

# 2009

## Community Benefit Report



FOR THE FISCAL YEAR ENDING JUNE 30, 2009



**El Camino Hospital**  
THE HOSPITAL OF SILICON VALLEY



## El Camino Hospital: A message to the community

Dear friends,

America's current dialog about our health system has brought into sharper focus the plight of Americans who are unable to access even the most basic care. Right here in our community, many people, often children or seniors, go without care. They face the prospect of a less healthy future because they cannot get the services and support they need.

El Camino Hospital's primary focus is on providing excellent medical care to our patients. Through our investment in community benefit programs, we have extended our focus by working for the better health of all who live in the areas we serve. We help provide many free and low-cost services and collaborate with local partners to improve access to care. Our goal is to strengthen the overall health of our population, with particular emphasis on aiding the less fortunate. We do this not simply because we are obligated, but because it is consistent with our hospital's mission.

We invite you to take a closer look at El Camino Hospital's community benefit report for 2009.

Sincerely,

Kenneth D. Graham  
Chief Executive Officer

# 2009

## A call to action from our board of directors

El Camino Hospital has a nearly fifty-year history of supporting programs that give back to the community by improving the health of residents. Our commitment to community benefit is more than a strategic priority: It is deeply ingrained in our culture.

*“El Camino Hospital gives excellent patient care, but its mission is even more broad-based,” states Wes Alles, current chairperson of the board. “We are sensitive to the fact that there are disparities in health among different groups of people, both locally and throughout our country. To the extent that the hospital can use some of its resources to reduce this gap in our community, we are fulfilling our mission.”*

In 2008, the hospital’s board of directors voted unanimously to increase to \$5 million annually the funding it provides for community health improvement projects and partnerships, one of the components of the hospital’s community benefit program.



*“This was definitely the right decision and resonated with the overall goals of the hospital and the board,” says David Reeder, immediate past chairperson of the board. “El Camino Hospital is on very firm ground financially, and our board members wanted to establish a regular source of funding that would benefit the entire community.”*

El Camino Hospital joins our board of directors in urging all organizations and individuals who share our vision to work with us to improve the health and well-being of every individual in our community.

# Our commitment

## Fostering a healthy community

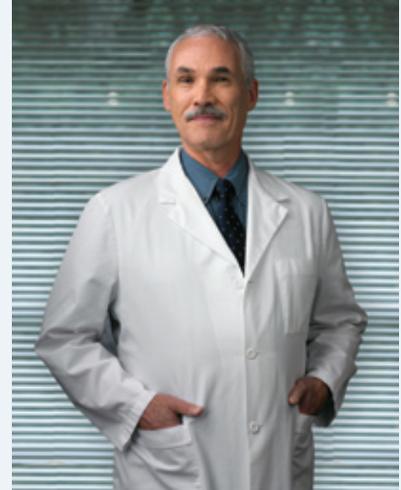
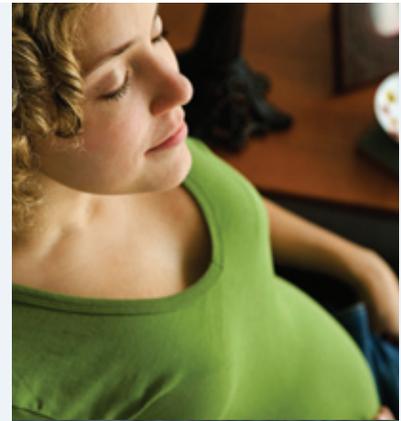
At El Camino Hospital, we take our commitment to improving community health very seriously, on both the institutional and individual level. Our board of directors oversees all community benefit efforts and has two members who also sit on our Community Benefit Advisory Council. The council works closely with community benefit staff, providing input on unmet community needs and advising on programs and partnerships.

## What is community benefit?

Community benefit refers to programs or activities that provide treatment and/or promote health and healing as a response to identified community needs. To be considered a community benefit, a program must meet one of the following criteria:\*

- It doesn't cover the cost of providing care
- It responds to needs of special populations, such as persons living in poverty and other disenfranchised persons
- It supplies services or programs that would likely be discontinued, or would need to be provided by another not-for-profit or government provider, if the decision were made on a purely financial basis
- It responds to public health needs
- It involves education or research that improves overall community health

\*Source: Catholic Health Association



# A MEDICAL HOME FOR ALL

In the predominantly affluent Silicon Valley, many enjoy the benefit of high quality, comprehensive health care. There are, however, growing pockets of poverty where the health care needs of individuals and families are not being met.

El Camino Hospital believes an effective community benefit program must work to address the root causes of health disparities and lower barriers to care for the underserved.

Research shows that many factors can contribute to marked disparities in health status between different groups. Income, geography, gender, age, ethnicity, sexual orientation, disabilities, and other special health care needs are all important variables. El Camino Hospital believes an effective community benefit program must address the root causes of health disparities and lower barriers to care for the underserved.

Increasing the number of individuals in the community who have a “medical home” where their health care is managed has a proven, positive effect. When people have a “medical home,” they receive care in the same place, by the same provider team. There is a greater emphasis on prevention and primary care, reducing the need to use the more expensive services of the hospital emergency department.

By lowering barriers to care and expanding resources, we hope to have a positive effect on the health of underserved individuals and families. Our community benefit program is based on documented health-related needs and input from community partners and the members of the Community Benefit Advisory Council. The program encompasses an array of projects and initiatives with three distinct goals:

- Increasing and improving access to health care for the underserved
- Strengthening the health of the community and reducing health disparities
- Improving chronic disease self-management

In recent years, the size of El Camino Hospital’s annual investment in the community has increased significantly. Some of our initiatives are hospital-sponsored programs. Others were developed in collaboration with community organizations with whom we have nurtured long-term relationships. We hope to keep growing our network of partners as our community grows and changes.

# Serving the underserved

## A FAMILY EFFORT

In keeping with the economic downturn, the number of people in our community without health insurance continues to rise. Statistics show that nearly half of all households in the county now earn less than what is needed to be self-sufficient. Meanwhile, health care and insurance costs keep going up and the capacity of government and other assistance programs is increasingly inadequate to fill the gap.

El Camino Hospital believes it is essential that a major portion of our community benefit programming focus on increasing access to health care for the underserved.

To meet the growing need, we are also working to help build the capacity of existing services. Our efforts benefit the most vulnerable people in our community, including poor, working families and their children, senior citizens, and the homeless.



## ► RotaCare Clinic

Created by the hospital 13 years ago, the RotaCare Clinic of Mountain View is a not-for-profit organization providing free medical care and medication to uninsured community members through a primarily volunteer group of physicians, nurses, pharmacists, interpreters, and support staff. Access to the hospital's outpatient services enhances the clinic's capacity as a "medical home." Treatment and management of chronic illness is one of the clinic's primary functions. Patients can also be referred to any of 12 in-house medical specialty programs. El Camino Hospital supports the program by providing space for the clinic, as well as staffing, diagnostic services, and assistance with fund development.





Board member Mark O'Connor has volunteered at RotaCare for many years. "Mark's commitment demonstrates how much he believes in the importance of RotaCare, as well as the moral imperative that the hospital has to care for everyone in the community," says Wes Alles, El Camino Hospital board chairperson.

### Data

- Services provided: 8,832
- Patient served: 5,986
- Unique patients served: 2,266
- Patients served: 5,986
- Volunteer hours: 9,148

### ▶ Pathways Home Health & Hospice

With support from El Camino Hospital's community benefit program, Pathways Home Health & Hospice provided hospice services, including room-and-board support, to uninsured and underinsured patients in our district. The individuals served would otherwise have no access to end-of-life care, often ending up in the hospital emergency room. The funding helped services for Medi-Cal patients, as the costs for care always exceeds the coverage provided. In addition, it enabled Pathways to subsidize room-and-board expenses for patients who received hospice care in nursing facilities when families were not able to care for them at home.

### Data

- Low-income and underinsured or uninsured community members receiving end-of-life support: 59



## MayView Community Health Center

MayView Community Health Center is a local nonprofit organization devoted to providing essential primary health care services to low-income families and individuals who live and work in Northern Santa Clara and Southern San Mateo Counties. The population served is mostly working poor, with 97 percent of the patients living below 200 percent of the federal poverty level. El Camino Hospital's support of MayView ensured the continuation of critically important evening and Saturday hours at the center's Mountain View clinic. We also supplied funding for needed vaccines and helped support the cost of a physician.

### Data

- Patient visits made possible by extended days and hours of operation: 2,400
- Children from low-income families receiving vaccinations: 1,169



## Support for the working poor

The Sunnyvale Community Service Agency (CSA) is a local emergency-assistance service providing financial aid, food, medication funding, in-kind support, such as clothes and household items, and medical and supportive counseling to working poor families, low-income seniors, and people with disabilities. The agency is able to help some families in dire need keep from becoming homeless. More than 27 percent of Sunnyvale's population is in the extremely low-, very low-, and low-income categories. Due to the economic crisis, the agency was called on to serve twice as many families in 2009 as in 2008. With funding from El Camino Hospital, CSA was able to maintain its history of never turning anyone away.

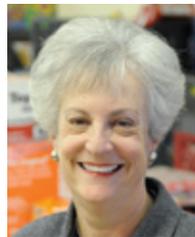
### Data

- Community members receiving medication and medical supplies: 352
- Services provided to families and individuals in need: 2,550



## ONE FAMILY'S STORY

Mary and John Davis (not their real names) and their two children were on the brink of homelessness after the couple both lost their jobs. John was too ill to work and needed kidney dialysis. The disability benefits he had applied for had yet to come through. Mary had to take a leave of absence from her job to care for her husband and drive him to his frequent treatments. Sunnyvale CSA provided support to help the family stay in their home until Mary could return to work. John finally started receiving his disability benefits, and they became self-sufficient again.



Nancy Tivol  
Executive Director, Sunnyvale  
Community Services Agency

“El Camino Hospital’s support of vulnerable people and families through CSA is evidence of their commitment to the general health of our community. This year, without the hospital’s involvement, I am sure some families who came to us for help would have had to go without medical care, medication, and other emergency supplies.”

# Caring for our children

## ADDING SCHOOL NURSES

In Santa Clara County, the ratio of school nurses to students is far from the federally recommended one nurse for every 750 students, and it continues to worsen. Students with special health problems add to the need for more nurses.

El Camino Hospital is funding credentialed school nurses in a number of districts with a substantial number of students from underserved households.

Although the nurse-to-student ratios are still high, the additional staffing has made the nurses' jobs significantly more manageable, resulting in improved student health.

## Sunnyvale School District

Nearly half of the students who attend one of the ten schools in Sunnyvale School District come from low-income homes. Before partnering with El Camino Hospital, the district had one full-time nurse for 6,200 students. With the hospital's support, the district was able to hire a second full-time, credentialed nurse, cutting its nurse-to-student ratio in half. This allowed each nurse to provide more care and improved services to students in the district, especially those with major health conditions.

### Data:

- Students served: 6,200
- Increase in follow-ups to information on students' emergency cards: 280%
- Increase in students under physician care following vision screening: 100%
- Increase in students under physician care following hearing screenings: 54%
- Nearly three times as many students with special needs received health assessments



## ANNA'S STORY

Twelve-year-old Anna (not her real name) is diabetic and must check her blood glucose level and give herself insulin shots every day — even on school days. Anna did this alone in the school bathroom, without the knowledge of adults. While checking on kids with diabetes, part of a comprehensive review of all students' emergency cards, district nurses learned of Anna's potentially dangerous routine. In cooperation with her parents and teacher, the nurses developed an individual health care plan. Now, Anna does her testing and gives herself insulin under the supervision of an adult in the school office.



Sue Barrie, RN  
District School Nurse  
Sunnyvale School District

"In our district, there are nearly 600 students with health concerns noted on their emergency cards. We never would have been able to pick up on Anna's situation and help many other students if we hadn't had the staffing to check each child's card and follow up with those in need."

## Mountain View Whisman School District

With nine schools, the Mountain View Whisman School District employed one school nurse and part-time clerical support to perform required health care services for nearly 4,500 students. Nearly half of the students in the district are from low-income households. El Camino Hospital's support added a second full-time nurse, plus additional funding for training and purchasing needed equipment and supplies. With the increased staffing, the district was better able to meet the varied health care needs of its students. In addition, more staff throughout the district were trained on implementing health care and emergency plans to improve safety for students with special health care needs.

### Data:

- Students served: 4,427
- Increase in follow-ups for individualized health care and chronic health conditions: 20%
- Increase in follow-ups for hearing, vision, and scoliosis screenings with abnormalities: 25%
- Increase in comprehensive health assessments: 25%
- Increase in staff trained on implementation of health care and emergency plans to improve safety for students with special health needs: 50%

## Cupertino School District

Of the 25 schools and more than 17,500 students in Cupertino Union School District, four schools have the greatest need for additional nursing services. Their challenges include up to 22 percent of students coming from low-income families, a high percentage (between 66 and 77 percent) of minority students with many languages spoken, and truancy rates of up to 25 percent. El Camino Hospital provided funding for a nurse, bringing the district to 5.2 full-time nurses. The grant has allowed the nurses to be more proactive in making sure parents take their child for follow-up care when a health problem has been found during a school screening. It has also made nurses more available to help children with chronic illnesses and other health problems.

### Data:

- Students served: 3,215 (four schools)
- Increase in students receiving physician care after a failed hearing test: 54%
- Increase in students receiving an eye exam after vision screening: 225%
- Increase in students obtaining eye glasses: 340%



Benjamin Picard  
Superintendent  
Sunnyvale School District

“In these economic times, school districts in California are becoming financially starved. Health services are among the things that are falling by the wayside. The community partnership we have with El Camino Hospital is so valuable because it gives our kids access to health care, and helps knock down barriers to learning.”



Patti Vidmar  
Director of Pupil Services  
Cupertino Union School District

“The most time-consuming task for our nurses is working with families to bring their kids to a doctor after we’ve identified a problem during a health screening. El Camino’s support has been huge in helping us to follow up with parents. And this, in turn, has freed up other nurses to be available for additional health services for all our students.”

## ▶ Health coverage for kids

El Camino Hospital has supported the Santa Clara County Children’s Health Initiative “Healthy Kids” since 2003. The program provides comprehensive coverage for medical, dental, vision, and mental health services for children ages 0 to 18, at a cost of \$1,000 per child. We are committed to giving more kids from low-income families a “medical home” covered by health insurance. This year, the hospital increased support by 25 children for a total of 75 children receiving coverage. This increase was matched by the Packard Foundation, bringing the total number of children covered to 100. El Camino Hospital also challenged cities in our area to cover “Healthy Kids” premiums through block grants, resulting in additional funding for the program.

### Data:

In Santa Clara County’s “Healthy Kids” program:

- Children complying with all well-care visits: 75%
- Teens complying with all well-care visits: 44%
- Proportion of children having a dental checkup in the past six months rose 60% (up from about 25% without Healthy Kids). 49% of children and 68% of teens in the program were referred for nutritional services, to address increasing rates of diabetes and obesity — a 21% increase from last year.

## ▶ Helping kids make smarter choices

The Community Health Awareness Council’s (CHAC) school-based programs help local students K-12 avoid high-risk behaviors. Sixty-four percent of children and adolescents are from low-income families, and many have cultural and language differences. When we heard that the Village Program for elementary-school children was losing its space at Mountain View’s Castro Elementary School, El Camino Hospital provided funding to purchase, outfit, and operate a mobile program office. The van enabled the program to serve other schools as well. We also gave to the CHAC’s Teen Talk! program for middle- and high-school students, expanding it to five more area schools. This program gives students an opportunity to discuss a wide range of challenging issues, with substance abuse as the main focus. The information, awareness, and resiliency-building skills adolescents gain help to prevent high-risk behaviors and build positive behaviors.

### Data:

- Children and adolescents served: 263
- Increase in children served because of the “CHAC Mobile” over the previous year: 90%
- High-risk behaviors reduced by the Teen Talk! program: 30%



Kathleen King,  
Executive Director,  
Santa Clara Family  
Health Foundation

“When ‘Healthy Kids’ started in 2000, one out of every eight children in Santa Clara County did not have health insurance. Now, it’s almost universal with 97 percent of kids covered. We wouldn’t have been able to do this without the help of funders like El Camino Hospital, who understand the value of proactive health care for all children.”



Monique Kane  
Executive Director  
Community Health  
Awareness Council

“We have programs at CHAC that benefit children on so many levels. Thanks to El Camino Hospital’s funding, CHAC has had a positive impact on many more kids’ lives.”

# Making life less risky for “at-risk” teens



Angela Chan  
Youth and Family Resource Manager  
Columbia Neighborhood Center

“High-risk, low-income families need a nearby place where they can go for comprehensive behavioral health services, and this program is filling that need in north Sunnyvale. In addition to funding, El Camino Hospital has been very generous with other types of resources and expertise through their CONCERN EAP program.”



## ▶ Lucile Packard Children’s Hospital Mobile Adolescent Health Services

In order to provide free care one day a month to low-income, uninsured, and/or homeless adolescents at a school in the Mountain View-Los Altos Union High School District, El Camino Hospital funded the Lucile Packard Children’s Hospital Mobile Adolescent Health Services van. Staffed by a specially trained team of a physician, nurse practitioner, social worker, and dietitian, the “Teen Van” offers free primary and preventive care services with appropriate medications, immunizations, and counseling, as well as social and educational programs. Continuity of care is provided throughout the summer. This is a “medical home” where youth feel safe and trust in their care providers. The comprehensive nature of the van’s services meets the complicated health needs of many at-risk students.

### Data:

- Homeless or underserved teens who found a “medical home”: 45
- Decrease in frequency of tobacco/alcohol use reported by teens: 51%
- Teens receiving recommended immunizations: 71%

## KAREN'S STORY



When she first came to the “Teen Van,” 16-year-old Karen (not her real name) had serious problems with depression, attention deficit hyperactivity disorder, acting out, obesity, and truancy. After a complete medical and psychological evaluation by the van’s trained staff, she was counseled about her emotional and obesity problems and put on medication for polycystic ovary disease. Karen returned to the van regularly and, after six months, her behavior had improved, her depression had decreased, and her mood had stabilized. Now more attentive in class, Karen acts out less and has greatly reduced her truancy.

### ► Counseling and educational support for low-income families

El Camino Hospital collaborated with Columbia Neighborhood Center (CNC) and Sunnyvale School District to offer a neighborhood resource of essential mental health services for low-income and uninsured youth and families in north Sunnyvale. With services available at four low-income schools and the CNC, this initiative helps children who are struggling in school and their families, as well as at-risk youngsters who have been referred for other reasons. Counseling, mental health services, group sessions, and educational services are all part of the program.

#### Data:

- Students served (22% higher than projected goal): 197
- Increase in counseling sessions for underserved children over the previous year: 36%

# Giving back to our senior citizens



## ▶ Reaching out to the elderly

For 20 years, the Mountain View Community Service Agency has provided case management services to seniors and their families, including education about self-care for seniors and support for caregivers. This year, with the aid of El Camino Hospital, the agency increased the capacity of its case managers to help more chronically ill seniors. Case managers work closely with elderly individuals, linking them to appropriate community resources. They continue to stay in touch with frail seniors and their families to identify urgent needs before they become a crisis. The overall goal is to avoid unnecessary emergency department visits, hospitalizations, and institutionalizations and to enable seniors to stay safely and independently in their homes.

## Data:

- Number of participants receiving intensive case management services: 71
- Participants able to remain in their own homes: 97%
- Participants readmitted to the hospital within 30 days of discharge: 9% (In comparison, the national average for similar population readmitted to the hospital within 30 days of discharge: 18%)

## MR. TRAN'S STORY

When 71-year-old Hien Tran (not his real name) was ready to come home from the hospital, his family was very worried. Mr. Tran, who speaks little English, was bedbound and unable to speak. After returning home, he would continue needing a feeding tube and 24-hour nursing care. The family was confused by the English-language instructions they received. A Vietnamese-speaking case manager from Mountain View Community Service Agency came to see Mr. Tran before his discharge home. She arranged for the family to receive further care instructions in Vietnamese and visited Mr. Tran 24 hours after he returned home. A comprehensive care plan was developed to educate the family on proper care, provide relief from caregiver stress, and arrange for Mr. Tran's rehabilitation. The family was also connected with other helpful community resources. Within two months, Mr. Tran could once again move in bed and had become more alert, oriented, and verbal. There have been no further complications to Mr. Tran's health, and he has been able to stay where he is most happy — at home with his family.

### ► Self-care for seniors

In partnership with The HealthTrust and Stanford Hospital and Clinics, El Camino Hospital is working to address significant disparities in health outcomes for chronically ill seniors. Through workshops with community health workers, the program teaches seniors to manage conditions such as heart disease, hypertension, chronic obstructive pulmonary disease, asthma, and diabetes. Seniors and community health workers are teamed up according to shared language and social and ethnic characteristics. The workers help the seniors learn more about risk factors and healthy ways to manage their disease.

#### **Data:**

- 45 chronically ill seniors completed the series.

### ► Helping people live with chronic conditions

El Camino Hospital is committed to helping the people we serve prevent and manage chronic disease, such as diabetes, heart disease, asthma, and other respiratory conditions. By strengthening and extending the continuum of care, we can enable people to improve their health status as we work to control health care costs. Our community benefit efforts address the need for chronic disease self-management resources in two ways: (1) Targeted chronic disease management initiatives and (2) chronic disease management components embedded in services at the Mountain View RotaCare Clinic, MayView Community Health Center, Community Service Agency Mountain View-Los Altos, Medical Respite Program, New Directions program, and the Valley Health Center Sunnyvale.

# A medical home for the homeless

## RAISING THE COMMUNITY HEALTH IQ

The traditional meaning of a “teaching hospital” is a place for medical students to gain hands-on experience. We are a different kind of teaching hospital, one that’s committed to educating the community. Through our educational efforts and the free screenings and immunizations we provide, we are helping to build a more health-savvy community.



## ► Community health education resources

The Health Library and Resource Center at El Camino Hospital has a variety of services that provide vital, accurate health care information to the community. Eldercare consultations are available to seniors as well as their adult children. A community wellness lecture series, printed materials in many languages, free health consultations, support groups, health education classes, and other activities all reflect our commitment to strengthening community health through education. We provide free and easy access to state-of-the-art medical databases for all community members through our extensive medical library and consumer health library. Professional librarians are available to provide assistance with online searches for medical information at the hospital, as well as at senior centers in Mountain View, Saratoga, Cupertino, and Sunnyvale. Eldercare consultations are available for low-income seniors.

### Data:

- Community members served by the Library: 14,847
- Library members: 8,092
- People who came to the Resource Center: 10,082
- People served by activities in the community: 12,049

## ▶ South Asian Heart Center

El Camino Hospital developed and supports the South Asian Heart Center, which provides cardiovascular disease screenings and education for community members of South Asian descent. The South Asian population suffers from cardiovascular disease at a younger age, and at four times the rate of the average American.

### Data:

- Community members served: 900
- Participants receiving yearlong case management services: 500
- Percentage of participants who were not aware that they were prediabetic, and received education: 17%
- Percentage of participants who were not aware that they had hypertension, and were taught lifestyle management techniques: 25.6%

## ▶ Eating Disorders Resource Center

The Eating Disorders Resource Center works to increase awareness and understanding of eating disorders. Estimated to affect 8 million Americans, eating disorders are affecting more girls, at younger ages, and across racial and socioeconomic boundaries. To encourage early detection, intervention, and treatment, the center provides information and training for health professionals and other community members. It also connects people who suffer from the disorder with care and treatment, as

well as support groups for themselves, their families, and friends. With the help of El Camino Hospital, the center has expanded its training program and is collaborating with some of the hospital's community benefit partners to help identify and treat people with eating disorders.

### Data:

- Health care professionals and community members trained: 432

## ▶ Screenings for early detection

El Camino Hospital believes in the value of screening both the at-risk and general populations to identify people who are at-risk for or already have a disease. We conduct a variety of community health screenings throughout the year and always provide local and accessible referral sources to screening participants identified as being at-risk. Whenever possible, we provide free or low-cost services to the underserved members of our community.

## ▶ Free immunizations and TB testing

One of the most effective ways to work toward community wellness is to provide free vaccines and tuberculosis testing to those who need them most. El Camino Hospital's Immunization Program, which includes flu shots, helps prevent the spread of infectious disease.

### Data:

- Immunization services provided: 10,194
- People served: 4,694

# Moving forward

## More good works to come

El Camino Hospital is pleased that our community benefit projects and initiatives are making a difference for so many people. Supported by our hospital's growing investment in community benefit, we are excited about the new initiatives that have been added for the upcoming year, as well as the partnerships we are forging with other committed agencies and organizations.

- Through the Santa Clara Family Health Plan, we are providing funding for an employer-based "Healthy Worker" program that offers an affordable, comprehensive health plan for small businesses and uninsured residents in Santa Clara County.
- We are supporting Playworks, an organization that increases school-based physical activity and youth leadership in low-income elementary schools in the Mountain View and Sunnyvale area.
- In partnership with the Alzheimer's Association, we are providing free multi-ethnic workshops for caregivers of patients with Alzheimer's or other dementia-related illnesses.

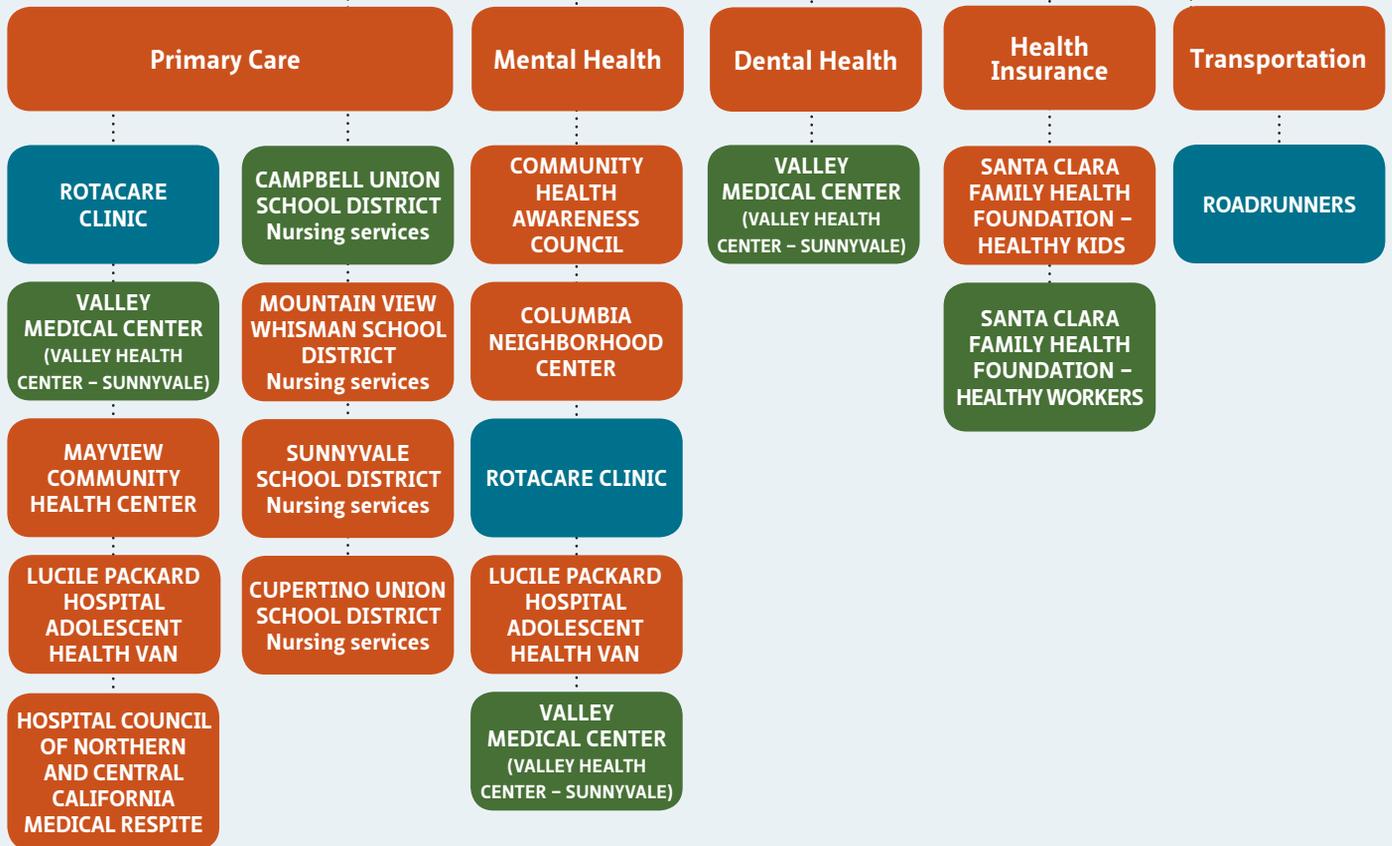
## Los Gatos campus-based projects

We are delighted to welcome El Camino Hospital Los Gatos, which has recently reopened as a sister hospital to our Mountain View facility. As this hospital has the same not-for-profit, community-based model, we look forward to supporting community benefit programs in additional service areas. A separate source of funding, unrelated to district tax receipts, has been identified to support these efforts. A sampling of projects initiated for the upcoming year are listed below:

- In collaboration with West Valley Community Services, we are supporting a "Raising a Healthy Eater" program that offers low-income parents and children the resources to learn about and practice healthy eating habits. We are also supporting the organization's food pantry.
- We are providing support for one full-time school nurse in the Campbell Union School District.
- Support for the Playworks program, currently being initiated in the Mountain View and Sunnyvale area, will be extended to schools in the Campbell area.
- The Health Library and Resource Center at El Camino Hospital Los Gatos is already working to strengthen the health of the community by providing information on a wide range of vital health care topics. The extensive medical library and consumer health library include state-of-the-art medical databases that are free and accessible to the public, and professional librarians to help with online searches.

# Goals and benefits for our community

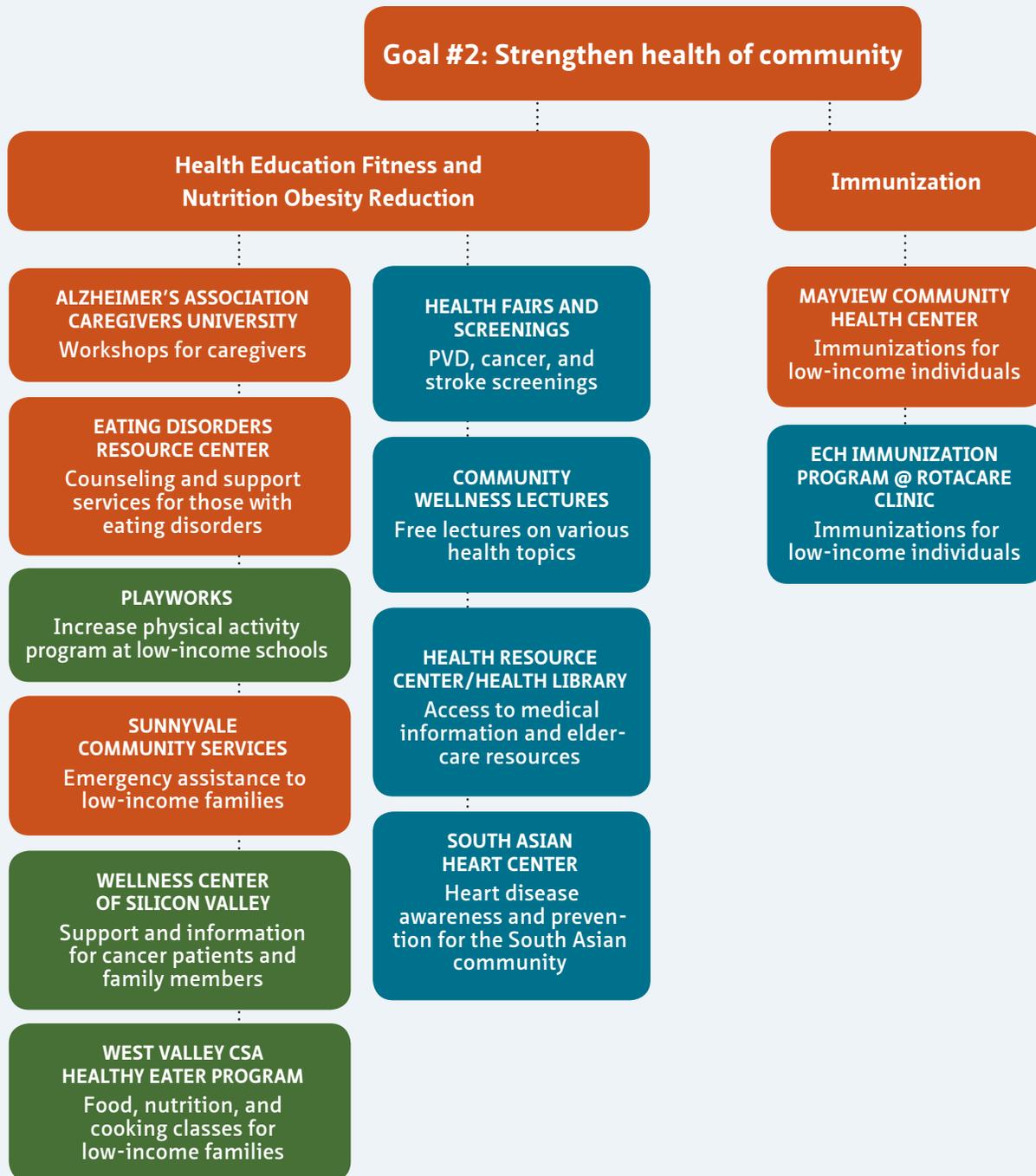
## Goal #1: Increase and improve access to care



Denotes El Camino Hospital program

Denotes program begun FY10

# Goals and benefits for our community



### Goal #3: Chronic disease management

#### Seniors

**MOUNTAIN VIEW SENIOR CENTER**  
Provide health information to seniors and chronic disease self-management program

**SUNNYVALE SENIOR CENTER**  
Provide health information to seniors

**SARATOGA SENIOR CENTER**  
Provide health information to seniors and chronic disease self-management program

**INDIAN SENIOR CENTER**  
Provide health information to seniors and chronic disease self-management program

**MOUNTAIN VIEW COMMUNITY SERVICES AGENCY**  
Intensive case management program for seniors with chronic diseases

**PATHWAYS HOSPICE GRANT**  
End-of-life comfort and support

#### Underserved Adults

**ROTACARE CLINIC**  
Provides medical care and case management for underserved and uninsured adults

**VALLEY HEALTH CENTER IN SUNNYVALE**  
Medical home for low-income adults

**HOSPITAL COUNCIL OF NORTHERN AND CENTRAL CALIFORNIA, NEW DIRECTIONS PROGRAM**  
Intensive case management for adults

Denotes El Camino Hospital program

Denotes program begun FY10



## Community benefit support, fiscal year 2009

Community health improvement .....	\$3,840,828
Education, training, and operations.....	\$1,853,435
Subsidized health services.....	\$17,832,319
Charity care.....	\$3,344,512
Government-sponsored health care	
Healthy Kids.....	\$75,000
Medi-Cal.....	\$19,455,615
*Total community benefit.....	\$46,401,709

\*The FY09 report does not include unreimbursed Medicare expenses. This is a change from our previous community benefit reports, which included this additional expense to the hospital. This year's uncompensated Medicare expenses were \$43,932,226. Because this amount is not included in the above report, the total expense reported here is considerably lower than in previous fiscal year reports.

El Camino Hospital complies with state requirements to report community benefit expenses with and without uncompensated Medicare. In addition, we follow the Catholic Health Association community benefit guidelines, which, in the past year, removed unreimbursed Medicare expenses from community benefit reporting.

### EL CAMINO HOSPITAL BOARD OF DIRECTORS

- Wesley F. Alles, board chairperson
- Kenneth D. Graham, chief executive officer
- Uwe R. Kladde, board secretary/treasurer
- Mark J. O'Connor, board member
- David W. Reeder, board member
- John L. Zoglin, board vice chairperson



## EL CAMINO HOSPITAL SPONSORSHIPS AND COMMUNITY BENEFIT PARTNERS

- AIDS Coalition Silicon Valley
- Alzheimer's Association
- American Red Cross
- Breast Cancer Coalition
- Campbell School District
  - Blackford Elementary School
  - Capri Elementary School
  - Castlemont Elementary School
  - Forest Hill Elementary School
  - Lynhaven Elementary School
  - Marshall Lane Elementary School
  - Rosemary Elementary School
  - Sherman Oaks Elementary School
  - Village School
  - Campbell Middle School
  - Monroe Middle School
  - Rolling Hills Middle School
- Clinical Lab Scientist – San Jose State
- Columbia Neighborhood Center
- Community Health Awareness Council (CHAC)
- Community Services Agency Mountain View
- Cupertino Union School District
  - Eisenhower Elementary School
  - Hyde Middle School
  - Nimitz Elementary School
  - Stockmeir Elementary School
- De Anza Medical Lab Technicians
- Eating Disorders Resource Center
- Emergency Housing Consortium LifeBuilders
- Healthy Silicon Valley
- Hospital Council Northern & Central California – Medical Respite
- Hospital Council – New Directions/Case Management
- Los Altos Rotary AIDS Project
- Lucile Packard Foundation's Mobile Adolescent Health Services
- MayView Community Health Center
- Momentum for Mental Health
- Mountain View Community Services
- Mountain View Whisman School District
  - Benjamin Bubb Elementary School
  - Mariano Castro Elementary School
  - Frank L. Huff Elementary School
  - Edith Landels Elementary School
  - Monta Loma Elementary School
  - Stevenson PACT School
  - Theuerkauf Elementary School
  - Crittenden Middle School
  - Graham Middle School
- People Acting in Community Together
- Pathways Hospice Foundation
- Peninsula Stroke Association
- Playworks (formerly Sports4Kids)
- RotaCare Clinic – Mountain View
- RoadRunners Transportation
- Santa Clara Family Health Foundation – Healthy Kids
- Santa Clara Family Health Foundation – Healthy Workers
- Saratoga Senior Center
- South Asian Heart Center
- Sunnyvale Community Services
- Sunnyvale Senior Center
- Sunnyvale Union School District
  - Bishop Elementary School
  - Cherry Chase Elementary School
  - Cumberland Elementary School
  - Ellis Elementary
  - Fairwood Elementary School
  - San Miguel Elementary School
  - Lakewood Elementary School
  - Vargas Elementary School
  - Columbia Middle School
  - Sunnyvale Middle School
- The Wellness Community
- Valley Medical Center – Valley Health Center Sunnyvale
- YWCA Silicon Valley
- Wellness Community
- West Valley Community Services Agency

### COMMUNITY BENEFIT STAFF

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Carla Paul, director of community health services

This report is produced by the El Camino Hospital community relations department. For extra copies, call 650-988-7703.



**El Camino Hospital**  
THE HOSPITAL OF SILICON VALLEY

# 2009

## Community Benefit Report



### About El Camino Hospital

*As an independent, nonprofit hospital with campuses in Mountain View and Los Gatos, we are empowered to do whatever it takes to bring you the finest quality care. Our administrative leadership helps foster a dynamic, collaborative environment. Our world-class physicians actively seek out the latest treatments and technologies to benefit our patients. And all of our nurses, staff and volunteers share our commitment to excellence. Together, we do our utmost to bring you compassionate, comprehensive medical care that is truly state-of-the-art. Our key medical specialties include cancer care, heart and vascular services, neuroscience, genomic medicine, urology, ophthalmology, orthopedic and spine surgery, weight loss surgery, and women's health.*

*For a more detailed look at our capabilities, please visit our Web site at [www.elcaminohospital.org](http://www.elcaminohospital.org).*



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