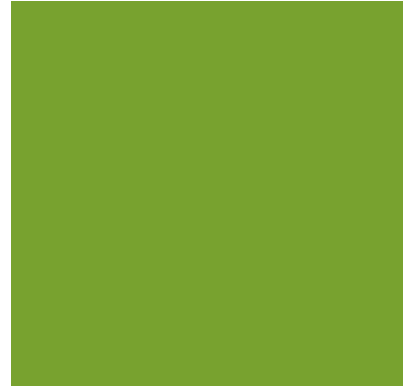
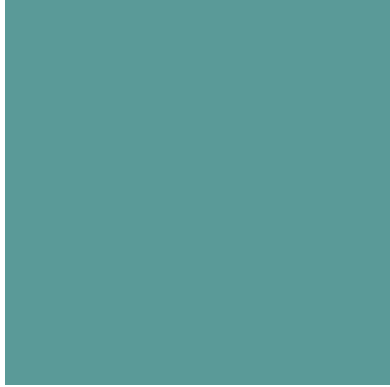
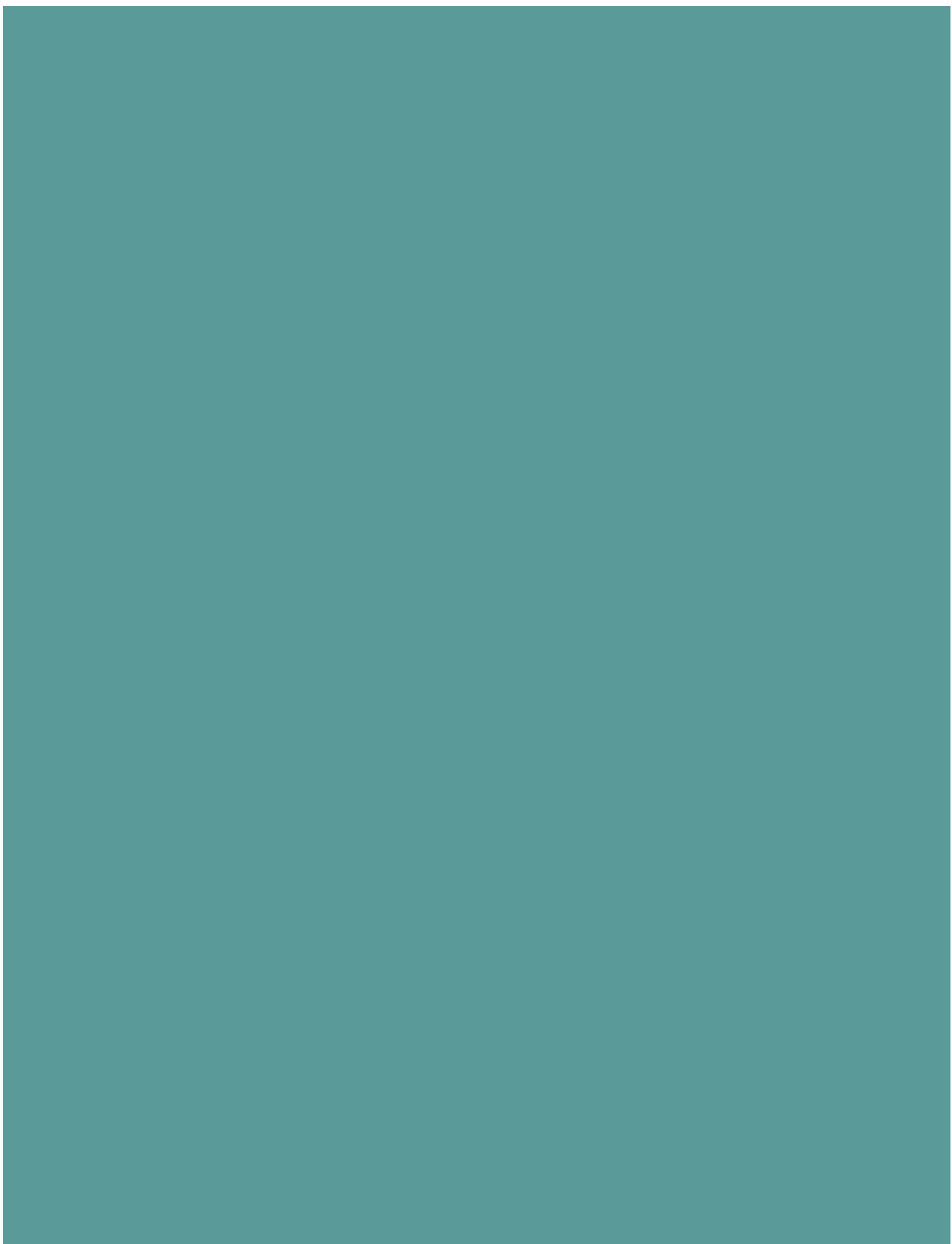


# California Pacific Medical Center Report to the Community

2010



California Pacific  
Medical Center  
A Sutter Health Affiliate  
*With You. For Life.*



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# Community Benefit Program Overview

The Community Benefit Program at Sutter Health's California Pacific Medical Center (CPMC) aims to make the health care system in San Francisco more accessible and equitable for the residents of the City and County of San Francisco.

## KEY PROGRAM STATISTICS FOR 2010

Year after year, the investments CPMC makes in community services and programs benefit a large number of individuals. In 2010, CPMC's programs had the following impacts:

- Nearly 24,000 Medi-Cal patients and more than 7,000 charity care recipients were seen at CPMC campuses
- Approximately 12,000 unique patients were seen at St. Luke's Health Care Center, one of the largest private community clinics South of Market
- More than 500 surgical procedures were provided to patients through a partnership with the Lions Eye Foundation for vision care
- Over 750 individuals were screened for Hepatitis B in partnership with the San Francisco Hep B Free program
- 1,500 children were seen across five Child Development Center locations and through outreach program partners
- More than 500 breast exams, diagnostic screening tests and treatments were provided to over 350 underserved women through the African American Breast Health and Sister to Sister programs
- 720 medical professionals received world-class training at CPMC, including:
  - o 240 physicians
  - o 327 nursing students
  - o 153 allied health professionals
- More than 200 clinical trials were conducted through CPMC's Research Institute
- Nearly 200 individuals participated in CPMC's workforce development programs for underserved youth

## PROGRAM COMPONENTS

The primary focus of CPMC's Community Benefit Program is to provide health care to poor and underserved patients citywide through a variety of programs, including:

- 1 Providing charity care for patients with family incomes below 400 percent of the federal poverty level
- 2 Covering the unpaid costs of health care for Medi-Cal patients
- 3 Focusing on reducing health disparities within specific populations by improving outcomes in:
  - Adult and senior health
  - Pediatrics
  - Breast health

In addition, CPMC contributes to the broader San Francisco community through programs such as:

- 1 Medical education programs to train physicians, nurses and other health professionals
- 2 Biomedical and clinical research to advance patient care
- 3 Community workforce development programs that include providing career development opportunities for youth

Finally, CPMC works through community partners to improve the health of San Francisco residents by providing grants and sponsorships to community-based organizations that deliver health and social services to underserved San Franciscans.

## COMMUNITY BENEFIT PLANNING AT CPMC

CPMC is a founding member of Building a Healthier San Francisco (BHSF), a city wide collaborative of San Francisco non-profit hospitals, the Department of Public Health, philanthropic foundations, health plans, and community-based health organizations. BHSF conducts a community health needs assessment every three years to determine where the members of the collaborative should focus efforts to improve the health of San Francisco residents.

Based on the 2010 health needs assessment, BHSF defined the following four health improvement goals:

- 1 Improve access to care
- 2 Prevent chronic disease and increase wellness
- 3 Reduce the incidence of communicable disease
- 4 Engage in violence prevention

As a member of the BHSF collaborative, CPMC is committed to forwarding these goals through its Community Benefit Program. CPMC programs support the four BHSF goals as follows:

BHSF GOAL	KEY CPMC PROGRAMS
Improve access to care	<ul style="list-style-type: none"> <li>• Traditional charity care</li> <li>• Unpaid costs of Medi-Cal</li> <li>• African American and Sister to Sister Breast Health Programs</li> <li>• Coming Home Hospice</li> <li>• HIV / AIDS Case Management</li> <li>• Bayview Child Health Center</li> <li>• Kalmanovitz Child Development Center</li> <li>• Lions Eye Foundation</li> <li>• Operation Access</li> <li>• Project Homeless Connect</li> <li>• St. Luke's Health Care Center/HealthFirst</li> </ul>
Prevent chronic disease and increase wellness	<ul style="list-style-type: none"> <li>• African American and Sister to Sister Breast Health Programs</li> <li>• Bayview Child Health Center</li> <li>• Kalmanovitz Child Development Center</li> <li>• St. Luke's Health Care Center/HealthFirst</li> </ul>
Reduce the incidence of communicable disease	<ul style="list-style-type: none"> <li>• Hep B Free Campaign</li> <li>• HIV / AIDS Case Management</li> </ul>
Engage in violence prevention	<ul style="list-style-type: none"> <li>• Sponsorships to community-based organizations that address violence prevention</li> </ul>

## PROGRAM FINANCIALS

CPMC's quantifiable community benefit expenditures are outlined below. Over the past four years, CPMC has steadily increased its contributions to the community, spending close to \$158M in 2010.

	COMMUNITY BENEFIT EXPENSE (IN \$'000)				% CHANGE FROM 2009 TO 2010
	2007	2008	2009	2010	
SERVICES TO THE POOR AND UNDERSERVED					
Charity Care including Healthy San Francisco (HSF)	\$5,315	\$7,584	\$10,215	\$15,304	50%
Unpaid Costs of Medi-Cal (Medi-Cal shortfall)	\$53,369	\$57,941	\$59,208	\$75,923	28%
Other Benefits for the Poor & Underserved	\$12,373	\$11,403	\$10,871	\$9,853	(9)%
<b>Total</b>	<b>\$71,057</b>	<b>\$76,928</b>	<b>\$80,294</b>	<b>\$101,080</b>	<b>26%</b>
BENEFITS TO THE BROADER COMMUNITY					
Non-Billed Services	\$650	\$819	\$1,036	\$424	(59)%
Education & Research including Workforce Development	\$51,015	\$51,795	\$59,492	\$55,989	(6)%
Cash and In-Kind Donations	\$572	\$529	\$502	\$473	(6)%
Other Community Benefits	\$49	\$64	\$39	\$12	(69)%
<b>Total</b>	<b>\$52,286</b>	<b>\$53,207</b>	<b>\$61,069</b>	<b>\$56,898</b>	<b>(7)%</b>
<b>GRAND TOTAL</b>	<b>\$123,343</b>	<b>\$130,135</b>	<b>\$141,363</b>	<b>\$157,978</b>	<b>12%</b>

In the four years from 2007 to 2010:

- Charity care contributions almost tripled
- Unpaid costs of Medi-Cal increased by 42%
- Total quantifiable community benefit increased by 28%, with a 9% average annual increase from 2007 to 2010

## Services to the Poor and Underserved

CPMC provides health care to poor and underserved patients citywide through a variety of programs, including:

- Providing charity care for patients with family incomes below 400 percent of the federal poverty level
- Covering the unpaid costs of health care for Medi-Cal patients
- Focusing on reducing health disparities within specific populations

### CHARITY CARE POLICY & PATHWAYS

CPMC offers free care to the uninsured with family incomes below 400 percent of the federal poverty level, regardless of their immigration status. CPMC currently offers the most generous charity care policy in San Francisco.

In 2010, CPMC extended this community benefit to more than 7,000 individuals.

CPMC patients access charity care through the pathways described below.

#### Charity Care via the Emergency Department

CPMC provides charity care to patients who come to CPMC's emergency rooms but are uninsured and unable to pay for services.

#### Charity Care at CPMC's Clinics and through Partnership Programs

Patients seen at any of CPMC's clinics, such as the clinics at St. Luke's Health Care Center, can apply for charity care if they are uninsured and unable to pay for services. If they meet the criteria set forth within CPMC's charity care policy, they may receive services free of charge.

Patients entering the CPMC system through partnership programs, such as the Lions Eye Foundation and Operation Access, may also qualify for charity care at CPMC.

## Healthy San Francisco at CPMC

An important feature of CPMC's charity care program is its participation in Healthy San Francisco (HSF), a citywide universal health access program for the uninsured. Since 2009, CPMC has partnered with North East Medical Services (NEMS), one of the largest health care agencies serving Asians in the U.S., providing hospitalization and access to specialty care to HSF participants who are enrolled with NEMS as their medical home. Physicians at NEMS and CPMC work closely together to provide the best and most timely care for these patients.

On December 1, 2010, CPMC formed an HSF partnership with the Brown & Toland Medical Group (BTMG), one of the Bay Area's largest multispecialty medical groups. Through this new partnership, CPMC will provide comprehensive inpatient care to HSF participants who select BTMG as their medical home.

## MEDI-CAL PATIENTS AT CPMC

Providing access to health services for Medi-Cal recipients is a key component of CPMC's contribution to the City's health safety net. Medi-Cal patients have access to care at all of CPMC's campuses.

While the Medi-Cal program reimburses hospitals for services provided to its members, reimbursement rates fall short of the costs of care. CPMC covers this difference in cost. Federal and state agencies allow hospitals to report this difference in reimbursement as a "shortfall."

In 2010, CPMC extended this community benefit to close to 24,000 people, with a total expense of nearly \$76M.

## REDUCING HEALTH DISPARITIES IN UNDERSERVED POPULATIONS

CPMC operates and partners with community organizations on a number of programs focused on reducing health disparities within the areas of adult and senior health, pediatric health, and breast health.

ADULT AND SENIOR HEALTH PROGRAMS	PEDIATRIC HEALTH PROGRAMS	BREAST HEALTH PROGRAMS
<ul style="list-style-type: none"> <li>• St. Luke’s Health Care Center and HealthFirst</li> <li>• Lions Eye Foundation</li> <li>• Operation Access</li> <li>• Hep B Free Campaign</li> <li>• HIV/ AIDS Case Mgmt Program</li> <li>• Coming Home Hospice</li> <li>• Project Homeless Connect</li> </ul>	<ul style="list-style-type: none"> <li>• St. Luke’s Health Care Center Pediatric Clinic and HealthFirst</li> <li>• Kalmanovitz Child Development Center</li> <li>• Bayview Child Health Center</li> </ul>	<ul style="list-style-type: none"> <li>• African American and Sister to Sister Breast Health Programs</li> <li>• St. Luke’s Breast Health Partnerships</li> </ul>

A detailed description of each of these programs is provided in the following sections.

## Adult and Senior Health Programs

CPMC provides health services to underserved adults and seniors by operating its own programs, such as the St. Luke's Health Care Center and the HealthFirst program, as well as by partnering with community organizations that provide services to San Francisco residents.



Photo by Frank Jang

## ST. LUKE'S HEALTH CARE CENTER (SLHCC) AND HEALTHFIRST – ADULT SERVICES

SLHCC's unique patients served in 2010 (estimated)	12,000
HealthFirst's unique patients served in 2010	493
SLHCC's total patient visits in 2010	44,535
HealthFirst's total patient visits in 2010 (estimated)	1,837

St. Luke's Health Care Center (SLHCC) and HealthFirst, an affiliated center for health education and prevention, together form one of the city's largest private community health centers. The care SLHCC provides each year significantly expands the city's safety net, and makes services more readily available to publicly insured populations as well as to the uninsured. Without the SLHCC, many of these patients would have to use services at San Francisco General Hospital and its public clinics, facilities that are overwhelmed and operating at full capacity.

The SLHCC is equipped to provide services to adults, including a full range of obstetric and gynecological care at its Women's Center, and primary, acute, and chronic care at its Neighborhood Clinic for teenagers and adults. SLHCC's clinicians and staff are bilingual in English and Spanish, assuring culturally competent and sensitive care.

HealthFirst offers the community access to prevention, outreach, and education services. Over the past three years, HealthFirst has concentrated on best practices in chronic disease management, and particularly on integrating community health workers (CHW) into the multidisciplinary health care team. CHWs provide health education, assist patients with improving their self-management skills, and encourage them to receive timely and comprehensive care. In addition to working closely with SLHCC patients, CHW conduct self-management sessions for adult patients with chronic illnesses at Southeast Health Center in Bayview-Hunter's Point.

A three-year evaluation of HealthFirst's approach to managing chronic adult diabetes showed significant improvement in the health of those adults enrolled in the program.

## Diabetes Outcomes

HealthFirst followed 114 adult patients (67 percent women and 66 percent Spanish-speaking individuals) with type 2 diabetes from January 2007 to December 2009. On average, these patients experienced improvements in three standard measures of diabetic health.

MEASUREMENT	BASELINE	FOLLOW-UP	% CHANGE
Mean glycosylated hemoglobin (HbA1c)	10.55	8.72	-17.35%
Mean low-density lipoprotein (LDL)	100.38 mg/dl	89.92 mg/dl	-10.42%
Mean total cholesterol	171.07 mg/dl	163.09 mg/dl	-4.66%

In addition, patient perceptions of self-management significantly improved among 78 patients, from a baseline average score of 56 on a Patient Activation scale (indicating moderate control) to an average score of 64 (indicating improved control).

## Patient and Provider Satisfaction

A specific goal of the HealthFirst program is to promote overall patient and primary care provider satisfaction with the HealthFirst care delivery model. Survey and focus group results from both groups have been very positive and encouraging

- A telephone survey of 116 HealthFirst participants found that 98 percent of patients with diabetes were extremely satisfied with HealthFirst services
- A focus group of clinicians whose patients were HealthFirst participants, including two pediatricians, two internal medicine physicians, and two nurse practitioners, found that these providers were exceedingly satisfied with HealthFirst's role in helping patients manage their chronic conditions

## LIONS EYE FOUNDATION

Unique patients served in 2010	794
New patient referrals in 2010	428
Surgical procedures, including laser surgeries in 2010	528
Total visits in 2010	2,573

CPMC's 51-year partnership with the Lions Eye Foundation of California-Nevada provides access to highly specialized eye care for people without insurance or financial resources. Among its referral sources are many of San Francisco's safety net clinics, including North East Medical Services, the Haight Ashbury Free Clinic, the San Francisco Free Clinic and the Department of Public Health clinics.

Teaching and attending ophthalmologists donate their time and clinical knowledge in the eye clinic and assist at all patient surgeries. CPMC's expertise in complex eye procedures and surgeries complements the Lions Eye Foundation's singular mission, "to restore the gift of sight by providing free ophthalmic examinations, operations, and medication to the less fortunate members of our community."

## OPERATION ACCESS (OA)

Unique patients served in 2010	121
Procedures and evaluations performed in 2010	165

Operation Access (OA) provides access to diagnostic screenings, specialty procedures, and surgical care at no cost for uninsured Bay Area patients who have limited financial resources. OA mobilizes a network of 900 volunteer medical professionals across 33 hospitals and 82 community clinics to provide acutely needed medical care. Over the past decade, CPMC's partnership with OA has allowed CPMC staff to directly address a significant community need for access to specialty care, and plays a role in reducing health disparities.

In 2010, OA experienced a 31 percent increase in referrals from Bay Area community clinics, compared to 2009. CPMC's physician volunteers, in partnership with OA and the San Francisco Endoscopy Center, provided 12 percent of all OA services in the Bay Area and 60 percent of all San Francisco services. All of CPMC's volunteers who responded to the 2010 OA volunteer survey indicated that they would definitely volunteer with OA again in the future, demonstrating their extraordinary spirit of volunteerism and commitment to the community.

OA patients have consistently reported high levels of satisfaction with the program and its results. Results of the 2010 OA patient satisfaction survey include:

- 85 percent of respondents reported overall health improvement
- 90 percent of respondents reported improved quality of life after their surgeries

### HEP B FREE CAMPAIGN

Patients screened in 2010	758
Patients screened since 2008 campaign inception	3,878

San Francisco Hep B Free is a citywide campaign that aims to identify and manage every resident with existing hepatitis B virus (HBV) infection, and to vaccinate and protect those at significant risk for infection. It will establish San Francisco as the first city in the nation to comprehensively tackle this life-threatening disease. This unprecedented campaign provides hepatitis B testing and vaccination to Asians and Pacific Islanders (API) and other at-risk adults at locations throughout the city. HBV infection, and the liver cancer and liver failure strongly associated with it, are preventable through vaccination. The vaccine is so effective that the Centers for Disease Control and Prevention and the World Health Organization called the hepatitis B vaccine the first “anti-cancer” vaccine.

To bring CPMC’s experience and expertise to the campaign, Dr. Stewart Cooper, Sutter Pacific Medical Foundation’s Chief of Hepatology, Dr. Robert Gish, former Medical Director of CPMC Specialty Service Development and Dr. Judy Li, Vice President of Health System Innovation and Community Benefit, joined with citywide partners in designing and implementing the San Francisco Hep B Free campaign. The CPMC team of clinical and nonclinical volunteers centered around the Division of Hepatology has developed a mobile program that brings community education and free, confidential testing to city locations, workplaces, and community events with high-density API populations. The team also provides free vaccinations, consultations and, when possible, follow-up care based on test results.

In 2010, volunteers from CPMC made hepatitis B testing available at various locations and events that attract the API community, including San Francisco State University and the annual Asian Heritage Festival. The program expanded its outreach to include city workplaces with significant numbers of API employees, by participating in events such as the PG&E annual employee health fair where the program screened over 100 people.

Also in 2010, Dr. Cooper and Dr. Gish published a Position Statement in the Journal of Viral Hepatitis, with the goal of rallying a national and worldwide effort to address the high prevalence of HBV in API communities. It describes the CPMC program in detail.

Outcomes in 2010 and for the program’s first three years include:

PROGRAM OUTCOMES	2010			Since Program Inception (2008-2010)		
	API	Non-API	Total	API	Non-API	Total
Individuals screened for HBV	562	196	<b>758</b>	3,039	839	<b>3,878</b>
Individuals found to be infected	16	0	<b>16</b>	132	0	<b>132</b>
Individuals found to be lacking the antibody, therefore requiring vaccination	313	105	<b>418</b>	1,462	366	<b>1,828</b>
Individuals requiring vaccination	344	90	<b>434</b>	1,568	392	<b>1,960</b>
Individuals who have started vaccination series	41	11	<b>52</b>	302	75	<b>377</b>

- Follow-up with individuals requiring vaccination included returning to communities where the screenings were held to provide vaccinations on site
- Follow-up was accomplished with all individuals infected with HBV, and free consultation was offered to all who were uninsured. In some cases, ongoing treatment was covered by CPMC’s charity care policy

In 2011, the program plans to continue expanding outreach to workplaces with large numbers of API employees as well as to work with the San Francisco Unified School District and colleges with significant API student populations. Increasing emphasis will be devoted to studying barriers to screening, vaccination and care.

## HIV/AIDS CASE MANAGEMENT

Unique patients served in 2010 (estimated, including AIDS Drug Assistance Program)	600
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CPMC's HIV/AIDS Case Management Program was established in the 1980s in response to the onset of the HIV/AIDS epidemic. Services were covered by the State of California. When funding for HIV/AIDS case management services was eliminated by the state in 2009, CPMC made a commitment to provide grant funding to the program, thereby assuring that high-quality case management services continues to be available to CPMC patients, regardless of their ability to pay for those services.

The goals of case management for persons diagnosed with symptomatic HIV disease or AIDS are: the promotion of independence and maximal function in the home environment, the provision of needed services, the avoidance of crises, and normalizing life with the disease. These goals are achieved through coordination of care along the continuum of illness, decreased fragmentation of care, enhanced quality of life, and the facilitation of access to benefits, community support programs, and home-based services. The services offered by the CPMC AIDS Case Management Program also include active enrollment of patients into the AIDS Drug Assistance Program (ADAP), often a starting place for help with managing other issues.

The staff of the HIV/AIDS Case Management Program includes a registered nurse case manager and a licensed clinical social worker, both of whom serve as resources for medical, financial, and emotional issues.

## COMING HOME HOSPICE

Unique patients served in 2010	116
Program Inception	1987

Coming Home Hospice is a residential hospice for terminally ill clients and their families. The hospice provides 24-hour nursing care and personal care in a homelike setting for people who cannot be cared for at home. Coming Home Hospice first opened in 1987 in response to the HIV/AIDS epidemic. Today, while fewer people are dying of AIDS, Coming Home Hospice remains a valued resource for seniors and others in the final stages of disease.

While some government funding is available for hospice services, reimbursement rates do not fully cover the cost of providing these services. CPMC covers the difference between program costs and reimbursement, thereby assuring that high-quality residential hospice care is accessible to terminally ill patients, regardless of their ability to pay.

Services provided by the Coming Home Hospice professional staff include medical and nursing care, psychosocial counseling and assistance, spiritual counseling and religious services of choice, massage therapy, medication management and assistance, personal care assistance, and recreational activities.

### **PROJECT HOMELESS CONNECT**

Project Homeless Connect clients served at February 24, 2010 event	2,497
Estimated hours spent by CPMC staff	416

Project Homeless Connect is San Francisco’s signature program to provide services to its homeless population. An estimated 6,000 to 12,000 people are homeless on any given night in San Francisco. The mission of Project Homeless Connect™ (PHC) is to provide a single location where non profit medical and social service providers collaborate to serve the homeless of San Francisco with comprehensive, holistic services. More than 1,000 community volunteers partner with government agencies, nonprofits, and the private sector every two months to provide a one-stop shop of health and human services for homeless people.

PHC draws volunteers from all over the City. 52 CPMC staff assisted the 2,497 clients served that day in many capacities. On the health front, 258 received medical care and many were connected with primary care providers; 635 eye exams were performed and eyeglasses distributed; 58 had a visit and treatment with podiatrists; 31 wheelchairs were repaired; 124 received dental screenings and dental treatment; 106 received behavioral health, substance abuse, or methadone connections; 91 received acupuncture treatments; 113 HIV tests were performed; and 72 massages were performed.

In addition, CPMC donated media relations support for Project Homeless Connect events in 2010, including creating, writing, and distributing news releases, promoting stories to local and national media, and coordinating media interviews with staff and clients before and during events.

## Pediatric Health Programs

California Pacific Medical Center has been caring for children for over a century. CPMC's pediatric health programs focus on improving the health of children whose parents might lack the resources to obtain health care services. Nearly 8,500 children are admitted to our Well Baby Nursery, Pediatric Unit, and Neonatal and Pediatric Intensive Care units each year. As inpatients, children and their families benefit from the most advanced treatment methods available and the team's expert, compassionate, family-centered care. On the California Campus, CPMC currently has the only Pediatric Emergency Department in San Francisco, to answer the needs of our pediatric patients 24 hours a day, seven days a week.



*A child development specialist at the Kalmanovitz Child Development Center works with a patient.*

## ST. LUKE'S HEALTH CARE CENTER AND HEALTHFIRST – PEDIATRIC SERVICES

In addition to providing services to adults, the SLHCC also houses a pediatric clinic, which provides well-baby care, well-child care, and care for ill or injured children. The HealthFirst program has a component that focuses on the management of chronic pediatric asthma. Like the adult diabetes outcomes, the pediatric asthma outcomes from the three-year evaluation of the HealthFirst program were extremely positive.

### Pediatric Asthma Outcomes

HealthFirst followed 214 pediatric asthma patients who were enrolled in the program between January 2007 and December 2009 and monitored their level of controlled daytime asthma symptoms and number of nights awakened by asthma symptoms. These patients experienced improvements in both measures.

MEASUREMENT	BASELINE	FOLLOW-UP	% CHANGE
Percentage of patients with controlled daytime asthma symptoms	69.2%	84.8%	22.5%
Mean number of nights awakened in previous month	4.48	1.08	-75.9%

- In addition, patient self-management improved significantly from a baseline average score of 63 on a Patient Activation scale to an average score of 78.
- Finally, emergency room visits for asthma-related diagnoses among HealthFirst patients were shown to be significantly lower than for non-HealthFirst patients (16 percent of HealthFirst patients were seen for an asthma event at the St. Luke's emergency room versus 46 percent of non-HealthFirst patients.)

### Patient and Caregiver Satisfaction

A telephone survey of 116 HealthFirst participants found that 94 percent of the caregivers of children with asthma were extremely satisfied with HealthFirst services.

## KALMANOVITZ CHILD DEVELOPMENT CENTER

Unique patients served in 2010 (estimated)	1,500
Total patient visits in 2010 (estimated)	17,000

An estimated 14 to 19 percent of children in the U.S. have one and more often-multiple conditions that significantly affect their growth and development. Of these children, 85 percent experience difficulties in one or more functional areas—notably learning, social interaction, speech skills, motor skills, and eating.

The Kalmanovitz Child Development Center (CDC) offers multidisciplinary assessment and treatment programs to help children with special needs meet or exceed their potential. Comprehensive assessments and family consultations result in multidisciplinary care plans for speech, occupational and physical therapy, psychology services, support for learning disabilities, psychopharmacology, developmental/behavioral pediatrics, social skill groups, feeding therapy, and parent support and education. No child is turned away based on inability to pay; 30 percent of the patients seen in 2010 benefited from scholarship assistance. As the number of families applying increased from the prior year, over 700 new patient intakes were received in 2010.

The CDC aims to reach children through a variety of outreach efforts and at several locations throughout the Bay Area, including:

- Three locations in San Francisco, including the main clinic in the central part of the City, a satellite clinic at St. Luke's Hospital, and outreach at the Bayview Child Health Center
- A satellite center in Marin, which opened in May 2010
- A psychology outreach clinic in San Mateo
- Partnerships with DeMarillac Academy, Grace Cathedral Community Preschool, and A Home Away From Homelessness
- Outreach at five preschool sites primarily in the Mission, Tenderloin, and Bayview districts, which were started in 2010 with support from First 5 of San Francisco and the Preschool for All program

In 2010, the CDC continued to maintain a high level of satisfaction among its patients, while making progress toward meeting the demands for its services.

Outcomes include:

- Families whose child completes evaluation and treatment at the center are sent brief surveys. Of the surveys returned in 2010, over 95 percent contained only positive comments
- CDC’s NICU Whitney Newborn Clinic is charged with monitoring the growth and development of babies who were admitted to CPMC’s Newborn Intensive Care Unit with certain medical conditions or low birth weights. Of the eligible babies born in 2010, the center reached 229 (81 percent) of their families for follow-up
- In 2010, the CDC waiting list dropped from an average of 300 to 350 children in 2009 to an average of 250 children

### **BAYVIEW CHILD HEALTH CENTER**

Unique patients served in 2010	827
Total patient visits in 2010	3,134
Mental health visits in 2010	543

The Bayview Child Health Center (BCHC) focuses on keeping infants, children, and adolescents healthy, and on closely managing their care when they are ill. Two pediatricians offer routine, preventive, and urgent care, and address prevalent community health issues, such as weight control and asthma management. The center is particularly attuned to the impact of community violence and childhood trauma on children’s mental and physical health. The clinic offers psychological and case management services to client families. Dental services are provided onsite through a partnership with the Native American Health Center.

CPMC, the Sutter Pacific Medical Foundation, and the CPMC Philanthropic Foundation responded to a compelling community need when they collaborated to open the Bayview Child Health Center in 2007. In Bayview-Hunter’s Point, approximately 10,000 children are poor and carry a disproportionate burden of disease and disability. For example, one-sixth of all the children living in Bayview have asthma, a higher rate than in any other part of the city. The center has had an immediate impact on its patients’ health; immunization and asthma hospitalization rates for BCHC patients are significantly improved over neighborhood and citywide averages.

BCHC's central goal is to reduce or eliminate health disparities in the community. Outcomes for 2010 include:

- 94 percent of patients 24 months of age were current on immunizations at the close of 2010. These rates compare favorably with citywide measures, which find that only 65 percent of African-American and 77 percent of all children in San Francisco meet immunization schedules, and are on par with the rate of the top-ranked Medicaid health plan in the country
- Only four BCHC patients have been hospitalized for asthma in the last three years
- 97 percent of patients with persistent asthma were prescribed asthma controller medication
- 91 percent of overweight and 97 percent of obese patients received nutritional counseling
- 428 patients completed well-checks

Additional BCHC accomplishments include:

- Secured health insurance for 32 percent of 1,781 uninsured patients
- In collaboration with the Native American Health Center's Dental Clinic, provided onsite dental screenings and fluoride applications for more than 100 patients; roughly 20 percent of these patients had disease severe enough to require referral for dental treatment under sedation or general anesthesia
- Provided 161 high-risk patients with intensive, multidisciplinary care, including collaborative-care management among pediatricians, psychologists, nursing, and a case manager
- Provided onsite developmental evaluations through a partnership with the Kalmanovitz Child Development Center

In 2011, BCHC hopes to sustain these outcomes and is developing a method for tracking gonorrhea and chlamydia screenings. BCHC will also continue to identify strategies for addressing community violence and childhood trauma.

## Breast Health Programs

Breast cancer is the most commonly diagnosed cancer among California women. While hope for survival is excellent when breast cancer is diagnosed early, many women face significant cultural, linguistic, and financial barriers to accessing routine screening. CPMC’s breast health programs address this life-threatening health disparity by building community partnerships, offering community education and outreach, and providing access to screening and follow-up services to uninsured women in underserved and at-risk communities.



*African American and Sister to Sister Breast Health Programs outreach at the SF County Jail Women’s Re-entry Program*

Lacy Atkins | San Francisco Chronicle | Polaris

## AFRICAN AMERICAN AND SISTER TO SISTER BREAST HEALTH PROGRAMS

Services provided in 2010	387 mammograms 124 other tests/treatments
Unique patients served in 2010	357

CPMC's African American and Sister to Sister Breast Health Programs offer women access to no-cost mammography screening, the crucial element for early breast cancer detection, at both the California and St. Luke's campuses. Women screened through the African American and Sister to Sister Breast Health Programs also receive all the subsequent breast health diagnostic testing and treatment they may need at no cost. Partnering organizations, such as Bayview-Hunter's Point Multipurpose Senior Center, Calvary Hill Community Church, Glide Health Services, the San Francisco Free Clinic, and Clinic by the Bay, refer uninsured, disadvantaged, and at-risk women for mammography.

### Outcomes:

- 357 patients were seen through these programs in 2010
- Approximately 80 patients received a mammogram for the first time
- Four of the women who received free screenings in 2010 subsequently were diagnosed with breast cancer. These patients are receiving continuing treatment at no cost

In 2010, the programs expanded their outreach network by establishing five new referral channels, including an innovative new partnership with the Women's Re-Entry Program at the San Francisco County Jail, Clinic by the Bay, Conard House, the San Francisco Free Clinic, and the Women's Community Clinic.

In addition to new collaborations, support for existing programs remained to reinforce continued partnership and outreach efforts:

- CPMC partnered with Glide Health to conduct two focus groups with staff on the importance of screening mammograms and eliminating barriers to screening
- CPMC's annual multiethnic Breast Health conference expanded to include greater focus on women in the Latino and Asian communities. Of the 131 women in attendance at the 2010 conference, at least 25 were breast cancer survivors from the Chinese community

Program goals for 2011 include:

- Affirming efforts to establish innovative partnerships for screening and referral with unique community organizations representing at-risk and uninsured women
- Hosting quarterly in-services with staffs of referral partners
- Analyzing no-show rates to encourage new strategies to assure that patients follow through with screening
- Increasing ongoing efforts to reduce no-shows for appointments through appointment reminder contact and by determining if assistance is needed to arrive at an appointment on time
- Continuing to contact women who are no-shows to reschedule them, and encouragement and follow-through until the screening appointment is complete

#### **ST. LUKE'S BREAST HEALTH PARTNERSHIPS**

In addition to the African American and Sister to Sister Breast Health outreach programs, CPMC's Breast Center at the St. Luke's Campus promotes breast health in underserved communities by partnering with neighborhood clinics and community agencies

- St. Luke's and the African American and Sister to Sister Breast Health programs provide clinical and financial support to patients from Southeast Health Center, located in the Bayview-Hunter's Point District of San Francisco
- The St. Luke's Breast Center has an ongoing partnership with the Mission Neighborhood Health Center (MNHC) to provide breast health services to MNHC's clients
- CPMC provides operational support to the Latina Breast Cancer Agency (LBCA) so that it may recruit at-risk women for regular mammography and treatment. St. Luke's and its Health Care Center provide the clinical breast exams, mammography, and treatment for LBCA clients

## Benefits to the Broader Community

While CPMC's Community Benefit Program emphasizes services to the poor and underserved, it also maintains a number of programs that provide benefits to the broader San Francisco and Bay Area community. These include:

- Medical education programs to train physicians, nurses and other health professionals
- Biomedical and clinical research programs to advance patient care
- Community workforce development programs that provide career development opportunities for youth

### MEDICAL EDUCATION

CPMC's medical education programs provide health care professionals with the opportunity to receive world-class training in medicine, nursing and other allied health professions.

In 2010, CPMC trained over 700 individuals through its medical education programs.



*Taliva Martin, M.D., Ophthalmology Resident*

## Physicians

Physicians trained in 2010: 240

As a private, multi-campus teaching hospital, CPMC offers educational experience to physicians through its residency and fellowship training programs, which included:

- 91 residents in CPMC programs in Internal Medicine, Ophthalmology, Psychiatry, and Radiation Oncology; as well as 116 residents from affiliated programs in General Surgery, Internal Medicine, Obstetrics and Gynecology, Orthopedic Surgery, Pediatrics, Plastic Surgery, and Transplant Surgery
- 33 fellows in independent or affiliated postdoctoral subspecialty training programs in Cardiology, Gastroenterology, Kidney Transplant, Microsurgery, MRI, Neurocritical Care, Ophthalmic Plastic and Reconstructive Surgery, Plastic Surgery of the Hand, Pulmonary and Critical Care Medicine, Shoulder and Upper Extremity, Surgical Oncology and Melanoma Surgery, and Vitreoretinal Surgery
- In addition, this year CPMC continued to provide rotations for medical students from many medical schools, and maintained its formal affiliation with Dartmouth Medical School and UCSF

## Nurses

Nursing students trained in 2010: 327

Nursing schools throughout the Bay Area look to CPMC, and especially to its nurses, to provide their students with hospital-based clinical experience.

- 275 nursing students came to CPMC for opportunities to learn and observe
- 52 additional students found clinical preceptorships in nursing specialty areas, including Medical-Surgical, Pediatric Emergency Department, Neonatal ICU, Pediatrics, Pediatric ICU, Acute Rehabilitation, Skilled Nursing Palliative Care, Labor and Delivery, Postpartum, Nursery, Subacute Care, and Critical Care
- Eight nursing schools (UCSF, San Francisco State University, University of San Francisco, City College of San Francisco, College of San Mateo, College of Marin, Dominican University, and Samuel Merritt University) placed their nursing students at CPMC

## Other Health Professionals

Other Health Professionals trained in 2010:

153

CPMC provides clinical experience and supervision for students from across the country who are preparing for a variety of professional roles in health care. In 2010, CPMC offered 153 internship placements.

- 31 physical therapy interns
- 27 occupational therapy interns
- 8 psychology and occupational therapy interns at the Kalmanowitz Child Development Center
- 19 EKG interns
- 20 radiology and nuclear medicine technology interns
- 13 speech therapy interns
- 9 medical assistants
- 9 pharmacy interns
- 8 respiratory care clinical coordinators at Skyline College
- 8 clinical lab scientist interns
- 1 pathology assistant

## BIOMEDICAL AND CLINICAL RESEARCH

CPMC's Research Institute (CPMCRI) brings clinicians and researchers together to discover effective treatments and diagnostic technologies. Approximately 50 principal investigators, both laboratory and clinical researchers, including molecular biologists, immunologists, pharmacologists, biochemists, physicists, epidemiologists, behavioral scientists, biostatisticians, and computer scientists work within CPMCRI. Biomedical research is conducted in such diverse areas as aging, arthritis, epilepsy, diabetes, neurobiology of pain, cardiovascular disease, osteoporosis, organ transplantation, mechanisms of drug addiction, neurodegenerative diseases (for example, amyotrophic lateral sclerosis), cancer, AIDS, hepatitis, and other infectious diseases. More than 200 clinical trials, primarily funded by pharmaceutical and biotechnology companies, are conducted through the CPMCRI Office of Clinical Research.



*CPMCRI researchers investigate methods and treatments to enhance patient care*

## Clinical Research Programs

- Centers for Research in Clinical Excellence (CRCLE)
- Clinical Trials
- Complementary & Integrative Medicine Research
- Da Costa International Funds for Breast Cancer Prevention
- Forbes Norris Amyotrophic Lateral Sclerosis Research Center
- Mind-Body Medicine Research Group
- Addiction & Pharmacology Research Laboratory (APRL)
- SF Coordinating Center for coordinating multicenter studies in women's health, cognitive function, cardiovascular disease, breast cancer prevention, osteoporosis, arthritis, and dementia

## Basic/Laboratory Research

- Role of cytomegalovirus in the development of brain tumors (malignant glioma)
- Genomic targets of melanoma
- Cellular and molecular changes during the early stages of breast cancer progression
- Role of ID-1 in metastatic breast cancer
- Role of dystroglycan in metastatic breast cancer
- Gene targets for cancer screening
- Molecular biological evaluations of herbs used as cancer therapy
- Creating cultured cells for cancer drug development
- Cancer and cannabinoids
- Novel compounds for treatment of metastatic cancer
- Development of safe and effective therapies to correct cancer-causing genes
- Development of a diagnostic technique that could aid in the diagnosis of malignant melanoma
- Calcium transport across cell membranes; how calcium-blocking cardiac drugs work
- Drug development for opportunistic infections—mycobacterium avium complex
- Mechanisms of protective immunity against hepatitis C virus infection

- Amyotrophic lateral sclerosis (ALS): early activation of neuropeptide receptors
- Brain injury and the inflammatory process
- Multiple sclerosis: how benign viruses may lead to brain cell death and autoimmunity

## COMMUNITY WORKFORCE PROGRAMS FOR YOUTH

Building the San Francisco workforce, especially by creating opportunities for youth, is a major focus of CPMC’s community benefit strategy. In 2010, CPMC provided training opportunities to nearly 200 individuals through its community workforce programs.

Individuals served in 2010	190
Agencies and local program partners	15



- **Galileo Health Academy.** The Galileo Health Academy offered a 12-week speaker series called “The City Within.” Twice a week, employees of CPMC provided lectures, demonstrations, tours, and activities to enhance students’ understanding of the complexities and opportunities in a modern, comprehensive acute care medical center. Over the course of the series, 72 students participated in the program. This is a collaborative program with Galileo High School and the Chinese Center for Affirmative Action’s Applied Learning and Linkages program.
- **Training at the CPMC SimSurg Center.** The Galileo Health Academy also collaborated with City College of San Francisco, the CPMC SimSurg Education Center, and the CPMC Department of Volunteer Services to hold two two-day sessions for 80 students at the SimSurg Center. Students had the opportunity to learn about simulation-based medical education, have hands-on experience with simulation and surgical equipment, perform patient assessments, and learn how to respond to different medical scenarios.
- **WorkLink.** CPMC partnered with WorkLink, a program of the San Francisco Foundation, to serve as a job site for one individual with disabilities.
- **YearUp Interns.** CPMC partnered with YearUp to serve as a job site for underserved San Francisco young adults between the ages of 18 and 24. In 2010, CPMC provided internships for seven youths.
- **Immaculate Conception Academy.** The Immaculate Conception Academy’s innovative work-study program provides students with crucial, hands-on, white-collar work experience, while simultaneously empowering them to take an active part in financing their own education. Students acquire desirable job experience and marketable skills, develop a network of business contacts, gain exposure to a wide variety of career opportunities, refine a strong work ethic, and increase their self-esteem. In 2010, CPMC hosted six student interns through this program.
- **Jewish Vocational Services Foster Youth Healthcare Careers Exploration Program.** The Jewish Vocational Services (JVS) Foster Youth Healthcare Careers Exploration Program placed six foster youths with disabilities at CPMC’s St. Luke’s Campus. These youths received essential work-readiness training, career exploration, and experience working in health care.
- **Life Long Learning Academy.** The Life Long Learning Academy placed eight high school students who had been involved in the juvenile justice system or were facing serious problems, into internships for once-a-week job experience throughout the academic year.

- **Pacific Epilepsy Program Volunteer Placement.** The Pacific Epilepsy Program (PEP) uses state-of-the-art diagnostic technology, appropriate surgical treatment options and prescribed medications to provide patients with an all-inclusive epilepsy treatment program. Placement of PEP patients in volunteer positions within CPMC allows PEP staff to evaluate the patients' ability to work and to modify treatment accordingly. In 2010, two PEP patients were placed and evaluated within volunteer positions at CPMC.
- **St. Luke's Summer Youth Internships Program.** The St. Luke's Summer Youth Internships Program provided mentoring to eight San Francisco high school students through a six-week internship program that included tours and regular work assignments in various St. Luke's departments, overviews of various disciplines to learn about health care, and a weekly group meeting for youth to discuss and share their experiences.
- Individual students from the San Francisco Unified School District Workability Program, Safe House, City Arts and Tech High School, Heald College Medical Assistant Program, the Pacific Epilepsy Program, and the Veterans Administration also benefited from job training and experience opportunities at CPMC.

## Community Health Grants and Sponsorships

In addition to the programs described above, CPMC offers clinical and financial support to community clinics and organizations that address specific community health needs for underserved populations. In 2010, CPMC provided almost \$950,000 in grants to 13 organizations and nearly \$678,000 in sponsorships to more than 60 organizations.



*Grant funding to the SF Community Clinic Consortium enables post-baccalaureate interns to run the Health Champions program for underserved youth such as those at the DeMarillac Academy*

## Community Health Grants

Total in Grants in 2010

\$948,906

CPMC provides grants to community-based health and social service organizations that look to CPMC to sustain or expand their services. Grant priorities are set using many factors, including impact on decreasing health disparities, equity across neighborhoods and populations, opportunities for CPMC partnership, and agency capacity.

### **COMMUNITY HEALTH RESOURCE CENTER GRANT (\$500,000)**

A CPMC grant to the Patient Assistance Foundation funds the Community Health Resource Center on the Pacific Campus. The center offers health education, health screenings, nutritional counseling, and social services at CPMC sites and in numerous community settings. It assures access across populations by offering programs at a reduced fee, sliding scale, or no fee.

### **PARTNERSHIP GRANTS (RANGE FROM \$50,000 TO \$100,000)**

- African American Health Disparity Project, Hospital Council of Central and Northern California
- Transitional Care Network, San Francisco Senior Center
- Tenderloin Neighborhood Health Needs Assessment, St. Anthony Foundation

### **INVESTMENT GRANTS (RANGE FROM \$25,000 TO \$50,000)**

- Communicable Disease Prevention Program, Asian & Pacific Islander Wellness Center
- Access for Seniors Program, Bayview-Hunter's Point Multipurpose Senior Center
- Funding for diagnostic imaging studies, Clinic by the Bay
- Funding to sustain services, Latina Breast Cancer Agency
- Capital Building Campaign, South of Market Health Center
- Funding for transvaginal ultrasound services, Women's Community Clinic

## OTHER GRANTS

- Expanding Access to Bilingual/Bi-cultural Care Program, Curry Senior Center
- Health Champions Program Interns, San Francisco Community Clinic Consortium (SFCCC)
- Noon Hour Wellness Program, William McKinley Elementary School PTA

## Community Health Sponsorships

Total in Sponsorships in 2010

\$677,405

CPMC supports a range of community-based organizations, focusing on health and social service agencies, through its sponsorship program. The events CPMC sponsored in 2010 included:

- Annual AfroSolo United in Healthcare Community Fair
- American Cancer Society Making Strides Against Breast Cancer Walk
- American Heart Association
  - Stroke Resource Guide Underwriting/Saving Strokes Golf Program
  - Stroke Miracle Mile Walk
- American Red Cross San Francisco Chapter Paint the Town Red Gala
- Asian & Pacific Islander Wellness Center Annual Fundraiser
- Asian Perinatal Advocates Family Support Services
  - Annual Fundraising Dinner
  - Charity Table Tennis Event
  - Telethon
- Asian Week Foundation
  - Heritage Fair Street Celebration – Hep B Testing
  - Hep B Free Gala
- Bayview-Hunter’s Point Multipurpose Senior Center Community Cooking Contest
- California Dragon Boat Festival
- Celebrate Life Breast Cancer Foundation Annual Gala
- Chinese American Voters Education Committee Annual Gala and Bilingual Voter Outreach
- San Francisco Crisis Care
- Conard House Anniversary Block Party
- Crohn’s & Colitis Foundation of America Education Symposium
- Curry Senior Center Annual Gala
- Dance Out Diabetes Event

- Episcopal Charities Night of Lights Piazza del Popolo in Grace Event
- Excelsior Street Fair
- Florence Crittenton Services All That Jazz Benefit Gala
- Friends of Faith Breast Cancer Outreach
- Glide Foundation Annual Gala
- Gum Moon Women’s Residence/ Asian Women’s Resource Center
  - Chinatown Health Fair
- Homeless Prenatal Program Keeping Families Together
- Hospice by the Bay Annual Benefit Dinner
- Institute on Aging Caregiver Education Seminar
- Jewish Vocational Services Strictly Business Networking Luncheon
- Kimochi Sansei Live Benefit
- Laguna Honda Hospital Annual Fundraiser and Gala
- Laguna Honda Hospital Naming Ceremony
- Lions Eye Foundation 50th Anniversary Dinner
- Maitri Bliss Fundraiser
- March of Dimes March for Babies
- Mission Neighborhood Center
  - 50th Anniversary Dinner
  - Cinco de Mayo Festival
- National Association for the Advancement of Colored People (NAACP) Annual Freedom Fund
- Ocean View-Merced Heights-Ingleside (OMI) Community Action Organization Celebration of Life Event
- On Lok Day Services Spring Fundraiser Banquet
- Portola Family Connections Little Red Wagon Celebration and Awards
- Project Homeless Connect Annual Events
- Project Open Hand Comprehensive Nutrition Programs
- Richmond Area Multi-Services, Inc. (RAMS) Changing Reality Gala
- San Francisco Bicycle Coalition Bike to Work Day
- San Francisco Community Clinic Consortium (SFCCC) 25th Anniversary Gala
- San Francisco Fire Department Neighborhood Emergency Response Team 20th Anniversary
- San Francisco Food Bank Annual Corporate Leaders Luncheon
- San Francisco Interfaith Council Thanksgiving Breakfast
- San Francisco Juneteenth Festival
- San Francisco Lesbian Gay Bisexual Transgender (LGBT) Community Center Gala and Pride Kickoff Event
- San Francisco Medical Society Annual Awards Dinner

- San Francisco Organizing Project Soul of the City Benefit
- Santa Clara Committee Pacific Epilepsy Program Jobs for Youth Fair
- Self-Help for the Elderly
  - Annual Chinese Opera
  - Longevity Gala
- Southeast Asian Community Center Health Fair
- St. Anthony Foundation Raising the Roof Annual Gala
- Tenderloin Health and Safety Fair
- Tenderloin Neighborhood Development Corporation (TNDC) Annual Fundraising Dinner
- United Way Chinatown Dance
- University of California at Berkeley, School of Public Health Public Heroes Awards Ceremony
- Urban Services YMCA Sowing the Seeds of Collaboration Event
- Women's Community Clinic Hysteria 2010 Annual Fundraising Event





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P.O. Box 7999

San Francisco, CA 94120-7999

415-600-6000

[www.cpmc.org](http://www.cpmc.org)



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