

# Scripps Health Implementation Strategy Fiscal Year 2023

September 2024



# Scripps Health FY2023 Implementation Strategy

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# Scripps Health FY 2023 Implementation Strategy

## General Information

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Authorized governing body that adopted the Implementation Strategy:	Strategic Planning Committee of the Scripps Board of Trustees
Date Implementation Strategy was approved:	September 2022 Amended: January 2024 to include Select Hospital.
Tax Year in which CHNA was made available to the public:	Tax Year 2021 (available on <a href="http://www.scripps.org">www.scripps.org</a> )
Name and state license number of Hospital Organization Operating Hospital Facility, and address of Hospital Organization	<p>Scripps Mercy Hospital 4077 5<sup>th</sup> Avenue San Diego, CA 92103 <b>Lic. # 090000074</b> <i>Scripps Mercy Hospital has a second campus in Chula Vista, CA and shares the same license.</i></p> <p>Scripps Memorial Hospital La Jolla 9888 Genesee Avenue La Jolla, CA 92037 <b>Lic. # 080000050</b></p> <p>Scripps Green Hospital 10666 Torrey Pines Road San Diego, CA 92037 <b>Lic. # 080000139</b></p> <p>Scripps Memorial Hospital Encinitas 354 Santa Fe Drive La Jolla, CA 92024 <b>Lic. # 080000148</b></p> <p>Select Specialty Hospital 555 Washington St., San Diego, CA 92103 <b>Lic. # 090000404</b></p>

# Scripps Health FY 2023 Implementation Strategy

## About Scripps Health

Founded in 1924 by philanthropist Ellen Browning Scripps, Scripps Health is a \$4.3 billion private tax exempt, integrated health system based in San Diego, California. Scripps Health consists of four acute-care hospitals on five campuses, along with a robust network of 31 outpatient centers (including 15 Health Express locations), palliative care, clinical research, and ancillary services to serve our San Diego community and beyond. Scripps treats more than 600,000 patients annually through the dedication of more than 3,000 affiliated physicians and more than 17,000 employees. Scripps also offers payer products and population health services through Scripps Accountable Care Organization, Scripps Health Plan, and customized narrow network plans in collaboration with third-party payers.

Scripps Health is a leading provider of medical care, improving community health and advancing medicine in San Diego County. Scripps is a recognized leader in the prevention, diagnosis, and treatment of disease, and is at the forefront of clinical research and the only health system in the region with two level 1 trauma centers.

With three highly respected graduate medical education programs, Scripps is a longstanding member of the Association of American Medical Colleges. Our hospitals are consistently ranked among the nation's best by U.S. News & World Report and numerous other organizations. Scripps is frequently recognized by Fortune magazine, Working Mother magazine, and the Advisory Board as one of the best places in the nation to work. Importantly, Scripps culture is one of caring; the spirit and culture established by two pioneering founders, Ellen Browning Scripps, and Mother Mary Michael Cummings, still define who we are today. More information can be found at [www.scripps.org](http://www.scripps.org).

## Excellence in Primary and Specialty Care

The system is known for its expertise in various areas, including women's health, cancer care, cardiovascular disease prevention and treatment, orthopedics, and neurocognitive care. Generations of San Diegans have relied on Scripps for excellence in health care, starting with primary care doctors who act as the patient's personal health advocate including a focus on preventive care and wellness. For patients' convenience, Scripps physicians offer several options for ongoing care, including extended office hours, telemedicine options, three urgent care centers and HealthExpress walk-in clinics throughout the county for same-day treatment of minor illnesses and injuries. With some of the most advanced technology available today for the diagnosis and treatment of acute and chronic illnesses, Scripps offers patients a complete range of medical and surgical services including many that have been nationally recognized for clinical quality and patient outcomes.

## **Governance**

As a tax-exempt health care system, Scripps takes pride in its service to the community. The Scripps system is governed by a 17-member, volunteer Board of Trustees. This single point of authority for organizational policy ensures a unified approach to serving patients across the region.

## **Organizational Foundation**

Scripps provides a comprehensive range of inpatient and ambulatory services through our system of hospitals and clinics. In addition, Scripps participates in dozens of partnerships with government and not-for-profit agencies across our region to improve our community's health. And our partnerships do not stop at our local borders. Our collaborations extend beyond our local community to include state, national, and global efforts in disaster preparedness and relief, emergency medical services, healthcare advocacy, physician education, and direct patient care. In all that we do, we are committed to quality patient outcomes, service excellence, operating efficiency, caring for those in need today while planning for the healthcare needs of future generations.

## **Approval from Governing Body**

As a tax-exempt health care system, Scripps takes pride in its service to the community. The Scripps system is governed by a 17-member volunteer Board of Trustees. This single point of authority for organizational policy ensures a unified approach to serving patients across the region. The Scripps Health Board of Trustees Strategic Planning Committee approved both the triennial 2022 CHNA report and corresponding Implementation Strategy during its 2022 tax year. The Scripps Health Board and Select Hospital Management Committee approved an amended 2022 CHNA and a FY23-FY25 Implementation Strategy in December 2023 and January 2024, respectively. The revisions now include Select Hospital in the plan. The 2023–2025 Implementation Strategy is outlined in the remainder of this document and is updated annually with metrics. The CHNA written report is posted separately on the Scripps Health and Select Hospital websites, [Scripps Health CHNA Report](#) and [Select Hospital - San Diego CHNA Report](#).

## **About Select Specialty Hospital San Diego**

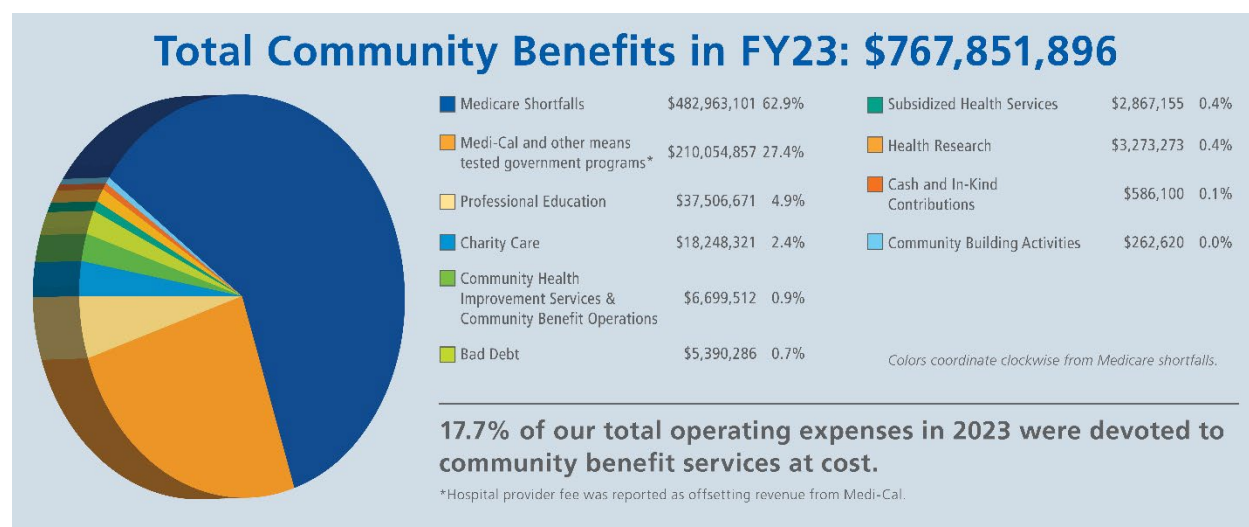
Select Specialty Hospital San Diego is a 110-bed, free-standing critical illness recovery hospital (licensed by Medicare as a Long-Term Acute Care Hospital LTACH) which specializes in treating patients recovering from catastrophic critical illness. This unique level of acute hospital care focuses on pulmonary/ventilator liberation, and the treatment of medically complex, wound care, renal disorders, infectious disease, cardiac conditions, brain injury and other neurologic conditions. Select Specialty Hospital San Diego is part of Select Medical, one of the largest providers of post-acute recovery and rehabilitation in the United States.

## About Scripps Health Community Benefit

In addition to the CHNA and Implementation Strategy, Scripps Health continues to meet community needs by providing charity care and uncompensated care, professional education and research and an array of community benefit programs. Scripps offers community benefit services through our five acute-care hospital campuses, wellness centers and ambulatory clinics.

Scripps Health documents and tracks its community benefit programs and activities on an annual basis and reports these benefits through an annual report submitted to the California Department of Health Care Access and Information (HCAI). Scripps Health community benefit programs are commitments Scripps makes to improve the health of both patients and the diverse San Diego communities. As a longstanding member of these communities, and as a not-for-profit community resource, Scripps' goal and responsibility is to assist all who come to us for care, and to reach out especially to those who find themselves vulnerable and without support. Through our continued actions and community partnerships, we strive to raise the quality of life in the community as a whole.

In Fiscal Year 2023, Scripps documented \$768 million in local community benefit programs and services. For more information about the programs and services offered by Scripps Health, visit [www.scripps.org/communitybenefit](http://www.scripps.org/communitybenefit) or contact the Scripps Health Office of Community Benefit Services at 858.678.7095.

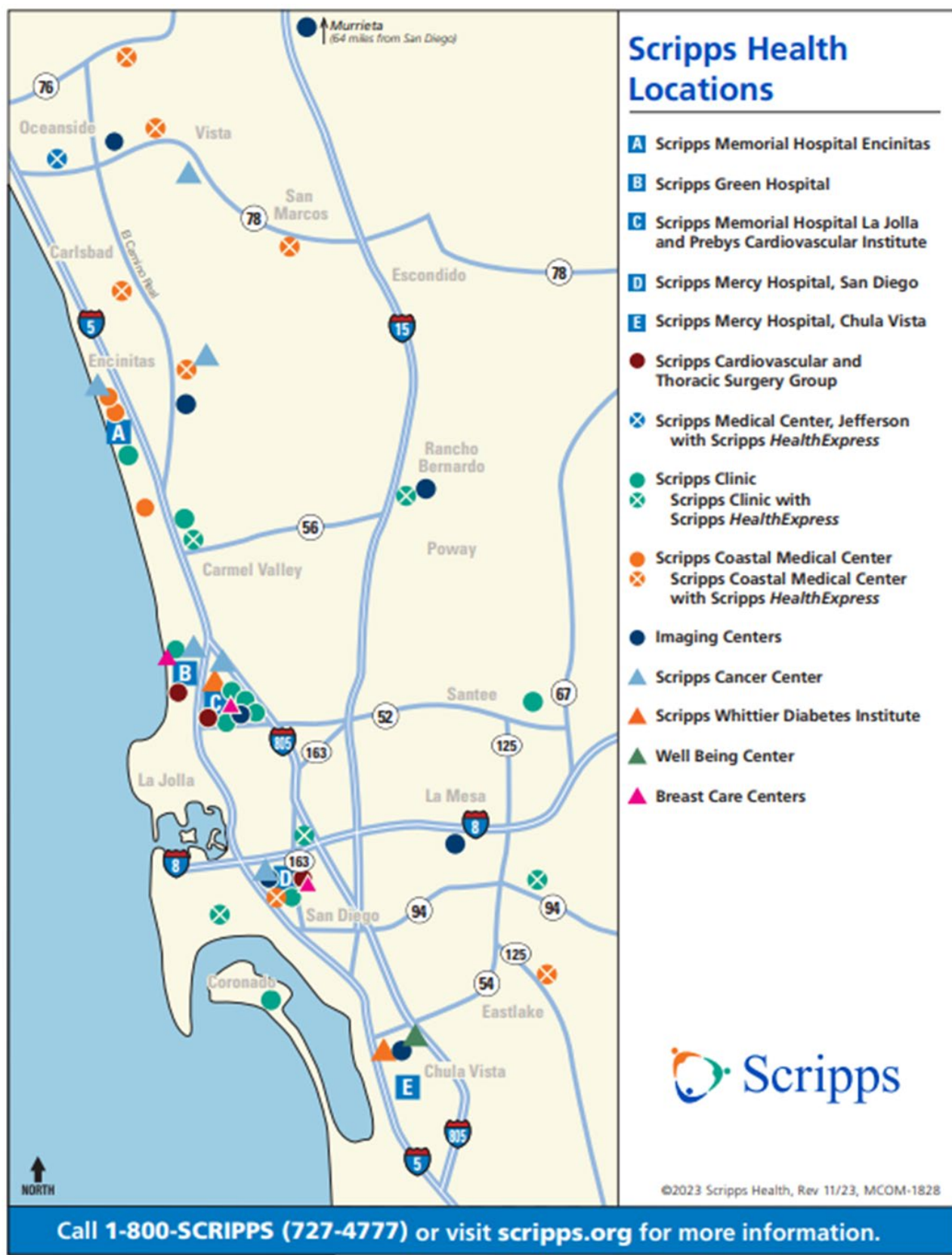


## **Scripps Health Community Served**

Scripps serves the entire San Diego County region with services concentrated in North Coastal, North Central, Central and Southern region of San Diego. Scripps provides significant volumes of inpatient, emergency, outpatient, and primary care. In Fiscal Year 2023, Scripps provided 3,085,322 outpatient visits and 73,042 hospital discharges. Community outreach efforts are focused in those areas with proximity to a Scripps facility. The hospital's patient population includes all who receive care without regard to insurance coverage or eligibility for assistance. The map on the next page is Scripps Health service area.

- Scripps Memorial Hospital Encinitas
- Scripps Green Hospital
- Scripps Memorial Hospital La Jolla
- Scripps Mercy Hospital San Diego
- Scripps Mercy Chula Vista
- Scripps Clinic
- Scripps Coastal Medical Center
- Scripps HealthExpress
- Scripps Urgent Care





## **Background/Required Components of the Community Health Needs Assessment**

In 2010, Congress added several new requirements for hospital organizations to maintain federal income tax exempt status under Section 501(r)(3) of the Internal Revenue Code (the “Code”) as part of the Affordable Care Act. One of the requirements set forth in Section 501(r)(3) of the Code is for each hospital organization to conduct a Community Health needs Assessment (CHNA) at least once every three tax years. The requirement to conduct a CHNA applies to Scripps Health, which is a health system that operates five hospital facilities. For information about Scripps Health 2022 CHNA process and for a copy of the report visit <https://www.scripps.org/about-us/scripps-in-the-community/addressing-community-needs>.

## **Background/Required Components of the Implementation Strategy**

Provisions in the Affordable Care Act require a tax-exempt hospital to:

- Adopt an implementation strategy to meet community health needs identified in the CHNA.
- Describe how it is addressing needs identified in the CHNA.
- Describe any needs in the CHNA that are not being addressed and the reasons for not addressing them.

The written implementation strategy describes both:

- How the hospital plans to meet significant health needs.
- Describe actions the hospital facility intends to take to address each significant health need identified in the CHNA, and the anticipated impact of those actions, or identify the health need as one it does not intend to address and explain why.
- The anticipated impact of these actions.
- The programs and resources the hospital plan to commit to address the health need.
- Describe any planned collaboration between hospital facilities and other facilities or organizations in addressing health needs.

And

- The significant health need of the hospital does not intend to meet, explaining why the hospital does not intend to meet the health need.

## **Scripps Implementation Strategy Resource Leaders**

The Scripps Implementation Strategy Resource Leaders included the following individuals:

### **Community Benefit Representatives and Others**

- Violetta Aguirre, Manager Revenue Cycle
- Anette Blatt, Director, Community Benefits and Advocacy
- Jenny Batts, Manager, Clinic Operations
- Sandy Boller-Bilbrey, Registered Nurse, Substance Use Disorder Nurse
- Kendra Brandstein, Director, Community Benefits, Scripps Chula Vista Well-being Center
- Robin Calara, Director, Neurology, Orthopedic, Spine Service Lines
- Kay Clark, Coordinator, patient services, Scripps Cancer Center
- Paige Colburn-Hargis, Trauma Injury Prevention/Outreach Coordinator, Trauma Administration
- Linda Coutts, Stroke Program Coordinator, Nursing Administration
- Brooke Dullnig, Senior Director, Clinical Services, Encinitas
- Lora Davis, Supervisor, Scripps Community Benefits, La Jolla
- Jerry Gold, Ph.D., Administrator, Behavioral Health Clinical Care
- Teresa Hodge, Supervisor, Clinic Operations, Shiley Fitness Center
- Keturah Lujan, Supervisor, Patient Care
- Sabrina Lugo, Community Benefits Coordinator
- Addie Fortmann, Senior Director, Chief Research Officer, Clinical Research
- Laura Lettkeman, Director, Scripps Cancer Center
- Karen McCabe, Director, Community Benefits, Scripps Mercy Hospital
- Scott Patterson, Senior Director, Case Management
- Athena Philis-Tsimikas, M.D., Corporate Vice President, Scripps Whittier Diabetes Institute
- Deborah Pimstone, Clinical Social Worker, Occupational Therapy
- Jessica Preciado, Research Assistant, Scripps Whittier Institute, Administration
- Judy Plis, Coordinator, Dermatology Mohs Surgery
- Kimberlee Roberts, Senior Director, Clinical Services, Nursing Administration, Scripps Memorial Hospital La Jolla
- Monica Ruiz, Project Manager, Community Program & Research, Scripps Whittier Diabetes Institute
- Kristine Osborne, Data Analyst., PET Team
- Joanna Safarik, Education Manager, Scripps Health
- Melody Thomas, Director, Clinical Services, Case Management
- Mark Zangrando, Senior Director, Mission Integration
- Pualani Vazquez, Trauma/Injury and Prevention/Outreach Coordinator
- Tonya Zelaya, Manager Social Work

## Community Health Needs Assessment Findings

Scripps Health has a long history of responding to the health needs of the communities it serves, extending beyond traditional hospital care to providing programs that address the healthcare needs of the region's most vulnerable populations. Scripps strives to improve the communities' health through collaboration with other health systems, community groups, government agencies, partners, and other stakeholders as appropriate.

Scripps participates in a county-wide collaborative to conduct a triennial Community Health Needs Assessment (CHNA) in an effort to identify and prioritize the broad range of health care needs facing the San Diego community. For further details, refer to the [Scripps Community Health Needs Assessment \(CHNA\)](#). Scripps accepts the findings and the results of the 2022 CHNA to inform and adapt hospital programs and strategies to better meet the health needs of San Diego County residents. In addition, Scripps has created an Implementation Strategy that highlights the programs, services and resources provided by this organization to address the identified community needs in its community.

Using a prioritization process, the 2022 CHNA identified seven critical community needs within San Diego County, listed below in alphabetical order:

- |                                |                              |
|--------------------------------|------------------------------|
| 1. Access to Health Care       | 5. Chronic Health Conditions |
| 2. Aging Care & Support        | 6. Community Safety          |
| 3. Behavioral Health           | 7. Economic Stability        |
| 4. Children & Youth Well-being |                              |

### 2022 Top Community Needs



In addition to these identified community needs, the graphic above illustrates **foundational challenges**, and **key underlying themes** identified through the latest CHNA process. Those needs identified as most critical for San Diegans are listed in the center of the circle in alphabetical — not ranked — order. The blue outer arrows of the circle represent the negative impact of two foundational challenges — health disparities and workforce shortages — which impacted every need. The orange bars (stigma, trauma) represent latent themes pervasive during the pandemic. The graphic demonstrates how each of the components impact one another. The outer ring interacts to heighten the needs, while simultaneously hampering health equity and community well-being efforts.

### Foundational Challenges

The 2022 CHNA recognized health disparities and workforce shortages as foundational challenges that are contributing to the growth of every health need.

#### **Health Disparities**

Decades of research has demonstrated that even in pre-pandemic times, some communities and populations have much poorer health care and outcomes than other communities or populations. These may be issues of access rooted in geography, issues of finance and insurance coverage, or systemic issues rooted in racism and discrimination. For example, “frontline” workers (people who are most involved in direct customer contact) could not work from home during the pandemic and were at higher risk of COVID exposure. This contributed to disproportionately higher mortality rates compared to groups that could work from home or quit work. In addition, the health of San Diegans who were vulnerable before the pandemic — such as people experiencing homelessness, isolated seniors, LGBTQ+ youth, and children with special needs — deteriorated more acutely as they lost access to critical services and faced new barriers to their safety and economic stability.

#### **Workforce Shortages**

Community engagement participants in previous CHNAs often mentioned the need for more health care providers, mostly with a view toward bolstering workforce pipelines. In the 2022 CHNA focus groups and interviews, workforce shortages were consistently at the front of discussions.

In most occupations, workers are experiencing exhaustion, emotional trauma, and a sense of “feeling burned out after over two years of the COVID pandemic.” Clinical workers and social work staff at all levels of health care delivery faced the same

challenges and frustrations, as workforce shortages and the increased medical demands of COVID stressed health care services across the region.

## Key Underlying Themes

### Stigma

As in our 2019 CHNA findings, stigma, and the barriers it creates arose across community engagement discussions in 2022. Stigma impacts the way people access needed services (CalFresh, Medi-Cal, other economic support) that address the social determinants of health. This impacts the ability of people to improve and successfully manage health conditions.

Community engagement participants expressed concerns about the impact of stigma in relation to specific populations including LGBTQ+ communities, people experiencing homelessness, people of color, seniors, Medi-Cal beneficiaries, and survivors of domestic violence and human trafficking. Stigma was also discussed in relation to specific health conditions such as behavioral health, cancer, diabetes, and obesity.

### Trauma

Trauma and vicarious trauma<sup>1</sup>, were cited as factors contributing to compassion fatigue and workforce burnout in community interviews and focus groups. Trauma occurs both at work and at home, and consequently, there may be no escape and downtime from traumatic experiences. Traumatized community members are seeking assistance from health care providers and community-based organizations who themselves have experienced great stress since the start of the pandemic.

### Community Voice and Experiences

The findings of the 2022 CHNA attempt to respond to the San Diego community needs and concerns, as identified through focus groups, key informant interviews, interviews regarding access to care, and an online survey. The quantitative research and the community engagement confirmed the interconnectedness of the seven identified needs. When discussing the findings, the CHNA highlights how they may differ for San Diegans based on their experiences. These differing experiences may include homelessness, immigration status, gender and sexual orientation, age, and poverty.

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<sup>1</sup> Researchers have identified two types of compassion fatigue: secondary and vicarious. According to SAMHSA, for some responders, *secondary* traumatic stress refers to the negative effects of this work that can make them feel like the trauma people are experiencing that they help is happening to them or someone in their lives. When these feelings are prolonged, they can develop into *vicarious* trauma.

## **Scripps Health Implementation Strategy Summary and Community Needs Identified**

With the 2022 CHNA complete and health priority areas identified, Scripps Health has developed a corresponding Implementation Strategy: a multi-faceted, multi-stakeholder plan that addresses community health needs identified in the CHNA. The Implementation Strategy translates the research and analysis presented in the Assessment into actual, measurable objectives that can be conducted to improve community health outcomes. This three-year Implementation Strategy (FY23-FY25) addresses the needs identified in the 2022 CHNA, with FY23 being the first year of reporting.

Scripps evaluates the Implementation Strategy annually because a flexible approach is well-suited to developing a response to the CHNA. The evaluation of the Implementation Strategy assesses available resources and interventions and adjusts as needed to achieve the Implementation Strategy's stated goals and outcome measures.

Plans to monitor the Implementation Strategy are also tailored to each objective and include the collection and documentation of tracking measures. Scripps describes challenges encountered to achieve the outcomes and makes modifications as needed. In addition, Scripps Health Implementation Strategy is filed annually with the Internal Revenue Service using Form 990 Schedule H.

The following pages detail the initiatives, measures of implementation and metrics used to evaluate the effectiveness of the community needs identified in the 2022 CHNA.

### **Community Needs Scripps Is Addressing**

The health focus areas identified above were determined through data collection, analysis, and a prioritization process that incorporated community input. Scripps is addressing access to care, aging care & support, behavioral health, children & youth wellbeing, chronic health conditions which includes cardiovascular disease, cancer and diabetes, community safety and economic stability in the FY23-25 Implementation Strategy.

Scripps addresses many of the social determinants of health within the health conditions identified in this report such as, community and social support, food insecurity, transportation, education, and homelessness.

### **Community Needs Scripps Is Not Directly Addressing**

Homelessness and Housing instability are identified as important factors within the CHNA findings. Homelessness and Housing are not directly addressed in the Scripps Implementation Strategy as we focus our resources on more direct health issues and conditions in accordance with our expertise and mission. Scripps has not directly

developed programs that specifically address housing insecurity, but this is addressed as part of our care to patients. When patients' housing needs are identified, the Scripps multidisciplinary team works to address the need. Additionally, the Scripps Health system has social work and case management resources in place throughout the inpatient setting that address this unmet need by connecting patients to more permanent sources of income, housing, and other self-reliance measures. Scripps work to address housing insecurity is done via collaboration and referrals to community partners.

In addition to the above indirect measures, Scripps is also addressing these community needs in accordance with California's regulations, such as SB 1152 Discharge Planning for Homeless Patients. This 2019 regulation requires hospitals to implement a set of requirements regarding discharge planning for their homeless patients. Scripps is fulfilling this requirement by providing packaged meals, weather-appropriate clothing, transportation, discharge medications and/or prescriptions, infectious disease screenings and vaccinations, referrals for behavioral health and other referrals to shelters or housing. Scripps Health remains committed to the care and improvement of health for all San Diegans and will look to continue the search of new opportunities and new partnerships to address these and future needs.



Scripps Health  
2022 Community Health Needs Assessment - Implementation Strategy  
Fiscal Year 2023

Identified Community Need – Access to Care (Community Outreach)

Objectives/Anticipated Impact:

- Support access (community outreach) to health care services for the underserved through direct programs and partnerships with community-based organizations.
- Enhance access to health and social services for high-risk community members, especially San Diego’s homeless population.
- Optimize care management and strengthen clinical-community linkages addressing social determinants of health (SDOH).
- Provide services and strategies that advance health equity and address disparities.
- Enhance access to culturally and linguistically appropriate health care resources and supportive programs.

Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p><b>Facilitating Access to Coordinated Transportation (FACT) INC.</b></p> <p>Scripps collaborates with FACT Inc. to provide on-demand transportation services for patients. This partnership simplifies medical transportation by offering various options through a single contact point at FACT. Patients, including those with specialized needs, can access rides for appointments and post-discharge transportation. The service covers curbside, door-to-door, wheelchair-accessible, and gurney rides, benefiting patients across several Scripps facilities. Scripps has been using the FACT transportation service at Scripps Mercy Hospital, Prebys Cancer Center, Green Hospital, Scripps Encinitas, and Radiation Therapy centers for those patients that do not have other means of transport.</p>	<p>FACT Inc. Transportation Providers</p>	<p>Scripps collaborated with <b>Facilitating Access to Coordinated Transportation (FACT) Inc.</b> to offer on-demand transportation services to patients. Through this partnership, FACT has provided a total of 4,180 rides to Scripps patients and their caregivers. These transportation services are available not only in San Diego but also in more distant locations, including Imperial, Riverside, and Los Angeles County. Notably, FACT expanded its services to include Scripps Prebys Cancer Center and Scripps Encinitas during the reporting period.</p>



Scripps Health  
2022 Community Health Needs Assessment - Implementation Strategy  
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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p><b>Mobile Health and Resource Fair</b></p> <p>The Mobile Health and Resource Fair in Southeast San Diego, supported by Scripps funding, serves hundreds of people monthly, offering cardiovascular, neurocognitive, breast cancer and cardiometabolic screenings. Regularly attended by those who need additional resources and support, it provides essential services in one location. Scripps staff collaborate with the fair team, offering education and consultations on various health topics. Many community members visit the Scripps booth for support, reflecting Scripps commitment to comprehensive health care and community well-being.</p>	<p>Many Shades of Pink, Jackie Robinson YMCA, Health Plans, Feeding San Diego Other community organizations.</p>	<p>Scripps Cancer Center Health Disparities Projects dedicates funding from Krueger-Wyeth to provide outreach, prevention, and supportive services to directly impact patients with cancer, cardiovascular disease and/or dementia in underserved populations.</p> <ul style="list-style-type: none"><li>• Number of people served at each health fair: 887</li><li>• Number of mammogram screenings: 28</li><li>• Number of COVID-19 vaccines given: 234</li><li>• Number of cardiometabolic surveys completed – (This is a pre-screen survey to assess risk of hypertension and other chronic conditions): 298</li></ul>

# Scripps Health

## 2022 Community Health Needs Assessment - Implementation Strategy

### Fiscal Year 2023

Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p><b>Scripps Collaborative for Health Equity</b></p> <p>Scripps was awarded five-year funding as part of an excess settlement funds distribution (Krueger-Wyeth funds) to support programs at Scripps Cancer Center for a variety of initiatives to support patient care, research, and health equity in the areas of breast cancer, cardiovascular disease, and neurocognitive conditions. Scripps Cancer Center is using the funds to support several efforts, including clinical trials, translational research, expanded biorepository research, community outreach and a cancer survivorship clinic program. Scripps is working on a variety of projects designed to address health care disparities, including outreach, screening and supportive services for dementia, breast cancer and cardiovascular disease. One of the initiatives funded through this grant is the Scripps Collaborative for Health Equity (SCHE). <a href="#">Scripps Collaborative for Health Equity (SCHE) - Scripps Health</a></p>	Krueger-Wyeth, Community Clinics	<p>The Scripps Collaborative for Healthcare Equity (SCHE) achieved important milestones in its second year.</p> <ul style="list-style-type: none"> <li>Developed and executed a peer-review process to promote trainee research focused on health disparities in breast cancer, cardiovascular disease, and neurocognition. SCHE awarded \$75,000 across 6 research projects ranging from cardiovascular care, genetic counseling and testing, diabetes care, and substance abuse screening, and research support, focused on women and multicultural populations.</li> <li>Implemented a patient survey to assess cultural and linguistically appropriate health care resources and supportive program for patients.</li> <li>Provided post-discharge support for more than 300 patients recovering from conditions such as acute myocardial infarction (AMI), coronary artery bypass grafting (CABG), congestive heart failure (CHF), and stroke.</li> <li>Launched an Annual Research Symposium with over 75 participants attending. The symposium is a partnership between Scripps Health Research and SCHE made possible through funding by the Krueger-Wyeth award. Among the presentations: <ul style="list-style-type: none"> <li>Financial Toxicity in Spanish Speaking Cancer Patients</li> <li>Understanding Disparities in Substance Use Screening</li> <li>Be Well at Work: Low-Wage Hospital Workers and Well-Being Intervention</li> <li>Dulce Digital-COVID Aware Texting Platform</li> <li>Quality and Health Equity Update and Next Steps</li> </ul> </li> </ul>



Scripps Health  
2022 Community Health Needs Assessment - Implementation Strategy  
Fiscal Year 2023

Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps Mercy Hospital San Diego	<p><b>Father Joe's Villages Street Health Intervention Project</b></p> <p>Street Health is when health care professionals travel out to the streets to provide expert care directly to people experiencing homelessness, including treating wounds, infections, chronic disease, and other conditions. Father Joe's Villages started the first Street Health program in San Diego in order to bring health care to neighbors living without shelter who do not or are unable to access brick-and-mortar health services. Street Health allows Father Joe's Villages to build relationships with these patients over time while also addressing their immediate health needs.</p> <p>Scripps Mercy Hospital San Diego serves a large volume of San Diego's unsheltered homeless population in the Emergency Services Department. Because of the scarcity of shelter and treatment program beds available for these patients, they often leave the Hospital to return to their previous outside location. A collaboration has been established between Father Joe's Village Street Health Intervention Project and Scripps Mercy Hospital targeting unsheltered discharged patients who could benefit from a follow-up visit in the community setting where they reside.</p>	Father Joe's Villages, PATH Outreach	Scripps Mercy Hospital collaborated with Father Joe's Villages Street Health Intervention Project to offer follow-up visits to discharged unsheltered patients. To date there has been 25 referrals, with 13 successfully reached, supporting vulnerable individuals in their communities.

**Scripps Health**  
**2022 Community Health Needs Assessment - Implementation Strategy**  
**Fiscal Year 2023**

Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Select Specialty Hospital San Diego	<b>Access to Long-Term Acute Care Hospital Level of Care</b> In 2021, Scripps Health acquired 24.5% of Select Hospital's holdings through IHS Holding Company LLC.		To monitor progress towards providing LTACH access to the patient population of the greater San Diego region, the hospital tracks key metrics: Diagnosis and Demographic Information (including age, race, sex, gender).



**Scripps Health**  
**2022 Community Health Needs Assessment - Implementation Strategy**  
**Fiscal Year 2023**

**Identified Community Need – Aging Care and Support**

**Objectives/Anticipated Impact:**

- Enhance health and well-being for older adults by increasing health care access, education, and preventative services tailored to the needs of older adults in San Diego County.
- Provide comprehensive care and community resources for seniors with multiple morbidities and who lack sufficient social support.
- Prevent falls among seniors through education and safety measures. collaborate with seniors, local organizations, and healthcare professionals to implement fall prevention programs, including exercises and home safety measures.
- Foster interactions between community members, Scripps Family Practice Medical Residents, and health professionals.

Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps Mercy Hospital Chula Vista	<p><b>Senior Health Education, Prevention &amp; Wellness Programs</b></p> <p>Established over two decades ago, this program is focused on the interests and needs of the senior community. Monthly sessions are conducted in partnership with local senior centers, churches, and senior housing, and are organized by Scripps Mercy Hospital Chula Vista San Diego Border Area Health Education Center (AHEC) and Scripps Family Medicine Residency Program. These sessions, known as "senior health chats," empower older adults with relevant health education and promote a culture of learning and sharing. Topics are chosen by the seniors themselves, ensuring the content is both meaningful and community driven.</p> <p>These health chats facilitate an exchange of knowledge between community members, medical residents, and other healthcare professionals. They cover a wide range of topics, from heart health to nutrition to fall prevention. The program operates in collaboration with Mercy Housing, St. Charles Nutrition Center, San Diego Border Area Health Education Center, Scripps Family Medicine Residency Program, and San Diego State University (SDSU) Public Health and Social Work Students.</p>	Mercy Housing, St. Charles Nutrition Center, San Diego Border Area Health Education Center, Scripps Family Medicine Residency Program, SDSU Public Health and Social Work Students	<p>Scripps implemented senior health education programs at community senior locations, covering topics like heart health, nutrition, fall prevention, and mental health. Over 200 seniors from various locations participated annually, with a 15% increase in knowledge observed through pre- and post-program data.</p> <ul style="list-style-type: none"><li>• Number of individuals served: 454.</li><li>• Number of sessions: 35</li><li>• Quantitative and qualitative data on the impact of the program (re: pre and post data and other feedback) Pre: 58% Post: 80%</li><li>• Partnering agencies/organizations who assist with the curriculum: Imperial Beach Senior Center, Kimball and Morgan Towers and Congregational Towers</li><li>• Summary data of zip code, gender, age, and ethnicity<ul style="list-style-type: none"><li>- Zip codes - 91950, 91932, 91910</li><li>- Gender: Male 9% Female 71% did not answer 20%</li><li>- Ethnicity: White 16%</li><li>- Hispanic/Latino: 36%</li><li>- Asian” 23%</li><li>- African American: 2%</li><li>- Other: 23%</li></ul></li></ul>



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Scripps Mercy Hospital San Diego	<p><b>Scripps Advanced Care Clinic</b></p> <p>Older adults are at higher risk for chronic health problems like diabetes, osteoporosis, and Alzheimer’s disease. Older adults are also more likely to go to the hospital for some infectious diseases, including pneumonia, which is a leading cause of death for this age group. Making sure older adults get preventive care, including vaccines to protect against the flu and pneumonia, can help them stay healthy.</p> <p>The program provides intensive, proactive, medical, and social services to adults living with multiple chronic diseases. Understanding that diseases can impact all aspects of a person’s life, the program treats not just medical issues, but also the psychosocial, economic, and spiritual aspects of care. The Advanced Care Clinic interdisciplinary, patient centered team helps optimize patient health through an evidence-based extensivist clinic model that assists with care coordination and patient advocacy across health care and home settings.</p>	Primary Care, Palliative Care, Community-Based Organizations	The Scripps Advanced Care Clinic generated a 32% reduction in emergency department visits, 46% reduction in hospitalizations, and 47% reduction in readmissions for its enrolled patients in Fiscal Year 2023.

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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps Mercy Hospital Chula Vista	<p><b>Helping Patients Navigate Post Discharge Services and Support</b></p> <p>The "Helping Patients Navigate Post Discharge Services and Support" program is dedicated to ensuring the continuity of care for patients after their discharge. The program provides various services, including scheduling follow-up medical appointments, addressing housing and homelessness issues, offering support for senior-related concerns, managing chronic diseases such as Acute Myocardial Infarction (AMI), Coronary Artery Bypass Grafting (CABG), Congestive Heart Failure (CHF), Chronic Obstructive Pulmonary Disease (COPD), Pneumonia, Stroke and COVID. Additionally, the program addresses drug and alcohol dependencies, attends to mental health needs, offers support for cancer, and provides emotional assistance, among other services.</p> <p>The Well Being Center staff and Scripps Mercy Hospital Chula Vista social workers collaborate to provide ongoing follow-up services to identified social work patients for the two Mercy campuses. These patients require more support and resources (housing/homelessness, senior issues, drug/alcohol and mental health, and cancer) as these are high need and require more assistance.</p>	Primary Care, Palliative Care, Community-Based Organizations, Chula Vista Community Collaborative, SDSU Public Health and Social Work Students	<p>Helping Patients Navigate Post Discharge Services and Support Program ensures continuity of care after discharge, involving 1,198 patient referrals*, of which 743 accepted services. The program achieved a 66% follow-up appointment scheduling rate within two weeks and 87% medication compliance**. Patients in the program had a 5% readmission rate. Additionally, 381 patients were screened for Social Determinants of Health (SDOH) and connected to housing, food, and transportation resources, with over 300 supportive services/community resources provided.</p> <p><i>* patients include all case management, social work, Medicare, Sprint, and stroke referrals.</i></p> <p><i>** Follow-up appointments and medication compliance rates were not inclusive for all complex patients referred by case management and social work during FY22-23.</i></p> <ul style="list-style-type: none"> <li>• Number of patients referrals were received (30 day and social worker) 1,198.</li> <li>• Number of patients contacted/reached (this includes 30 day follow up and social work referral for patients. 803; 67%</li> <li>• Number of patients unable to reach, deceased, declined, follow-up services, and language barriers; 395; 32%</li> <li>• Number of patients who were readmitted via EPIC; 36; 5%</li> <li>• Rate of patients attending a follow up appointment within two weeks post - hospital discharge. 489; 66%</li> <li>• Rate of Medication Compliance (only includes those who accepted services). 643; 87%</li> <li>• Number of SDOH Screenings: 381</li> <li>• Number of supportive services/community resources provided: 317</li> </ul>



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Scripps System	<p><b>Fall Prevention &amp; Home Safety Workshops</b></p> <p>According to the National Council on Aging, falls are the leading cause of fatal and nonfatal injuries for older Americans (70% of all falls are geriatric falls &gt; 65 years.). Scripps Social Workers and nurses educate seniors on ways to reduce fall risk, improve safety awareness, and utilize available resources to promote independence and overall safety. Balance classes are designed to help build balance, posture and coordination through strengthening and balance exercises. This important aspect to healthy living for seniors provides education on preventing falls through exercise and being proactive through safety measures in the home. Scripps physical therapy department and physical therapy school volunteers provide fall risk assessments.</p>	County Aging & Independent Services, San Diego Fall Prevention Task Force	<p><b>Virtual and In-Person Standing Strong Fall Prevention Webinar</b></p> <ul style="list-style-type: none"><li>Number of persons served: 66.</li></ul>



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Scripps Memorial Hospital Encinitas	<b>A Matter of Balance: Managing Concerns About Falls</b>  Scripps educates older adults on preventing falls through exercise and being proactive through safety measures in the home. An eight-week program and lecture series provide practical strategies to manage falls, improve safety awareness and utilize available resources to promote independence and overall safety. Scripps physical therapists and physical therapy student volunteers provide fall risk assessments, and lead balance classes to help enhance stability, posture, and coordination. Participants are taught to view falls as controllable, set goals for increasing activity, make changes to reduce fall risks at home and encouraged to exercise to increase strength and balance.	County Aging & Independent Services, San Diego Fall Prevention Task Force	<ul style="list-style-type: none"><li>Number of participants enrolled: 18 persons served in FY23.</li><li><u>Pre/Post Test Scores</u></li></ul>
Scripps Memorial Hospital La Jolla			Question 1      I can find a way to get up if I fall. Pre 2.2/Post 2.3
			Question 2      I can find a way to reduce falls. Pre 2.2/Post 3.6
			Question 3      I can protect myself if I fall. Pre 1.8/Post 2.8
			Question 4      I can increase my physical strength. Pre 2.8/Post 3.8
			Question 5      I can become steadier on my feet. Pre 2.2/Post 3.4



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Scripps System	<p><b>Bingocize Class Series</b></p> <p>The 10-week program creatively combines bingo with exercise and health education, making it engaging and effective for older adults. This unique approach addresses common barriers to participation, making it fun and accessible in a group setting. The program aims to enhance functional fitness, health knowledge, and social engagement among older adults, promoting mobility, independence, and overall well-being.</p>	County Aging & Independent Services	This program demonstrated its ability to enhance functional fitness, health knowledge, and social engagement among older adults across various settings. In total, the program engaged with 220 individuals in Fiscal Year 2023.



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Scripps Memorial Hospital La Jolla	<b>Tai Chi for Arthritis and Fall Prevention</b> Many studies have shown Tai Chi to be one of the most effective exercises for preventing falls. <a href="#">Tai Chi for Arthritis and Falls Prevention</a> helps people with arthritis to improve all muscular strength, flexibility, balance, stamina, and more.	The National Council on Aging	This program successfully served over 475 individuals with arthritis through sessions aimed at improving muscular strength, flexibility, balance, stamina, and more. It is important to note that this program is offered free of charge and is open to the entire community.

**Identified Community Health Need – Behavioral Health**

**Objectives/Anticipated Impact:**

- Enhance mental health care access for local students and vulnerable adolescents through school-based clinics.
- Strengthen community-based mental health services for vulnerable populations.
- Enhance treatment rates for co-occurring substance use and mental health disorders by implementing integrated treatment programs. These programs ensure individuals with co-occurring disorders receive comprehensive care addressing both conditions simultaneously.
- Offer supportive employment and vocational training for mental health treatment recipients.

Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Target, and Other Comments
Scripps Mercy Hospital Chula Vista	<p><b>Clinical Training for MSW Students in Adolescent Mental Health at Local High Schools</b></p> <p>The partnership between Scripps Family Medicine Residency and Scripps Mercy Hospital Chula Vista Well-Being Center has created a valuable clinical training opportunity for Master of Social Work (MSW) students from San Diego State University. These MSW students are placed at Southwest and Palomar High Schools to address the mental health needs of vulnerable adolescents in the community. Key aspects of this program include:</p> <ol style="list-style-type: none"> <li>1. Training for MSW Students: The program offers training and hands-on experience to MSW students, allowing them to work with local healthcare providers who specialize in addressing the mental health concerns of adolescents.</li> <li>2. Mental Health Services for High School Students: Given the presence of various mental health issues among local high school students, the program strives to enhance mental health care by establishing a school-based clinic.</li> </ol>	Scripps Family Medicine Residency, Scripps Mercy Hospital Chula Vista Well-Being Center, San Diego State University, Southwest, SDSU Public Health and Social Work Students	<ul style="list-style-type: none"> <li>• Service to Vulnerable Adolescents: Throughout Fiscal Year 2023, this program served a significant number of students, with 309 adolescents benefiting from these mental health services.</li> <li>• Number of hours spent in clinical work: 68 hours.</li> <li>• Number of Social Work student participation: 1 MSW.</li> <li>• Types of services &amp; referrals offered: Individual counseling sessions including brief counseling for developing coping skills, solution-focused interventions, cognitive-behavioral therapy interventions, motivational interviewing, and crisis intervention. Facilitated CPS reports and access to Crisis Hotline (98, Access and Crisis Line, Trevor Project Line, Text Hotline, Peer Warm Line, 911), with discussions regarding referrals to San Ysidro Health Outpatient counseling. Collaborated with supervisors and school nurses.</li> </ul>



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Scripps Mercy Hospital San Diego	<p><b>Outpatient Behavioral Health Services: Scripps Mercy &amp; Family Health Centers of San Diego Behavioral Health Partnership</b></p> <p>Scripps Mercy Hospital formed a partnership with Family Health Centers of San Diego (FHCSO) in 2016 to provide comprehensive outpatient behavioral health services. This collaboration aimed to enhance mental health care for Medi-Cal patients at Scripps Mercy Hospital. Over the past eight years, the partnership has expanded community-based services and integrated primary and mental health care for patients discharged from various hospital settings. This includes placing social workers and Substance Use Disorder (SUD) counselors in emergency departments to assist with connecting patients to appropriate resources. FHCSO also offers concentrated outpatient therapy near Scripps Mercy Hospital's San Diego campus. Patients are referred from Scripps Mercy Hospital Chula Vista and Mercy San Diego, for assistance with a wide variety of behavioral health needs including addiction, loss, anxiety, and other mental health issues. <a href="#">Scripps - Behavioral Health - San Diego</a>.</p>	Family Health Centers of San Diego (FHCSO), NAMI (National Alliance of Mental Illness)	In FY23, Scripps Behavioral Health partnered with Family Health Centers (FHC) to improve patient discharge and reduce psychiatric patient readmissions. A total of 90 appointments were kept, with 9 patients readmitted within 30 days, while 81 were not. There were 167 missed appointments, with 27 patients responsible for these no-shows. This collaboration aimed to enhance patient care and reduce psychiatric patient recidivism.

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Scripps System	<p><b>Psychiatric Liaison Team (PLT)</b></p> <p>The Psychiatric Liaison Team provides excellence in psychiatric evaluation and triage services throughout the Scripps system. All psychiatric liaison team members are either nurses and/or licensed mental health professionals with a broad range of skills and experience. Clinicians provide mental health evaluation to accurately assess patients and provide them with the best and safest community resources to promote ongoing care. The team aims to help people adhere to treatment plans, reduce hospital readmission rates, relieve symptoms, and ensure the long-term stabilization of the patient's mental health. The Psychiatric Liaison Team covers four emergency departments, two urgent care locations, and all inpatient medical floors. <a href="#">Psychiatric Liaison Team - San Diego - Scripps Health</a>.</p>	County Mental Health Department, Family Health Centers of San Diego	<ul style="list-style-type: none"> <li>Total number of encounters: 51,493.</li> <li>Number of encounters (visits) referred to <b>inpatient</b> settings: <ul style="list-style-type: none"> <li>Discharge/Transfer to ED to Mercy Behavioral Health Unit – 1,088</li> <li>Other Inpatient Facilities – 53</li> <li>Crisis Residential Placement - 1</li> </ul> </li> <li>Number of encounters (visits) referred to <b>outpatient</b> settings: <ul style="list-style-type: none"> <li>Number of patients given outpatient referrals (includes psychiatry) – 152.</li> <li>Family Health Centers - 1</li> </ul> </li> </ul>



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p><b>Scripps Substance Use Disorder Service (SUDS) Nurse</b></p> <p>Aware of the impact drugs and alcohol can have on our community, Scripps has developed innovative ways to treating this destructive disease. Scripps deploys specialized nurses certified in addiction; they see patients at their bedside and work closely with the patient’s entire health care team to help facilitate a safe detox while hospitalized. The Substance Use Disorder Service (SUDS) nurses are dedicated to helping patients who have been admitted to the hospital and are at risk for detox or who are actively experiencing detox from addictive substances. These nurses evaluate patients who meet certain criteria and work directly with the patient’s primary care nurses and their physician to ensure the patient is adequately medicated to control symptoms of withdrawal. This mobile group of specially trained drug and alcohol resource nurses provide education, interventions, and discharge placement assistance to patients in the Scripps hospital system. In addition to helping with the detoxification process, the SUDS nurses work with patients and their families on the disease concept of addiction and include education on its impact on their physical, mental, and social health. The SUDS nurses provide treatment options available to the patient in the community, tailored to the patient’s individual needs such as insurance, ability to communicate, co-occurring medical and psychiatric diagnosis.</p>	<p>Scripps has linked itself to separate treatment programs designed to meet the community needs. Partners include the Betty Ford Center, Family Health Centers of San Diego, McAlister Institute</p>	<p>Scripps leases five beds at McAlister Institute, providing detox services for up to five patients weekly. The Scripps Drug and Alcohol Resource Nurses (SUDS nurses) serve as liaisons between Scripps emergency rooms and inpatient hospitals. They ensure that patients admitted to one of the five Scripps hospitals or emergency rooms meet admission criteria and are safely transferred to McAlister.</p> <p>In FY23, SUDS nurses had 4,438 encounters, assisting 138 patients with placements at McAlister. Additionally, the Hazelden Betty Ford Foundation received 69 referrals from Scripps, resulting in 19 admissions.</p>



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p><b>Mental Health Outreach Services, A-Vision Vocational Training Program</b></p> <p>Behavioral Health Services at Scripps in partnership with the San Diego Chapter of Mental Health of America established the A-Visons Vocational Training Program (social rehabilitation and prevocational services for people living with mental illness) to help decrease the stigma of mental illness and offer volunteer and employment opportunities to persons with mental illness. This supportive employment program provides vocational training for people receiving mental health treatment, potentially leading to greater independence.</p> <p>This program helps patients receiving mental health treatment by giving them vocational training and employment or volunteer roles alongside a mentor. A-Visions has enrolled approximately 150 people in volunteer or employment opportunities. These individuals work throughout our system in our cafeterias, gift shops, patient waiting rooms, and other departments.</p>	Family Health Centers of San Diego	<p>Over the years, the A-Visions Vocational Training Program has made substantial improvements in patients functioning. Recruitment is currently closed but Scripps continues to support the current A-Vision’s participants.</p> <ul style="list-style-type: none"><li>• Since its inception, which dates back to December 31, 2022, there have been a total of 638 inquiries from patients about the program. Among these inquiries, 167 candidates have actively participated in the program, with 104 serving as volunteers and 54 as paid employees.</li><li>• Currently, the program employs 14 paid casual employees and has 1 volunteer.</li></ul>

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Scripps System	<b>Opioid Stewardship Program - Medication Assisted Treatment (MAT)</b>	California Department of Health Services, California Bridge Program, Center at Sierra Health Foundation, Family Health Centers of San Diego, McAllister Institute, Betty Ford Center for outpatient care.	This program contributed to reducing opioid use by educating patients and providers about the risks associated with opioid use disorder, while also advocating for alternative methods of pain management.
	Every day, more than 301 people in the United States die after overdosing on opioids. The misuse of and addiction to opioids—including prescription pain relievers, heroin, and synthetic opioids such as fentanyl—is a serious national crisis. In San Diego County, fentanyl overdose is considered an epidemic, causing 9 out of 10 opioid – related deaths.		
	The Opioid Stewardship Program (OSP) at Scripps brings physicians, nurses, and other professionals together to help reduce opioid use by educating patients and providers about opioid use disorder risks as well as promoting alternative ways to manage pain. For patients being discharged from an emergency department visit or hospital stay, Scripps has created educational videos that it makes available for viewing, and Scripps has also set opioid prescription quantity limits at discharge. In addition, some Scripps hospital emergency departments have implemented medication-assisted therapy, in which specially licensed ER physicians can administer medications as a bridge for patients with opioid use disorder until they can receive further care. Scripps currently receives a state grant from the California Department of Health Care Services to help remove barriers to identifying and treating patients with OUD and to provide Medication-Assisted Treatment (MAT). <a href="#">Scripps Launches Initiative to Curb Opioid Use - Scripps Health</a> .		
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**Identified Community Need – Children and Youth Well-Being**

**Objectives/Anticipated Impact:**

- Promote healthcare as a rewarding career choice to students through partnerships with identified high schools in San Diego County to offer internships that support student success in future healthcare occupations.
- Cultivate and support a diverse, culturally competent primary healthcare workforce in medically underserved communities in San Diego.
- Enhance education and awareness of community health and wellness issues for children and youth.
- Boost education and awareness of healthy lifestyles for elementary aged children, parents, and school staff to address obesity factors.

Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments									
Scripps Mercy Hospital Chula Vista	<p><b>Scripps School to Health Career Pathway Programs</b></p> <p>Scripps offers diverse student health career activities at the Chula Vista Well-Being Center. These programs, including internships, aim to introduce students to healthcare roles and provide hands-on experience with Scripps professionals. Over 75% of participating youth are pursuing healthcare careers. Below are some of the programs Scripps provides.</p> <ul style="list-style-type: none"><li><b>Residency Led Youth Programs</b> The Family Practice Medicine Residency program use health care professionals, such as medical residents, dieticians, nurses, and doctors, to enlighten high school students on health care careers and health related topics.</li><li><b>Health Careers Opportunity Program (HCOP) - Camp Scripps</b> Scripps offers a three to six-week camp experience to inspire youth about healthcare careers. Participants gain insights and hands-on experience in different medical fields, including interactions with professionals, mentoring, clinical shadowing, hospital tours, and themed workshops.</li></ul>	Sweetwater Union High School District, SD Unified High School District, Cristo Rey High School, SD Community Colleges, SDSU Public Health and Social Work Students, CA Medicine (CalMed) Region, UCSD, Imperial Valley AHEC.	<ul style="list-style-type: none"><li>Number of students: 1,937</li><li>Number of interactive classroom presentations between Medical Residents and students: 38</li><li>Students’ knowledge/experience pre/post program evaluation survey in order to gain better understanding of the student experience and impact of the program.</li><li>Lower post survey scores for the Career Mentoring Program.</li></ul> <table><tr><th>Program Title</th><th>Pre</th><th>Post</th></tr><tr><td>Camp Scripps Summer Enrichment Program</td><td>69%</td><td>97%</td></tr><tr><td>Scripps Mercy School to Health Career Mentoring Program</td><td>75%</td><td>53%*</td></tr></table> <p>* The camp was hybrid, while the mentoring was entirely virtual, which presented challenges. Lower post-survey scores for the learning modules</p>	Program Title	Pre	Post	Camp Scripps Summer Enrichment Program	69%	97%	Scripps Mercy School to Health Career Mentoring Program	75%	53%*
Program Title	Pre	Post										
Camp Scripps Summer Enrichment Program	69%	97%										
Scripps Mercy School to Health Career Mentoring Program	75%	53%*										

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	<ul style="list-style-type: none"> <li> <b>Career Mentoring Program</b>  Scripps Career Mentoring Program pairs youth with volunteer mentors in healthcare, providing exposure to different roles and departments in a hospital setting to inspire and educate them about career pathways in healthcare. </li> <li> <b>Health Professionals in the Classroom</b>  The program offers self-paced webinar presentations on various healthcare careers, health/wellness, leadership, and job readiness to enhance and support the high school classroom curriculum and to introduce youth to healthcare careers. </li> <li> <b>Youth Surgery Viewing</b>  Interested students have an opportunity to observe elective surgeries such as total knee and hip replacements. </li> <li> <b>Cristo Rey Work Study Program</b>  Scripps collaborates with Cristo Rey High School to introduce students to healthcare careers, provide hospital insights, and offer job readiness skills. This program helps prepare students for future health careers and leadership roles. </li> </ul>		<p>compared to higher pre-survey scores were mainly due to coordination issues, lack of participation, and the difficulties of virtual learning. Participants who didn't engage due to time constraints, lack of interest, or competing priorities were less likely to absorb the content, resulting in lower post-survey scores. Technical issues and the absence of face-to-face interaction further reduced motivation and engagement, and virtual environments had more distractions than in-person settings.</p>
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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p><b>Scripps High School Exploration Internship Program</b></p> <p>Launched by Scripps Health, the program reaches out to young people to pique their interest on health care occupations in dire need of recruits. From the emergency room to surgery, the students rotate through numerous departments, exploring career options and learning life lessons about health and healing along the way.</p>	<p>Scripps collaborates with local high schools to help students explore health care roles and gain firsthand experience as they work with Scripps health professionals.</p>	<ul style="list-style-type: none"><li>• Number of students: 25<ul style="list-style-type: none"><li>○ Encinitas – 5</li><li>○ Green – 5</li><li>○ La Jolla – 5</li><li>○ Mercy CV – 5</li><li>○ Mercy SD – 5</li></ul></li><li>• Number of rotating departments for shadowing and hours: 3,750.</li></ul>



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Scripps System	<p><b>University City High School Collaboration</b></p> <p>University City High School and Scripps partner to provide a real-life context to the school's Health Care Essentials course. Students are selected to rotate through five different Scripps locations, during the spring semester, to increase their awareness of health care careers. UC High students are exposed to different departments, exploring career options, and learning valuable life lessons about health and healing.</p>	<p>Scripps collaborates with local high schools to help students explore health care roles and gain firsthand experience as they work with Scripps professionals.</p>	<p>This program was paused in FY23 due to COVID.</p>



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps Memorial Hospital Encinitas	<p><b>Young Leaders in Health Care</b></p> <p>An outreach program at Scripps Hospital Encinitas, Young Leaders in Health Care targets local high schools’ students interested in exploring health care careers. Students in grades 9–12 participate in the program, which provides a forum for high school students to learn about the health care system and its career opportunities. This combined experience includes weekly meetings at local schools facilitated by teachers and advisors, as well as virtual monthly meetings. The advisors for the program are part of Scripps Health and the San Dieguito Alliance for DrugFree Youth. The program mentors’ students on leadership and provides tools for daily challenges. Each year the students work toward a final presentation based on their community service projects related to health care and wellness.</p>	<p>Scripps collaborates with local high schools to help students explore health care roles and gain firsthand experience as they work with Scripps health professionals. San Dieguito Alliance for Drug Free Youth.</p>	<p>Scripps Encinitas offered the Young Leaders in Health Care program, which involves local area high school students. The 2023 class touched a variety of topics from mental health to LifeShare Organ Donation. More than 100 students, community members and health care specialists attended the Young Leader in Health Care final meeting, culminating with student presentations on Fentanyl, Lung Cancer, Ethics of Embryonic Modification, Menopause, Sudden Cardiac Arrest, and Athletic Heart Syndrome. Students that participate in the program are eligible to apply to the High School Explorer summer internship program. Meetings were conducted as Virtual Teams Meetings for the 2022-2023 school year and the virtual format allowed to increase/expand the high schools. Over 200 students actively participate monthly.</p>



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps Mercy Hospital Chula Vista	<p><b>Scripps Mercy Maternal Health Fellowship – Obstetrics Residency Education</b></p> <p>Scripps received grant funding from the Health Resources and Services Administration (HRSA) and is one of thirty-one medical residency programs in the U.S selected as an award recipient in HRSA's highly competitive grant funding opportunity, which was open to primary care residency programs nationwide. Scripps Mercy Family Medicine Residency has created a fourth-year Maternal Health Fellowship that offers advanced maternal health training with a focus on underserved communities on the US-Mexico border. The goal is to train family physicians with a passion and commitment to address health disparities, advocate for their patients and improve maternal health outcomes. This includes enhanced clinic case presentations, ultrasound training, rural rotations, and substance use disorder training for residents.</p>	San Ysidro Health, Scripps Perinatology Group, Pioneers Memorial Hospital, San Diego Border Ara Health Education Center, UCSD Family and Preventive Medicine.	<ul style="list-style-type: none"><li>• Number of patients served: 41,726.</li><li>• Number of residents enrolled: 29.</li><li>• Number of clinical experiences:<ul style="list-style-type: none"><li>- Centering Pregnancy: 187</li><li>- SUD/Addiction Clinic: 67</li><li>- Perinatology: 82</li><li>- Rural: 17</li><li>- OB Clinic in medically underserved communities: 1,767</li></ul></li></ul>



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps Mercy Hospital Chula Vista	<p><b>Improving Health Education and Awareness for Parents</b></p> <p>Scripps Mercy Hospital Chula Vista Well-Being Center provides parenting classes tailored for foster, adoptive, and kinship parents, spanning all age groups of children. These sessions cover diverse topics such as health, learning/development, family/safety, advocacy, and parenting tips. Conducted by Scripps Family Medicine Residents, these classes are available in both English and Spanish.</p>	Foster, Adoptive and Kinship Care Education Program at Grossmont College. SDSU Public Health and Social Work Students	<p>Collaborating with Grossmont College, Scripps provided parenting educational classes aimed at improving health and education awareness for parents. These informative sessions covered a wide range of topics, including adolescent health and wellness, anger management, social media prevention and wellness, safety, mental health resources, and more.</p> <p>In total, 161 parents participated in both the Spanish and English educational sessions.</p> <ul style="list-style-type: none"><li>• Number of parent participation: 161</li><li>• Number of sessions and title of sessions: 22</li><li>• Range of topics listed below:<ul style="list-style-type: none"><li>- Screen Time and Its Effects on Health</li><li>- LGBTQ+ Foster/Adoptive Youth</li><li>- How to Support Your Foster/Adoptive Youth Beyond High School</li><li>- Sex Education</li><li>- Health Consequences of Youth Vaping and E-Cigarettes</li><li>- How to Establish Social Media Safety and Awareness with your Foster/Adoptive Youth</li><li>- Mental Health: How to Identify Signs and Symptoms of Depression</li><li>- Self-Care: burnout and fatigue prevention</li><li>- Tips to Stay Safe in the Water</li><li>- Immunization Awareness</li><li>- Suicide Prevention</li></ul></li></ul>

**Identified Community Need – Chronic Health Conditions – *Cancer***

**Objectives/Anticipated Impact:**

- Sustain prevention and wellness initiatives to educate individuals on the early detection and treatment of common cancers. Additionally, facilitate connections to community resources for Scripps patients and community members affected by cancer, actively supporting cancer awareness events and collaborating with community-based organizations.
- Enhance cancer education, support services, and navigation through Scripps Cancer Program.
- Facilitate connections to community resources for Scripps patients and community members affected by Cancer.

Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p><b>Scripps Cancer Center Support Groups</b></p> <p>Through generous community support, Scripps Cancer Center provides free professionally facilitated support groups at various locations to help patients and loved ones find support, guidance, and encouragement.</p> <p>Scripps Cancer Center provides free professionally facilitated support groups at various locations to help patients and loved ones find support, guidance, and encouragement. The support groups address the emotions that come with a cancer diagnosis and help individuals cope more effectively with their treatment regimens that nurture their physical, emotional, and spiritual well-being.</p> <p>Oncology social workers and oncology nurse navigators provide counseling services and guidance regarding transportation, housing, homecare, financial, benefits, emotional concerns, and other issues. Free professionally facilitated support groups sponsored by the cancer center will meet regularly at various locations to help patients and loved ones find support, guidance, and encouragement. Free educational workshops will be held at various sites.</p>		<p><b>Scripps Cancer Center Support Groups (Virtual Support Groups)</b></p> <ul style="list-style-type: none"> <li>• Served 378 individuals in the various support offerings.</li> </ul>



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Scripps Mercy Hospital Chula Vista	<p><b>Scripps Mercy Chula Vista’s Well-Being Center (WBC) - Helping Address Breast Health and Awareness</b></p> <p>The Scripps Mercy Hospital Chula Vista Well-Being Center hosts a bi-monthly support group for the community, specifically designed to assist individuals who are supporting breast cancer survivors. These support group sessions cover a wide range of topics related to navigating the intricate cancer care system and include educational presentations by local healthcare providers. The primary objective is to enhance education, outreach, and access to early detection and screening services, particularly for breast health.</p>	Komen Foundation, American Cancer Society, Mama’s Kitchen, Chula Vista Chamber of Commerce, San Ysidro Health Center, South Bay Community Resources, Promotoras, Chula Vista Community Collaborative SDSU Public Health and Social Work Students, Community Clinics	<p>A total of 250 outreach and cancer education services were provided. There were over 150 women who participated in the bi-monthly support group.</p> <ul style="list-style-type: none"><li>• Educational Services: Flyers distributed, education, phone calls, social/emotional support, case management, hospital visits, home visits, letters sent to patients/providers, mailed educational material, breast cancer supplies (i.e., medical record binder, caps, wigs, bras, hats, mastectomy pillow, etc.), to support group participants.</li><li>• Outreach Services: Provides Outreach to those overdue for screening and community referrals, breast cancer hospital referrals, community breast cancer referrals, follow up referrals from radiology are sent to outreach services, community outreach/educational presentation attendance.</li></ul>



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p><b>Scripps Cancer Center Lifeguard Cancer Screenings</b></p> <p>According to the American Cancer Society, skin cancer is by far the most common form of cancer. More skin cancers are diagnosed in the U.S. each year than all other cancers combined. Dermatologists are starting to see the indirect effect of COVID-19 on people’s skin with more advanced cases. For over 20 years, Scripps Health has offered free screenings to lifeguards as part of its community benefit services.</p> <p>Scripps hosts free skin cancer screening clinics for California State Lifeguards at the San Elijo State Beach Lifeguard Headquarters. After the lifeguard completes a form from the American Academy of Dermatology, they step into a screening room and a board-certified dermatologist and nurse conduct the screening.</p>	American Cancer Society, American Academy of Dermatologists San Elijo State Beach Lifeguard Headquarters	This program was not conducted in FY23 due to staff changes and resource challenges within the lifeguard team.



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Scripps System	<p><b>Scripps Cancer Center Restorative Yoga and Sound Therapy Classes for Cancer Survivors and Caregivers</b></p> <p>Scripps provides restorative yoga and sound therapy classes that focuses on relaxation and rejuvenation. Participants can choose to rest comfortably or gently move through simple stretches while receiving the healing benefits of sound from a variety of instruments: singing bowls, chimes, drums, and gongs.</p>		<ul style="list-style-type: none"><li>Enrolled 959 patients and community members in the classes.</li></ul>



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Scripps System	<p><b>Scripps Cancer Center Living Life Well Sessions – Nutrition and Fitness Focus</b></p> <p>Classes are offered by Scripps Shiley Fitness staff and the Scripps Cancer Center Oncology Nutrition teams providing much needed evidenced based education to patients on maintaining and improving their level of health and wellness via fitness and nutrition interventions.</p>		<p>Registered Dietitians served over 52 individuals educating patients on maintaining and improving their level of health and wellness via fitness and nutrition interventions.</p>



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p><b>Scripps Cancer Center Wig Boutique and Prosthesis Boutique</b></p> <p>The Scripps Cancer Center offers a wig bank at the Woltman Family College Building located at the Scripps Mercy Hospital campus to support women undergoing cancer treatment and/or experiencing hair loss. Scripps Cancer Center Wig Boutique and Prosthesis Boutique fits patients with a brand-new wig, provides a brush set for wigs, a wig stand and hat or turban as an additional head covering.</p>	American Cancer Society, Several Community Church, and Women Organizations	Since opening the Wig Boutique and Prosthesis Boutique in late 2020, Scripps has fitted 94 women with a new wig, as well as providing other head coverings, such as hats, turbans and/or scarves. As for Breast Prosthesis, Scripps is filling the immediate need of patients with a soft temporary prosthesis, while Scripps awaits certification of fitters for permanent prosthesis. The Scripps Cancer Center also delivered free chemo comfort bags to 316 individuals, providing essential items to alleviate discomfort during chemotherapy treatment. Scripps is committed to patient education, providing resources and information on managing treatment side effects and promoting overall well-being throughout the cancer journey.



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p><b>Scripps Cancer Center Oncology Patient Resource Library</b></p> <p>To help patients and their families better understand their diagnoses and access a variety of educational programs and patient information, Scripps MD Cancer Center features a resource library. Scripps offers free evidenced based patient education, materials, booklets, and pamphlets regarding cancer information and care. These resources are opened to the community at the Woltman Family College Building located at the Scripps Mercy Hospital campus.</p>	American Cancer Society	Scripps Cancer Center Oncology Patient Resource Library assisted 21 patients and their families in comprehending their diagnoses and accessing a range of educational programs and patient information.



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p><b>Scripps Cancer Center Survivor Day (A Celebration of Life)</b></p> <p>Throughout the month of June, Scripps Cancer Center invites cancer survivors, cancer patients, their families, and caregivers to take part in free cancer webinars, classes, and support groups. These events are part of a monthlong celebration of <a href="#">Cancer Survivors Day</a> and are designed to provide the emotional, mental and physical support that is needed to balance and restore well-being. Cancer survivors and other guests share inspirational stories, learn about advances in cancer treatment and research and enjoy the opportunity to connect with caregivers and fellow survivors. <a href="#">Recognizing Cancer Survivors Day June 2023 – Scripps Health</a>.</p>	<p>Komen Foundation, American Cancer Society, Local community clinics, Scripps Radiology Department</p>	<p>Scripps Cancer Center Survivor Day (A Celebration of Life) served cancer survivors and other guests where they shared inspirational stories, learned about advances in cancer treatment and research and enjoyed the opportunity to connect with caregivers and fellow survivors.</p> <p>The month-long event included virtual and in-person activities like webinars, classes, and support groups, aiming to inspire survivors, share cancer treatment insights, and connect survivors and caregivers.</p>



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Identified Community Need – Chronic Health Conditions - Cardiovascular Disease & Stroke

Objectives/Anticipated Impact:

- Increase awareness and education regarding cardiovascular health and healthy lifestyles among middle and high school-aged children, with a specific focus on underserved areas.
- Collaborate with community partners to enhance cardiac and stroke health education and prevention efforts in San Diego County, educating and engaging individuals and communities in understanding and addressing the risk factors that cause heart attacks and strokes.

Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p><b>Eric Paredes Save A Life Foundation (Sudden Cardiac Arrest Screenings)</b></p> <p>Scripps Health is addressing cardiovascular disease and Sudden Cardiac Arrest (SCA) in teens through our partnership with the Eric Paredes Save A Live Foundation. This program helps to prevent sudden cardiac arrest and death in middle and high school aged children, including underserved areas in San Diego County, through awareness, education, and action. SCA is not a heart attack, it is caused by an abnormality in the heart’s electrical system that can be easily detected with a simple EKG. If abnormalities are detected, a second test called an echo cardiogram; an ultrasound for the heart is administered.</p> <p>Heart screenings are not part of well-child exams or sport physicals, even though SCA is the #1 killer of student athletes and the leading cause of death on school campuses. Scripps partners with local San Diego schools to administer and read electrocardiograms and if warranted an echocardiogram screening by Scripps physicians (cardiologist) before high school students participate in organized sport and activities.</p>	Local San Diego Middle and High schools Countywide:	<p>When findings are positive, Scripps takes the following steps:</p> <ul style="list-style-type: none"><li>• Checks for an abnormal heartbeat that could signal an underlying heart condition using an echocardiogram.</li><li>• Notify parents of the results for follow-up with their family physician</li></ul> <p>Scripps contributed \$3,500 to the Eric Paredes Save A Life Foundation for youth heart screenings. In FY23, Eric Paredes screened 2,470 out of 4,795 registered students from six high schools, identifying 42 with cardiac issues, 12 of which were serious. About 45% of participants were from low to moderate-income families. All identified cases were referred to their physicians and advised to include ECG (electrocardiogram) in their medical records. Approximately 5,000 youth and parents received CPR and AED training. Scripps employees volunteered 569 hours, including physicians, nurses, techs, and analysts, for the screenings.</p>

<sup>3</sup>The majority of students in the San Diego Unified School District meet the poverty guidelines. 153 schools in the San Diego Unified School District receive Federal Title I funds as set forth in the Elementary and Secondary Act (ESEA). Title I Elementary and Secondary Education Act (ESEA) School is defined as a school enrolling at least 40 percent of children from high need families.

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Scripps System	<p><b>Eric Paredes Save A Life Foundation – Prescription for Prevention</b></p> <p>Prescription for Prevention is a free, accredited training for primary care practitioners on incorporating a robust cardiac risk assessment in youth into their practice. The Eric Paredes Save A Life Foundation provides Continuing Medical Education (CME) credits on incorporating Sudden Cardiac Arrest prevention into primary care practices.</p> <p>The training module reviews SCA warning signs, risk factors and recommended diagnostic testing protocol. The CME development is directed and narrated by Dr. John Rogers, Scripps Cardiologist and EP Save A Life Medical Director, Scripps Health is instrumental in facilitating engagement in both a front-end needs assessment and in participation in the training module through direct communication with Primary Care Physicians (PCPs).</p> <p>Funding is supported by the development and promotion of the training module on a local, state, and national level, and with the San Diego chapter of the American Academy of Pediatrics. PCPs register for the course and are exposed to the program through live/online lectures. The CME is hosted in the continuing education portal.</p>	Scripps Health, SDSU's Institute for Public Health, U.C Irvine. San Diego Chapter of American Academy of Pediatrics	<p>Scripps supports Continuing Medical Education (CME) credits on incorporating Sudden Cardiac Arrest prevention into primary care practices.</p> <p>Scripps supports the Eric Paredes Save A Life Foundation's "Prescription For Prevention" program, offering CME credits for Sudden Cardiac Arrest prevention in primary care. More than 900 providers have participated, improving their knowledge significantly. Quiz scores rose from 38% to 94%, with notable improvements in key areas like etiology, warning signs, and risk assessment.</p>

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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p><b>Eric Paredes Save A Life Foundation - Smart Hearts Don't Miss A Beat</b></p> <p>Smart Hearts Do Not Miss A Beat is a program that empowers young people to prevent sudden death at home, in school, on the field, at the doctor's office and in their future families, and workplaces. This program offers SCA prevention learning for school aged students to empower the next generation of life savers.</p> <p>The program goals are:</p> <ul style="list-style-type: none"> <li>Educate youth to recognize warning signs and family risk factors so they can be their own heart health advocates.</li> <li>Empower youth to use CPR and an automated external defibrillator (AED) and teach others the Cardiac Chain of Survival.</li> <li>Equip youth with leadership skills that prepare them to advocate for prevention in their communities.</li> </ul>	Sweetwater Unified High School District.	Scripps supports the "Smart Hearts Do Not Miss A Beat" program offered by the Eric Paredes Save A Life Foundation, educating over 1,400 students and 198 educators on preventing sudden cardiac arrest. The program has equipped high school students to deliver its content to middle schools. On the whole, the average pre-quiz score was 47%, significantly advancing to an average of 78% in the post-quiz, emphasizing its crucial role in educating schools on cardiac arrest prevention.

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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps Memorial Hospital Encinitas	<p><b>BrainMasters: Improvisational Speaking Group for Stroke and Brain Injury Survivors</b></p> <p>According to the American Heart Association, heart disease is the leading cause of death in the United States, and stroke is the fifth leading cause. Heart disease and stroke can result in poor quality of life, disability, and death. Making sure people who experience a cardiovascular emergency like stroke, heart attack, or cardiac arrest get timely recommended treatment can reduce their risk for long-term disability and death. Teaching people to recognize symptoms is key to helping more people get the treatment they need.</p> <p>In 2017, Scripps Memorial Hospital Encinitas launched a program called BrainMasters to address the communication challenges of stroke and brain injury survivors. BrainMasters is an improvisational speaking group for adults coping with acquired brain injury and is facilitated by a brain injury survivor. <a href="#">Stroke Treatment and Recovery - Scripps Health</a>.</p>		<p>The BrainMasters-Improvisational Speaking Group for Stroke &amp; Brain Injury Survivors, which is free and open to the community, had a total attendance of 137 individuals in Fiscal Year 2023. This program served as a valuable resource for survivors, helping them learn self-care strategies and develop coping skills to improve their quality of life.</p>



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps Mercy Hospital Chula Vista	<p><b>Stroke Transitional Care Program and Brain Injury Support Group at Scripps Mercy Hospital Chula Vista Well-Being Center</b></p> <p>Scripps offers stroke and brain injury support groups for survivors, caregivers and loved ones at the Scripps Mercy Hospital Chula Vista Well Being Center. The key role is to help patients by assisting in navigating the health care system, reduce any barriers to care that may prevent the patient from accessing care post hospital discharge, and provide community resources/referrals to assist in the patient's wellness.</p>		<p>Scripps conducted bi-monthly support groups and educational sessions in both Spanish and English, benefiting numerous individuals and families recovering from stroke and brain-related illnesses. The program had active participation, with more than 100 individuals benefitting from these group sessions. Additionally, Scripps initiated outreach and follow-up calls for stroke and TIA patients, providing guidance and support in navigating the healthcare system, which has assisted a significant number of patients in addressing their social service needs and emotional well-being. To date, 194 stroke patients have received assistance through this program.</p> <p><u>Scripps Health Stroke Program Community Outreach</u></p> <p>A Scripps Health Stroke Team member delivered a Spanish presentation on "Stroke and Depression" at the Scripps Chula Vista Wellness Center, with an audience of 10 participants on August 14, 2023. The Scripps Health Stroke Team conducted Stroke Risk Assessments at two open house events (Imperial Beach Firehouse Open House/Coronado Firehouse Open House) in October 2022, screening 60 community members for stroke risk factors and providing education on BE FAST stroke recognition and the importance of calling 911 for stroke symptoms.</p>

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<p>Scripps Memorial Hospital Encinitas</p>	<p><b>Stroke and Brain Injury Support and Education Group at Scripps Memorial Hospital Encinitas</b></p> <p>The support group is offered to brain injury survivors, caregivers, and their loved ones. The group provides:</p> <ul style="list-style-type: none"> <li>• Information and resources</li> <li>• Reinforce inner strengths.</li> <li>• Learn self-care strategies.</li> <li>• Develop encouraging peer relationships.</li> <li>• Continue a life of meaning and purpose.</li> </ul>		<p>Scripps Encinitas hosted two comprehensive Fall Prevention Workshops with more than 70 attendees. “Standing Strong Fall Prevention Workshop” which helps seniors reduce risk of falls through assessments and education. The team assessed individual risk factors for strokes with a stroke prevention educator. Provided education on lifestyle changes that can reduce risk of strokes and falls. Completed 15 stroke risk screenings and identified 5 individuals with high-risk scores.</p> <p>Scripps Health Stroke Team conducted a Stroke Risk and Blood Pressure Screening event at Scripps Encinitas Rehabilitation Center, screening 15 individuals for stroke risk and providing blood pressure assessments. Education on stroke risk reduction and recognition using the BE-FAST method was offered during the event.</p>






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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps Green Hospital (Integrative Medicine Department)	<p><b>Parkinson's Boot Camp</b></p> <p>Scripps provides a full day of education and fun activities for people with Parkinson's disease. Patients and families learn about the psychological impact of Parkinson's, the benefits of exercise and positive attitude, dietary considerations, and integrative approaches to treatment. Patients are offered preventative modalities and overall life improvement options stressing the importance of staying active and joining a support group. <a href="#">Parkinson's Disease Treatment - Scripps Health</a>.</p>	<p>Led by Scripps Clinic Neurologist, Melissa Houser, MD, the Scripps Movement Disorder Clinic, and the Shiley Fitness Center.</p>	<p>The event was paused due to the pandemic. However, the Parkinson's Association of San Diego has since expanded its scope to reach a wider community audience, offering annual events. The event occurred in November at De Anza Cove in San Diego. <a href="https://parkinsonsassociation.org/">https://parkinsonsassociation.org/</a></p> <p>Scripps is providing daily classes for people with Parkinson's. These classes are supported by Scripps Health Movement Disorder Clinic.</p>

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Scripps System	<p><b>Scripps Health Stroke Program Community Outreach</b></p> <p>Scripps Health educates and engages the San Diego community for stroke by attending at least one community event and screening for stroke via a stroke risk factor score card and educating individuals on <a href="#">BE FAST</a> (how to recognize symptoms of stroke and calling 911 for someone exhibiting stroke symptoms). The BE-FAST screening tool is a straightforward way to recognize and remember the signs of stroke. The acronym stands for <b>B</b>alance, <b>E</b>yes, <b>F</b>acial Drooping, <b>A</b>rm, <b>S</b>peech, and <b>T</b>ime</p> <p>The BE-FAST screening tool is a straightforward way to recognize and remember the signs of stroke. The acronym stands for <b>B</b>alance, <b>E</b>yes, <b>D</b>rooping, <b>A</b>rm, <b>S</b>peech, and <b>T</b>ime.</p> <ul style="list-style-type: none"> <li><b>Balance:</b> Sudden loss of balance or coordination</li> <li><b>Eyes:</b> Sudden blurred, double or loss of vision</li> <li><b>Facial drooping:</b> Drooping or numbness of the face. Usually only on one side. This can be recognized by a crooked smile.</li> <li><b>Arm:</b> Weakness or numbness of arms or legs on one side of the body. The inability to raise one's arm fully.</li> <li><b>Speech:</b> Slurred speech, unable to speak, or difficult to understand.</li> <li><b>Time:</b> If ANY of these symptoms are experienced, call 9-1-1 immediately.</li> </ul> <div>  <p><b>Know the signs of stroke</b></p>   <p>Scan this QR code using your phone's camera to visit <a href="https://scripps.org/StrokeSigns">Scripps.org/StrokeSigns</a>.</p> <ul style="list-style-type: none"> <li><b>B</b> is for balance</li> <li><b>E</b> is for eyes</li> <li><b>F</b> is for face drooping</li> <li><b>A</b> is for arm weakness</li> <li><b>S</b> is for speech difficulty</li> <li><b>T</b> is for time to call 911</li> </ul> </div>	American Heart Association, San Diego Padres, Scripps Clinics (Coastal) San Diego County Stroke Consortium/Stroke Advisory Committee, San Diego Padres, American Stroke Association, County of San Diego EMS.	<p>The Scripps Stroke Team and their community partners worked to decrease strokes in San Diego County by educating and engaging individuals and communities in understanding and taking action to address the risk factors that cause heart attacks and strokes. In Fiscal Year 2023, the Scripps Health Stroke Program provided the following community outreach efforts aimed to reduce strokes in San Diego County.</p> <p>Scripps sponsors a wide variety of stroke education and awareness events in the community and participated in the SD County Stroke Consortium/Stroke Advisory Committee, a county-wide stroke group, consisting of SD County Stroke Receiving Center Stroke Program Coordinators, Stroke Champions, and Stroke Leadership.</p> <p>Stroke Awareness San Diego Padres Event. Scripps collaborated with the San Diego Stroke Consortium to raise stroke awareness during a San Diego Padres event. The event utilized the Jumbotron at the Padres Stroke Awareness game to educate the community about the dangers of strokes and how to recognize their signs and symptoms. This effort reached a large audience, as the stadium can hold up to 40,000 fans. It was a significant initiative to promote stroke awareness and prevention.</p> <p>The Stroke Team conducted four community stroke presentations, educating 62 individuals. Additionally, they participated in three stroke risk assessment events, offering stroke risk screening to 75 individuals. These efforts were crucial in raising awareness and promoting stroke prevention in the community.</p>



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Scripps Mercy Hospital Chula Vista	<p><b>Helping Patients with Food Insecurity to Heal</b></p> <p>The Scripps-Mama's Kitchen Medically Tailored Meals Post-Discharge from Heart Failure Hospitalization is a pilot study that aims to provide meals and an individualized medical nutrition therapy intervention. In collaboration with Mama's Kitchen, Scripps Mercy aims to improve healthcare outcomes and reduce hospital readmissions within 12 weeks for individuals diagnosed with Congestive Heart Failure (CHF) in San Diego County. The goal is to empower individuals to effectively manage their CHF with a focus on enhancing patient longevity, symptom control, and overall quality of life. Congestive heart failure patients admitted to Scripps Mercy Chula Vista and Scripps Mercy San Diego are eligible to be recruited for the Mama's Kitchen-Scripps Pilot Study. Individuals are randomized into either group 12- weeks of meals only, or meals and registered dietitian group.</p>	Mama's Kitchen SDSU Public Health and Social Work Students	<ul style="list-style-type: none"><li>• Number of persons served: 34.</li><li>• Number of medically tailored meals delivered and/or other interventions offered: 27.</li><li>• Readmissions and/or heart disease worsening: 9</li></ul>



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Select Specialty Hospital San Diego	<b>Specialized Treatment for Cardiovascular Disease &amp; Stroke</b> In 2021, Scripps Health acquired 24.5% of Select Hospital's holdings through IHS Holding Company LLC.		Select Specialty Hospital San Diego targets patients for admission with cardiovascular disease and stroke-related conditions. Documentation of these patients is maintained by tracking each patient's ICD-10 to ensure that the Hospital continues to focus on Cardiovascular and Stroke-related patient population. <ul style="list-style-type: none"><li>• Admissions in 2023 - 702</li><li>• Cardiovascular disease – 40%</li><li>• Stroke – 2%</li><li>• Cardiovascular disease and stroke – 1%</li><li>• All others - 57%</li></ul>

**Identified Community Need – Chronic Health Condition - Diabetes**

**Objectives/Anticipated Impact:**

- Implement comprehensive programs to reduce the burden of diabetes and enhance the quality of life for individuals with diabetes or at risk of diabetes.
- Improve access to diabetes educational materials, self-management education, and support services, with a particular focus on underserved populations.
- Develop and deliver culturally sensitive diabetes education and training programs to empower individuals with culturally relevant knowledge and skills for managing their diabetes.
- Enhance culturally appropriate self-management diabetes education and support through innovative digital interventions.

Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p><b>Project Dulce Care Management</b></p> <p>Diabetes prevalence is predicted to rise dramatically during the next 20 years, and associated spending is expected to increase threefold. High need and uninsured individuals have been found to be at most risk for poor health status. Cultural barriers contribute to this burden by preventing optimal care among diverse ethnic groups that are at elevated risk for high-cost complications.</p> <p>Internationally recognized as one of the most effective approaches to diabetes management in high need and diverse populations, Project Dulce has provided diabetes care and self-management education at community health centers, and other community-based locations for over 20 years. The program provides culturally sensitive diabetes care management programs for people in high-risk, underserved communities and uses nurses, dieticians and specially trained educators known as “Promotoras” to counsel diabetes patients while educating them to support others with diabetes within their own cultural groups. Diabetes management classes have been adapted for Hispanic, African American, Arabic and Filipino populations are taught in the patients’ native languages.</p>	Neighborhood Healthcare: Escondido and Temecula, Family Health Centers of San Diego, San Ysidro Health Center	<p>One of the primary components of the program is recruiting peer educators from the community to work directly with patients. These educators reflect the diverse population affected by diabetes and help teach others about changing eating habits, adopting exercise routines, and nurturing their wellbeing to manage this chronic disease. The goal is to expand Project Dulce Clinical Services to different populations.</p> <p>Project Dulce provided 2,189 diabetes clinical care visits for high need and underserved individuals throughout San Diego.</p>



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Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<p><b>Scripps Whittier Diabetes Institute - Academic, Health System and Community Partnerships to Support Community Engaged Research</b></p> <p>The Scripps Whittier Diabetes Institute (SWDI), in partnership with the San Diego State University provide services and partnerships for the Community Engagement (CE) Research Core for the National Institutes of Health/ National Center for Advancing Translational Sciences (NIH/NCATS) awarded Scripps Research-based Clinical Translational Science Award (CTSA). The CE Core is centered within the Scripps Whittier Diabetes Institute and supported in partnership with the Institute for Public Health and the South Bay Latino Research Center, both located at San Diego State University (SDSU). The goals of the CE core include reducing health disparities and promoting health justice and equity.</p>	Scripps Research Translational Institute, San Diego State University-Institute for Public Health and South Bay Latino Research Center	<ul style="list-style-type: none"><li>• Number of consultations provided annually: 40.</li><li>• Number of community contacts/collaborations: 39</li></ul>

# Scripps Health

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Scripps System	<p><b>Scripps Whittier Diabetes Institute - Studies to Improve Health of At-Risk Underrepresented Communities.</b></p> <ul style="list-style-type: none"> <li><b>Dulce Digital Filipino Americans:</b> "Project Dulce Filipino Americans" customizes diabetes self-management programs, such as Project Dulce and Dulce Digital, for the Filipino American community, which faces a growing prevalence of Type 2 diabetes. This intervention involves cultural adaptations and translations into Tagalog to enhance relevance and engagement. The courses are freely available online and in-person at various locations in the County.</li> <li><b>Dulce Digital Arab Americans:</b> The "Project Dulce Arab Americans" aims to identify Type 2 diabetes (T2D) health communication barriers within San Diego's Arab American community. It seeks to develop culturally and linguistically tailored diabetes self-management education programs (Project Dulce and Dulce Digital). The study also explores genetic predisposition for T2D in Arab Americans through a biorepository and incorporates genomics education into the tailored program, delivered in Arabic for cultural relevance and better participant engagement.</li> <li><b>Dulce Digital 2.0 Hispanic communities:</b> "Dulce Digital 2.0 Hispanic Communities" focuses on expanding healthcare access for low socioeconomic status (SES) individuals, reducing health disparities, and enhancing digital health literacy. The program assesses two mobile health (mHealth) adaptations of Project Dulce, aimed at improving digital health literacy among underserved adults with diabetes. It compares three models: 1) a low-cost, educational text messaging program (Dulce Digital); 2) a telehealth version of Project Dulce; 3) the traditional in-person Project Dulce self-management education program, all available in English or Spanish based on participants' preferences.</li> <li><b>CyberGEMS - Continuous Glucose Monitoring:</b> Scripps Whittier Diabetes Institute received a \$3.1 million NIH grant to study wireless continuous glucose monitoring (CGM) devices in hospitalized Type 2 diabetes patients. The research builds on previous studies and the use of CGM devices during the COVID-19 pandemic to reduce nurse</li> </ul>	San Ysidro Health Center, Scripps Whittier Diabetes Institute-Chula Vista, Scripps Mercy Hospital	<p>The Scripps Whittier Diabetes Institute has conducted several studies aimed at improving the health of at-risk, underrepresented communities. These studies include:</p> <ol style="list-style-type: none"> <li>1. Dulce Digital Filipino Americans</li> <li>2. Dulce Digital Arab Americans</li> <li>3. Dulce Digital 2.0 Hispanic Communities</li> <li>4. CyberGems</li> <li>5. ACT1VATE study</li> </ol> <p>Recruitment goals for these studies are as follows:</p> <ol style="list-style-type: none"> <li>1. 50 Dulce Digital Filipino Americans (recruited from Family Qualified Health Center (FQHC) community partner and Scripps registry report - EPIC)</li> <li>2. 50 Dulce Digital Arab Americans (recruited from FQHC community partners)</li> <li>3. 150 Dulce Digital 2.0 Hispanic Communities</li> <li>4. 550 CyberGems (recruited from Scripps registry report - EPIC)</li> <li>5. 250 participants in the ACT1VATE study (recruited from Scripps registry report - EPIC)</li> </ol> <p>Recruitment involves pulling a registry report from EPIC for all Scripps patients who meet the study inclusion criteria. It is confirmed that these patients have indicated in their Electronic Health Record (EHR) that they are willing to be contacted for research participation. Subsequently, their healthcare providers are contacted for approval to recruit them into the studies. Once all necessary approvals are obtained, the patients are contacted to invite them to participate in the studies.</p> <p>For FY23, recruitment numbers were as follows:</p> <ul style="list-style-type: none"> <li>• 2 Dulce Digital Filipino Americans</li> <li>• 2 Dulce Digital Arab Americans</li> <li>• 37 Dulce Digital 2.0 Hispanic Communities</li> <li>• 75 CyberGems</li> <li>• 52 participants in the ACT1VATE study</li> </ul>



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	<p>interventions. The study aims to improve blood sugar control during hospitalization, particularly among high-risk, underserved patients. It began in early 2022 with over 50 participants.</p> <ul style="list-style-type: none"><li>• <b>ACT1VATE:</b> Scripps Whittier Diabetes Institute received a \$3.3 million NIH grant in 2020 for a five-year study called ACT1VATE. It aims to integrate mental health services into Type 1 diabetes care, addressing emotional distress in patients. The study evaluates whether this integration improves diabetes management and quality of life in a real healthcare environment through group-based Acceptance and Commitment Therapy</li></ul>		

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Scripps System	<p><b>Scripps Whittier Diabetes Institute Professional Education and Training</b></p> <p>Scripps Whittier Diabetes Institute offers comprehensive professional education programs led by experts, including endocrinologists, nurses, dietitians, psychologists, and more. These programs aim to enhance the diabetes management knowledge and skills of healthcare professionals, community partners, clinical providers, federally qualified health centers, community-based organizations, and peer educators.</p>	<p>Project Dulce licensed partners listed below.</p> <p>Adventist Health - Sonora Alameda County Public Health Department, Camarena Health, La Maestra Community Health Centers, Metro Caring, Neighborhood Healthcare, Northeast Valley Health Corporation, Roots Community Health Center, Salt Pima River Indian Maricopa Community San Ysidro Health Tiburcio Vasquez Health Center, Vista Community Clinic, Tulare County Health &amp; Human Services Agency, Trenton Health Team</p>	<p>This is a program developed by Scripps. The target population includes parent educators and clinical providers. In FY23, the team organized four webinars and three training sessions, which included the Project Dulce curriculum, along with one professional CME training program. These initiatives were aimed at educating healthcare professionals both locally and nationally on delivering high-quality diabetes care.</p> <ul style="list-style-type: none"> <li>Number of participants that receive professional education on insulin management, incretin therapy, and diabetes basics and training to deliver diabetes group education: 60.</li> <li>CME programs for physicians and nurses, pharmacists, dietitians, and midlevel providers: 194.</li> </ul>

Identified Community Need – Community Safety			
Objectives /Anticipated Impact: <ul style="list-style-type: none"> <li>Implement educational programs and awareness campaigns to better prepare the public in life-saving techniques, such as first aid and CPR.</li> <li>Provide comprehensive community education to decrease preventable deaths and injuries.</li> </ul>			
Hospital Facility	Programs and Strategies	Partnerships & Collaborations	Evaluation Methods, Measurable Targets and Other Comments
Scripps System	<b>Saving Lives through Stop the Bleed Campaign &amp; Program</b> The course is developed for a nonmedical audience to address the needs of the immediate responder to control life-threatening bleeding until help arrives. The initiative is a national awareness campaign to teach the civilian population to provide vital initial responses to stop uncontrolled bleeding in emergency situations. Scripps provides a 90-minute course including a formal presentation and hands-on practice of direct pressure application, wound packing, and use of a tourniquet.	The American College of Surgeons (ACS) and ACS Committee on Trauma, Scripps Trauma Services	<p>Supported by the American College of Surgeons, the Department of Homeland Security, and numerous police departments, the program aims to teach bystanders how to properly place pressure on a wound or apply a tourniquet in an emergency.</p> <p>This initiative involved providing a 90-minute course that included a formal presentation and hands-on practice of life-saving techniques such as direct pressure application, wound packing, and tourniquet use. These skills are essential for immediate responders in controlling life-threatening bleeding until professional help arrives. Scripps Health conducted 10 training sessions, and a total of 375 individuals attended, equipping them with crucial knowledge and skills to potentially save lives in emergency situations.</p> 

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Scripps Memorial Hospital La Jolla	<p><b>Lifeguard Trauma Conference</b></p> <p>This conference is a continuing education and training opportunity for lifeguards to learn from doctors, nurses, and other experts on a variety of topics related to professional ocean lifeguards. Each year, this hospital-based community benefit program is dedicated to reducing the burden of beach injuries and drowning events. Through partnerships with local lifeguard departments, hospital personnel, and nonprofit organizations it will promote beach and water safety culture through targeted education initiatives and engagement with the community.</p>	<p>California Surf Lifesaving Association (CSLA) Lifesaving Association, California State Parks</p>	<ul style="list-style-type: none"> <li>Number of participants enrolled: 70.</li> <li>In Fiscal Year 2023 Scripps Memorial Hospital La Jolla Trauma department hosted an in-person San Diego County Lifeguard Education Conference. It provided education on several topics critical for ocean and beach lifeguards, including drowning resuscitation, Stop the Bleed: Bleeding control training. Skin Cancer Prevention for Lifeguards, Complications of Stingray injuries, and Careers in Lifeguarding. Out of the 70 people that attended the conference there were 34 who completed the satisfaction survey.               <ul style="list-style-type: none"> <li>13 individuals evaluated it as excellent.</li> <li>17 as very good</li> <li>2 as good</li> <li>2 as fair</li> </ul> </li> </ul>



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Scripps Mercy Hospital San Diego	<p><b>Safe Teen Driving - Every 15 Minutes High School Program</b></p> <p>"Every 15 Minutes" is a two-day program involving high school juniors and seniors that encourages them to think about personal safety when alcohol is involved, making mature decisions, and recognizing that their actions affect others. The program's name was derived from the fact that in the early 1990's, every fifteen minutes, someone in the United States died in an alcohol-related traffic collision.</p> <p>The program challenges students to look at this issue in an up close and personal way, immersing them in the collateral damage that driving under the influence causes, and calling on them to take responsibility for their personal safety, as well as the safety of others.</p>	California Highway Patrol	In FY23, this program was not conducted due to COVID-19 and resource availability by both organizations.



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Identified Community Need – Economic Stability

Objectives/Anticipated Impact:

- Enhance food security and nutritional well-being through CalFresh assistance.
- Reduce food insecurity rates by providing nutrition education, counseling, breastfeeding support, and food vouchers to underserved pregnant and parenting women and children aged 0-5 through the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC).
- Enhance outcomes for high-risk, underfunded patients and community members through coordinated referrals, connecting them efficiently with essential community services.

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Scripps System	<p><b>Scripps Health CalFresh Screenings</b></p> <p>Hospitals are proactively addressing food insecurity among individuals to improve their health. The Public Resource Specialist (PRS) Team is dedicated to screening and enrolling patients in CalFresh, a program that helps people access food. Integrating food assistance into healthcare settings encourages eligible residents to sign up for food support as part of their patient care plan.</p>	County of San Diego	<p>In Fiscal Year 2023, The Public Resource Specialist (PRS) team conducted successful screenings and held important conversations about food insecurity with 5,456 patients in Fiscal Year 2023. Following these screenings, PRS submitted 3,915 Medi-Cal applications and 561 CalFresh applications to the County.</p>



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Scripps Mercy Hospital San Diego	<p><b>Scripps Mercy’s Supplemental Nutrition Program for Women, Infants and Children (WIC)</b></p> <p>Scripps Mercy Hospital administers the state-funded WIC program in San Diego County, serving around 6,200 women and children annually, with a focus on high need families.</p> <p>The Scripps Mercy WIC program plays a key role in maternity care by reaching high need women to promote prenatal care, good nutrition and breastfeeding during pregnancy and offer lactation support (one on one and group), as well as breast pumps, pads, and other supplies during the postpartum period.</p>	Healthy San Diego Health Plans, State Department of Public Health WIC Division.	During Fiscal Year 2023, this program offered nutrition services, counseling, and food vouchers to support the health and well-being of 75,004 women and children residing in South and Central San Diego.



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Scripps Mercy Hospital San Diego	<p><b>Catholic Charities – Case Management Services: Shelter Support for the Medically Fragile</b></p> <p>The partnership with Catholic Charities provides short term emergency shelter for medically fragile homeless patients upon discharge from Scripps Mercy Hospital, San Diego, and Chula Vista. Case Management and shelter are provided for homeless patients discharged from Scripps Mercy Hospital. While these patients no longer require hospital care, they do need a short-term recuperative environment. The focus of the case management is to stabilize the client by helping them connect to more permanent sources of income, housing, and other self-reliance measures. The partnership seeks to reduce emergency room recidivism in this population and improve their quality of life.</p>	Catholic Charities-Diocese of San Diego, Shelters, Motels, Vocational Rehabilitation Office, Interfaith Shelter Network, Access to Independence, VA Outreach, Consumer Center, Disability Help Center	Catholic Charities no longer provides hotel room vouchers ( “bridge services”) for the homeless. Referrals are no longer tracked, but the partnership continues.

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Scripps Mercy Hospital San Diego	<p><b>The City of Refuge Recuperative Care Unit Programs (RCU)</b></p> <p>Recuperative Care provides people who are experiencing homelessness with temporary shelter following a hospital discharge, to prevent them from falling back onto the streets while ill and recovering.</p> <p>Scripps Health partners with City of Refuge San Diego Recuperative Care Shelter (RCS) to offer recuperative care for homeless individuals after hospital discharge, providing them with a safe place to recover and prevent a return to the streets. Scripps pays a daily rate to City of Refuge for housing and services for these patients.</p>	The City of Refuge San Diego, Family Health of San Diego	<ul style="list-style-type: none"> <li>RCU patients accumulated a total of 432 hospital days, with an average stay of 10 days before transitioning to RCU. Program helps to avoid hospitalization.</li> <li>Payer mix of recuperative care shelter patients: 25.5% Medi-Cal, 13% Medi-Cal HPE, 7% restricted Medi-Cal, and 46.5% HMO Medi-Cal (including CHG, BSP, Aetna, Healthnet, Molina).</li> <li>Eligibility benefits of recuperative care shelter patients: 46.5% were enrolled in Medi-Cal.</li> <li>Patients transitioning into drug rehab and mental health treatment centers: 4.65% received drug rehab services.</li> <li>Patients connected to a primary care provider or established care at a community clinic: 95.3% did so.</li> <li>Percentage breakdown of patients completing their recuperative care and returning to previous living situations: 7% chose to return, 35% left voluntarily or were discharged for non-compliance, 18.6% were picked up by family or relocated to a friend's house, 9.3% returned to their hometown, 4.7% improved their living situation, 2% entered a shelter, and 4.7% remained at RCU.</li> <li>Percentage of patients returning to the hospital for further treatment: 14%.</li> </ul>

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Scripps Mercy Hospital San Diego	<p><b>Consumer Center for Health Education and Advocacy (CCHEA) – A Project of the Legal Aid Society of San Diego, Inc.</b></p> <p>The Consumer Center partnership is a Medical Legal Partnership with Scripps Mercy hospital. The program helps to educate consumers about health care benefits and changes occurring with eligibility and enrollment in coverage programs. Staff will assist uninsured/underinsured high need Scripps patients obtain access to Medi-Cal, County Medical Services (CMS), Covered California, and private insurance.</p> <p><b>Specific Intent of the Project.</b></p> <ul style="list-style-type: none"> <li>• Collaborate with hospital staff to ensure appropriate and timely referrals including those eligible for SSI.</li> <li>• Screen patients for eligibility to health benefits and income programs.</li> <li>• Guide patients through the hearing process for denials of applications as well as service denials.</li> <li>• Educate patients about the Cal Medi Connect and the benefits of health plan membership including transportation to medical appointments, access to a plan-operated 24/7 nurse line, and additional vision care services.</li> <li>• Provide information to Scripps staff and at community-based health events including to those entities that serve homeless populations.</li> <li>• Monitor benefit changes and educate hospital staff on eligibility requirements for entitlement programs.</li> <li>• Identify systemic issues related to accessing health care benefits.</li> </ul>	A variety of non-profit organizations	<ul style="list-style-type: none"> <li>• During the grant year, project staff received 274 referrals, with 13% resulting in cases.</li> <li>• A total of 52 patients received services, including 35 new referrals. Of these, 16 were granted health benefits or presumptive eligibility, 15 received brief services, 2 received financial assistance from Scripps, and 3 have pending cases.</li> <li>• Additionally, 9 patients from a previous reporting period were granted benefits, and 8 received brief legal advice.</li> <li>• Staff prioritized the patient-centered medical home approach, assisting 16 uninsured patients in enrolling in public benefits during the grant year.</li> </ul>