees and physicians, the System is governed by the independent Verity Health System Board of Directors. It is a non-profit, non-religious health care system with 1,650 inpatient beds, six active emergency rooms and a host of medical specialties, committed to providing community benefit through a variety of community-based outreach programs and wellness activities.

## Our Values

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

### **RESPECT**

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

### **CARING**

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

### **INTEGRITY**

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

### **PASSION**

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

### **STEWARDSHIP**

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

## Community Needs Assessment

In 2016, Seton Medical Center participated in the Community Health Needs Assessment (CHNA) conducted by the San Mateo County Community Benefits Coalition. The CHNA report and the plan to address those needs (Implementation Strategy Report) may be found on the hospital website:

[www.seton.verity.org](http://www.seton.verity.org)

## Seton Medical Center's Focus

Seton Medical Center acknowledges there are many pressing community needs. We have chosen to focus our efforts on activities that build upon the foundation set by our previous community benefit initiatives (serving the poor, minority populations, elderly and children). The activities Seton focused on during fiscal year 2018 fall into two reporting areas: Access to Care and Community Health Education. The programs and activities we support are based on the following:

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

For the purpose of this report, the activities Seton Medical Center prioritized in fiscal year 2017 will be reported and categorized by benefits for persons living in poverty and benefits for the broader community.

<b>Seton Medical Center Community Benefits Fiscal Year 2018</b>	
Benefits for Vulnerable Populations	\$267,799
Benefits for Broader Community	\$558,949
<b>Total Quantifiable Benefits</b>	<b>\$826,7484</b>

<b>Seton Community Benefits Activities</b>	
<b>Benefits for Vulnerable Populations</b>	<b>Benefits for Broader Community</b>
Community Health Improvement	Community Health Improvement
	Community Building Activities
Financial and In-Kind Contributions	Health Professions Education
Community Building Activities	Financial and In-Kind Contributions
	Community Benefit Operations

## Benefits for Persons Living in Poverty

In fiscal year 2018, Seton provided more than \$800K in community benefit activities. The activities that fall into this category intend to improve access to care for low-income individuals, the medically underserved and other vulnerable populations. These activities include providing health care services to the underinsured and uninsured community members, operating the Health Benefits Resource Center, and partnering with community programs that care for the homeless.

### ***Health Benefits Resource Center***

The Seton Medical Center Health Benefits Resource Center (HBRC) is a one-stop informational and referral service that advocates for those living in poverty. The center helps low-income individuals with health insurance enrollment assistance, CalFresh (food stamps) enrollment and reporting and linkage to additional community resources. Services are provided in English, Spanish and Vietnamese. In fiscal year 2018, the net cost for Seton to operate the program which provided health insurance enrollment assistance was \$180,415.

## Benefits for the Broader Community

Seton Medical Center supports a wide range of programs and activities that provide information and resources to improve the health and welfare of the broader community, providing more than \$500,000 in community benefit activities in fiscal year 2018. Activities included presenting community health education classes, participating in community health fairs and screenings, providing health professions education, and partnerships with community organizations.

### ***Community Health Education***

In fiscal year 2018, individuals attended one of Seton's no - cost health education classes. The classes address a wide range of health topics including preventative care, hazmat, cardiovascular care, physical activity, nutrition, and more.

### ***Support Groups***

Seton Medical Center also provides a variety of support groups with a safe, healing environment where community members can gather together to cope with their illness or learn about an illness in support of a loved one. In fiscal year 2018, support groups met at Seton Medical Center, including Diabetes Support Group and Weight Loss Program.

### ***Community Health Fairs and Screenings***

Each year, Seton Medical Center is pleased to partner with and participate in community events and health fairs by providing health education information and screenings. Our community health team provided a variety of health screenings at multiple hospital events.

### ***Partnerships with Community Organizations***

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

## **Seton Medical Center Community Benefit Strategy for Fiscal Years 2017- 2019**

This report summarizes the plans for Seton Medical Center to sustain and develop new community benefit programs that address prioritized needs from the 2016 Community Health Needs Assessment (CHNA) conducted by Seton Medical Center and the San Mateo County Community Benefits Coalition. More details can be found in the 2016 Implementation Strategy Report posted to our website.

### **Target Area**

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

### **Health Needs and How Priorities Were Established**

Seton Medical Center (Seton) conducted a Community Health Needs Assessment (CHNA) in 2015-2016 to meet the federal requirements of the Patient Protection and Affordable Care Act (ACA), and to inform Seton's investments into the health of its service area in the northern and coastal regions of North San Mateo County (SMC). The CHNA was approved by Seton Medical Center's Board of Directors on June 14, 2016, and in accordance with federal requirements, it is widely available to the public on Seton's website at [www.seton.verity.org](http://www.seton.verity.org).

Seton conducted the CHNA in partnership with the Healthy Community Collaborative of San Mateo County (HCC), which consists of representatives from nonprofit hospitals, the County Health Department and Human Services, public agencies, and community-based organizations. The HCC was formed to identify and address the shared health needs of the community. The goals of the 2016 CHNA were to provide insight into the health of the community, prioritize local health needs, and identify areas for improvement. Secondary data on health indicators in Seton's service area were analyzed along with the results of focus groups that were held with community members and health experts. An initial set of health needs were identified and then Seton's Community Benefit Advisory Council ranked each health need using multiple criteria, including:

1. Community's prioritization of the need (number of times ranked as top need by community respondents)

2. Expert's prioritization of the need (urgency of need in the eyes of Community Benefit Advisory Members)
3. Seton Medical Center's capacity to impact the need

## Seton Medical Center Priority Health Needs

The Seton Medical Center Community Benefit Advisory Council reviewed the priorities and determined that the five listed below are of highest concern for North County resident.

1. Obesity/Diabetes (including fitness, nutrition)
2. Access & Delivery
3. Behavioral Health
4. Heart Disease & Stroke
5. Cancer

**Obesity/Diabetes (including fitness, nutrition).** There is a higher rate of diabetes among adults in the county compared to the HP2020 target. Blacks and low-income county residents disproportionately report having been diagnosed with diabetes. Diabetes is the eighth leading cause of death in the county. The rate of youth who are overweight in the North County/Coastal service area is higher in the county compared to California. Childhood obesity disproportionately affects Latino and Black children in the county. The percentage of county adults who exhibit healthy behaviors has dropped over time.

**Access & Delivery.** Latino residents and residents of "some other race" in the North County/Coastal service area are more likely to be uninsured than state residents. The proportion of county residents who report visiting a doctor for a routine checkup has been trending downward. Providers reported that more individuals are enrolled in health insurance, although they continue to use the ER or community clinics. Community members indicated that patients need help navigating the healthcare system.

**Behavioral Health.** The percentage of North County/Coastal service area adults who self-report excessive consumption of alcohol is higher than the state. In SMC, the percentage of adults who report mental and emotional problems is rising, and binge drinking among young adult males is trending up. In addition, suicide is one of the top 10 leading causes of death in the county. Community members expressed concern about a lack of resources, and youth focus group participants in South San Francisco indicated that substance abuse is a more pressing issue in their community than any other health need. The stigma associated with behavioral health continues to exist.

**Heart Disease & Stroke.** Mortality rates for heart disease and stroke in the North County/Coastal service area are higher than HP2020 targets. Diseases of the heart are the leading cause of death in the county,

and stroke is the fourth leading cause of death. Rising percentages of county adults report high cholesterol.

**Cancer.** Rates of breast cancer incidence and prostate cancer incidence in the North County/Coastal service area are higher than the state. In addition, the rate of colorectal cancer incidence in the North County/Coastal service area is higher than the Healthy People 2020 (HP2020) target. Certain ethnic groups (i.e., Blacks and Whites) in the service area are most affected by cancer and have incidence rates that fail or equal the state or HP2020 target. Cancer is the second leading cause of death in the county.



Seton Medical Center				
Community Benefit Report				
Report Period: Q1 - Q4 FY18 (July 2017 - June 2018)				
	Persons Served	Total community Benefit (CB) Expense	Direct Offsetting Revenue	Net Community Benefit Expense
<b>Benefits for Persons Living in Poverty</b>				
Charity Care at Cost	-	\$ 935,405		\$ 935,405
Unreimbursed costs of public programs - Medi-Cal - Other indigent programs		\$ 92,975,955	\$ 91,690,931	\$ 1,285,024
Community Health Improvement Services		\$ 180,415		\$ 180,415
Health Professions Education				\$ -
Subsidized Health Services				\$ -
Cash and in kind Contributions to Community Groups		\$ 71,656		\$ 71,656
Community Building Activities including CB operations	1,345	\$ 15,728		\$ 15,728
<b>Total quantifiable community benefits for persons living in poverty</b>	<b>1,345</b>	<b>\$ 94,179,159</b>	<b>\$ 91,690,931</b>	<b>\$ 2,488,228</b>
<b>Benefits for the Broader Community</b>				
Community Health Improvement Services		\$ 10,909		\$ 10,909
Health Professions Education		\$ 45,173		\$ 45,173
Subsidized Health Services				\$ -
Research				\$ -
Cash and in kind Contributions to Community Groups		\$ 218,238		\$ 218,238
Community Building Activities including CB operations	9,370	\$ 284,629		\$ 284,629
<b>Total quantifiable community benefits for the broader community</b>	<b>9,370</b>	<b>\$ 558,949</b>		<b>\$ 558,949</b>
<b>Total Quantifiable Benefits</b>	<b>10,715</b>	<b>\$ 94,738,108</b>	<b>91,690,931</b>	<b>\$ 3,047,177</b>
<b>Unpaid Costs of Medicare Program</b>		123,155,250	73,048,571	50,106,679