



STANFORD HEALTH CARE
TRI-VALLEY

2023 Community
Benefit Report
2024 Community
Benefit Plan

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Stanford Health Care Tri-Valley (SHC Tri-Valley) provides high-quality care rooted in science and compassion to support the well-being of its community. The hospital is part of Stanford Medicine. It seeks to heal humanity through science and compassion, one patient at a time. Its mission is to care, to educate, and to discover. SHC Tri-Valley maintains a strong commitment to the health of its community members and dedicates considerable resources to support its community benefit program.

This report covers fiscal year (FY) 2023 beginning September 1, 2022, and ending August 31, 2023. During this time, SHC Tri-Valley invested over \$42 million¹ in services and activities to improve the health of the communities it serves. In addition to providing details on this investment, this report describes the community benefit planning process and the Community Benefit Plan for FY 2024.

Total Quantifiable Community Investment for FY2023



FINANCIAL ASSISTANCE AND CHARITY CARE: \$37,855,843

- Uncompensated costs of medical services for patients enrolled in Medi-Cal, out-of-state Medicaid, and other means-tested government programs: \$35,836,155
- Charity Care: \$2,019,688

HEALTH PROFESSIONS EDUCATION: \$1,265,816

- Nurse and allied health professions training

COMMUNITY HEALTH IMPROVEMENT SERVICES: \$1,699,515

- Community health education programs
- Enrollment assistance for the uninsured
- Programs to support healthy lifestyles for seniors
- Programs to support new mothers
- Health library
- Post-hospital support: case management, transportation, clothing
- COVID-19 emergency response activities

FINANCIAL AND IN-KIND CONTRIBUTIONS: \$1,022,661

- Community clinic capacity building and support
- Community health improvement grants
- Event sponsorships for nonprofit organizations

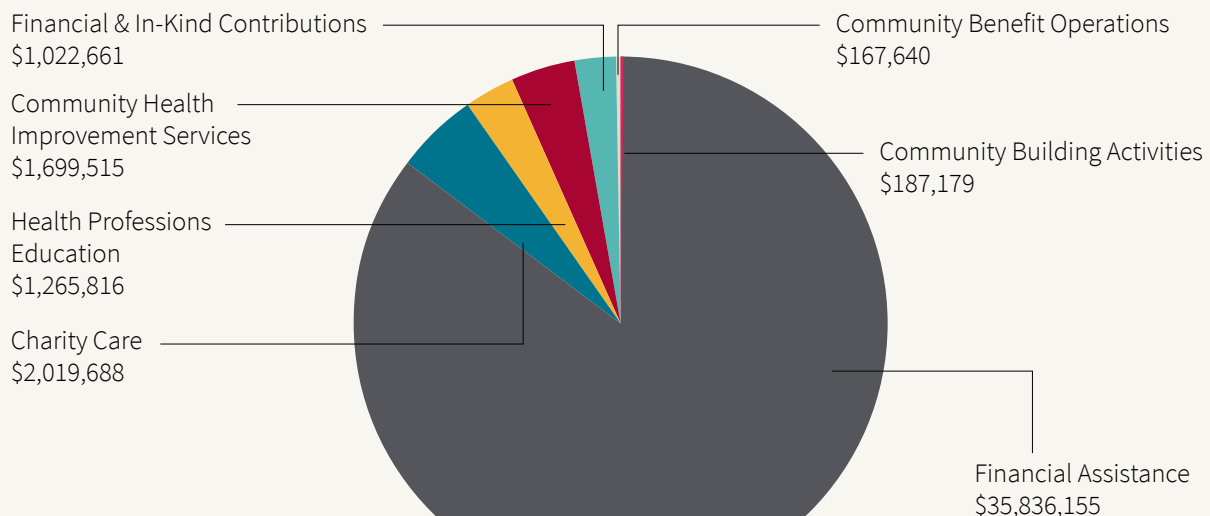
COMMUNITY BUILDING ACTIVITIES: \$187,179

- Workforce development
- Emergency preparedness

COMMUNITY BENEFIT OPERATIONS: \$167,640

- Community health needs assessment costs
- Dedicated community benefit staff
- Reporting and compliance costs

STANFORD HEALTH CARE TRI-VALLEY FY23 COMMUNITY BENEFIT INVESTMENT





Community Served

SHC Tri-Valley's primary service area is the Tri-Valley. The Tri-Valley encompasses the suburban cities of Livermore, Pleasanton, Dublin, and San Ramon in the three valleys from which it takes its name: Amador Valley, Livermore Valley, and San Ramon Valley. Dublin, Livermore, and Pleasanton are in Alameda County, and Danville and San Ramon are in Contra Costa County. SHC Tri-Valley operates facilities in Dublin, Livermore, and Pleasanton (see Map of the Community Served, below). The Tri-Valley accounts for the majority of SHC Tri-Valley's inpatient discharges.

The U.S. Census estimates a population of about 379,000 in the Tri-Valley.¹ The area is highly diverse: The two largest ethnic subpopulations are white and Asian-American (51% and 28%, respectively). The nonwhite population accounts for 49% of the population in the Tri-Valley area.

MAP OF THE COMMUNITY SERVED



¹ Esri Demographics, based on U.S. Census Bureau TIGER/Line geodatabases, using 2020 U.S. Census data.

As required by California Senate Bill 697ⁱⁱ, community benefit managers from 13 local hospitals in Alameda and Contra Costa counties (“the Hospitals”) collaborated to produce a community health needs assessment in 2022. The goal was to collectively gather community feedback, understand existing data about health status, and prioritize local health needs in each hospital area. SHC Tri-Valley was an active participant with the Hospitals in this work.ⁱⁱⁱ

Health needs were identified by synthesizing primary qualitative research and secondary data, and filtering those needs against a set of criteria.^{iv} Needs were then prioritized by SHC Tri-Valley’s Community Benefit Advisory Group (CBAG), employing the community’s prioritization of health needs and additional criteria. The final health needs were selected by the CBAG after reviewing the data, the prioritization process, and current SHC Tri-Valley community health initiatives. The CBAG then applied another set of criteria from which four significant health needs were selected:

- Behavioral health
- Economic stability and housing
- Health care access and delivery
- Healthy lifestyles

Community Assessment Process and Prioritization of Community Health Needs





SHC Tri-Valley's annual community investment focuses on improving the health of our community's most vulnerable populations, supporting the health of the broader community, and providing opportunities for health education, research, and training. To accomplish these goals, all community benefit investment addresses the four prioritized community health needs: behavioral health; economic stability and housing; health care access and delivery; and healthy lifestyles.

Community Investment to Address Community Health Needs

BEHAVIORAL HEALTH

Based on the 2022 Community Health Needs Assessment findings, our interventions to improve behavioral health outcomes in our community include both mental/behavioral health and substance abuse interventions. For more information about SHC Tri-Valley’s Community Health Needs Assessment, please visit: <https://stanfordhealthcare.org/tri-valley/about-us/community-benefits.html>.

Partner	Program	Program Details and FY23 Impact
ALAMEDA COUNTY BEHAVIORAL HEALTH CARE SERVICES	Santa Rita Mental Health Assessment, Referral and Drop-In Center	Funded a grant to support Safe Landing, an Alameda County outreach and treatment program. This mobile center provides reentry support services at Santa Rita Jail, the county jail in Alameda County. The center provides a safe, comfortable, nonthreatening, temporary stop-over as next options are considered, and provides assistance/connection with: locating both immediate and long-term housing; medication; brief counseling and crisis counseling; referrals to further mental health and/or substance use services; signing up for medical insurance and other county benefits; connection to transportation (BART, bus, cab); refreshments; clothing; access to telephone and/or internet to line up transportation; and other post-release necessities. Persons served: 1,873
AXIS COMMUNITY HEALTH	Behavioral Health Program	Funded a grant to support one full-time licensed marriage and family therapist (MFT), which has increased capacity to serve uninsured Tri-Valley residents at Axis’ clinical site. Wait times for mental health services appointments at the clinic have been reduced. Persons served: 1,010 mental health visits
CRISIS SUPPORT SERVICES OF ALAMEDA COUNTY	Healing Hearts 5K Walk/Run for Suicide Prevention	Provided funds to support this event, which is focused on raising awareness of the tragedy of suicide, reducing the stigma associated with depression and mental illness, educating the community about available services, supporting local suicide prevention programs, and providing a safe place to heal for those who have lost loved ones to suicide. Persons served: 150
THREE VALLEYS COMMUNITY FUND	Youth Mental Health Outreach Initiative “Breaking the Silence”	Provided support for “Breaking the Silence” initiative, which aims to shine a spotlight on youth mental health in the area. While the region thrives in a myriad of areas, there are hidden challenges. Addictions such as social media, drugs, and vaping, as well as post-pandemic mental health issues remain, with our youth among the most vulnerable. This program will increase outreach efforts to support youth mental health.

ECONOMIC STABILITY AND HOUSING

Based on the 2022 Community Health Needs Assessment findings, our interventions to improve economic stability and housing in our community include: 1) reducing food insecurity and increasing access to healthy food; 2) reducing barriers to employment; and 3) reducing housing instability among vulnerable community members. For more information about SHC Tri-Valley’s Community Health Needs Assessment, please visit: <https://stanfordhealthcare.org/tri-valley/about-us/community-benefits.html>.

Partner	Program	Program Details and FY23 Impact
ALAMEDA COUNTY VETERANS STAND DOWN	Community Event	Sponsored a one-day event to support homeless or at-risk veterans by providing the necessary social and human services to help them improve their lives. In addition to snacks and lunch, resources for veterans, including physical and mental health care, dental checkups, haircuts, and much more were offered at this event.
CROSSWINDS CHURCH	Operation Cranberry Sauce	<p>Provided funding to support Operation Cranberry Sauce (OCS). OCS food packages feed a family of five for a Thanksgiving meal. Each low-income family received one box of groceries that included staples and nonperishable items and a frozen turkey.</p> <p>Food packages were provided to approximately 9,000 low-income family members in Livermore, Pleasanton, Dublin, San Leandro, Castro Valley, Hayward, and Oakland.</p> <p>Persons served: approx. 9,000</p>
GOODNESS VILLAGE	Housing, Health Resources	<p>Provided funding towards the salary of a case manager, who provided intensive comprehensive case management services to village residents.</p> <p>Goodness Village is a tiny home community that provides affordable and permanent housing options in a supportive community for people transitioning out of chronic homelessness.</p> <p>Persons served: 33</p>
HIVELY	Community Support	<p>Provided volunteer support, school supplies, and lunch boxes for children in need.</p> <p>Hively provides support and resources for children and families throughout Alameda County by providing access to high-quality social services. Hively offers family outreach programs; affordable mental health services; childcare subsidies for CalWORKs recipients; parent education classes to support healthy home environments; and family-strengthening classes to support the parent-child bond.</p>

OPEN HEART FOOD BANK	Food distribution center	Provided funding towards investments in infrastructure, equipment, and supplies for the warehouse to open food bank operations. The Open Heart Food Bank will be instrumental in serving as a food distribution hub for the Tri-Valley.
SUNFLOWER HILL	Housing and Programs for People with Disabilities	Provided funding in support of the organization in codeveloping affordable residential communities and creating programs and activities for people with intellectual and developmental disabilities that support independence and interdependence.

HEALTH CARE ACCESS & DELIVERY

Based on the 2022 Community Health Needs Assessment findings, our interventions to improve health care access and delivery in our community will focus on improving access to affordable, high-quality health care services for our most vulnerable community members. For more information about SHC Tri-Valley’s Community Health Needs Assessment, please visit: <https://stanfordhealthcare.org/tri-valley/about-us/community-benefits.html>.

Partner	Program	Program Details and FY23 Impact
AXIS COMMUNITY HEALTH	Capital expansions	Provided grant funding to make capital improvements to their Railroad clinic site. The capital improvements will ensure that the clinic continues to serve as a vital community resource, meeting standards of health care infrastructure and education. The improved facility will expand and enhance the quality of care provided to the community, particularly the underserved populations that Axis Community Health serves in the Tri-Valley.
BREAST CANCER PREVENTION PARTNERS	Prevention	Provided sponsorship funds to support organization. Breast Cancer Prevention Partners works to eliminate exposure to toxic chemicals and other environmental exposures linked to breast cancer—to save lives and prevent the disease before it starts.
COMMUNITY EVENTS	First-Aid	Provided first aid at local community events such as the Livermore Rodeo and Little League World Series.
ERIC’S CORNER	Support	Provided funds to support Eric’s Corner, which works to raise awareness of epilepsy/seizures and to connect our community with resources to effectively manage an epilepsy/seizure diagnosis.

HERS BREAST CANCER FOUNDATION	Support	Provided sponsorship funds for foundation. HERS supports all individuals healing from breast cancer by providing post-surgical products and services, regardless of financial status. HERS stands for Hope, Empowerment, Renewal, and Support.
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HEALTHY LIFESTYLES (OBESITY, DIABETES, HEALTHY EATING, ACTIVE LIVING)

Based on the 2022 Community Health Needs Assessment findings, our interventions to improve Healthy Lifestyles (Obesity, Diabetes, Healthy Eating, and Active Living) in our community are focused on outreach and prevention, early education and intervention, and treatment. For more information about the Community Health Needs Assessment, please visit: <https://stanfordhealthcare.org/tri-valley/about-us/community-benefits.html>.

Partner	Program	Program Details and FY23 Impact
COMMUNITY PARTNERSHIPS	Outreach and prevention	Providing ongoing funding to various schools and nonprofit organizations in the community to help promote healthy eating and active lifestyle programs.
CULINARY ANGELS	Meals	Provided funds to support Culinary Angels, a volunteer, donation-based organization that provides nutrient-rich meals and nutrition education to people going through a serious health challenge. Meals are delivered free-of-charge throughout Livermore, Dublin, and Pleasanton.
CAPE (COMMUNITY ASSOCIATION FOR PRESCHOOL EDUCATION) HEAD START, INC.	Nutrition Services	Supported CAPE Head Start's provision of meals for preschool-aged children by preparing all the meals. CAPE's primary focus is providing the highest quality early childhood development services that meet the needs of low-income children and their families, including health and nutrition. Persons served: 150
MEALS ON WHEELS	Meal preparation	Supported Meals on Wheels program by preparing all meals. This meal program provides local seniors with the nutrition critical to their health and well-being five days a week. Participating homebound seniors were located in Pleasanton, Livermore, Dublin, and Sunol. Some received several meals a day. Persons served: 800

MEALS ON WHEELS	Fundraising support	Provided financial support for Meals on Wheels Diablo and Alameda County regions' fundraising events. Meals on Wheels provides delivered nutritious meals and supportive services that allow seniors to remain in their homes, safely and with dignity.
SPECTRUM	Administrative	Provided office space to Spectrum, the not-for-profit organization in charge of organizing the Meals on Wheels program in the Tri-Valley area.

Hospital and
Community-Based
Programs
Supporting
Community Health
Improvement



Program	Program Details and FY23 Impact
CARDIAC INFORMATION AND EDUCATION	Provided a wide variety of resources and services to the broader community regarding cardiac information and education, including lectures. Persons served: 114
DIABETES/OBESITY INFORMATION AND EDUCATION	Offered monthly diabetes support group for those with diabetes, with occasional guest speakers. Also offered education to the Tri-Valley community about healthy eating habits. Persons served: 118
MATERNAL/CHILD EDUCATION	Held maternal and child education classes to prepare parents for childbirth. In addition, provided education for new mothers on the benefits and importance of breastfeeding their infants. The New Moms Support Group supported new mothers by providing programs focused on breastfeeding as a healthy start to life. Persons served: 934
MEDDATA (PATIENT FINANCIAL ADVOCACY SERVICES)	Funded a program that assists low income, uninsured, underinsured, and homeless patients in researching their health care options. Services, covered by SHC Tri-Valley funding and provided at no cost to the client, included helping individuals research eligibility requirements, identify appropriate health insurance programs, complete applications, compile required documentation, and follow up with county case managers as needed.
POSTHOSPITAL SUPPORT	Provided funding and resources for patients that have limited or no ability to pay for necessary medical and nonmedical services through the Social Work and Case Management department. Services include transportation, medications, clothing, and meal assistance. Persons served: 1,508
SUPPORTIVE CARE PROGRAMS FOR CANCER	Provide free, nonmedical support services to cancer patients, family members, and caregivers regardless of where patients receive treatment. Services provided include support groups, health education classes, seminars, and symposia, and healing touch supportive care.
WORKFORCE DEVELOPMENT	Partnership with Cristo Rey De La Salle—a rigorous and personalized college preparatory curriculum integrated with a corporate work-study experience prepares high school students of limited economic means to succeed in college and in life. Persons served: 6
WEIGHT LOSS INFORMATION AND EDUCATION	Offered biweekly support groups for both bariatric weight loss and medical weight management patients from the broader community. Persons served: 120



Health Education,
Research, and
Training

Program	Program Details and FY23 Impact
NURSING EDUCATION	Continued to invest in student training programs providing nursing students with in-depth, hands-on experience, including: <ul style="list-style-type: none"> • Nursing clinical experience • Registered nurse preceptorship Persons served: 151
ALLIED HEALTH PROFESSIONS EDUCATION	Continued to invest in student training programs for various medical professions, including: <ul style="list-style-type: none"> • Cardiac rehabilitation • Emergency (paramedic) • Physical & sports medicine • Surgical technologist Persons served: 11
QUEST SCIENCE CENTER—COMMUNITY HEALTH EDUCATION	Provided hands-on CPR training and bronchoscopy demonstrations during the Tri-Valley Innovation Fair held at the Quest Science Center, which aims to inspire and nurture everyday exploration for lifelong engagement with science and technology.



Fiscal Year 2024 Community Benefit Plan

Stanford Health Care Tri-Valley plans to invest its community benefit efforts, including grants, sponsorships, in-kind support, and collaboration/partnership activities, in work that benefits the larger community, including health research, health education and training, serving vulnerable populations, charity care, and unreimbursed Medi-Cal and Medicare. This plan represents the second year of a three-year strategic investment in community health. The plan is based on documented community health needs disclosed in the 2022 Community Health Needs Assessment (CHNA). These activities provide essential services for those in need in the community.

BEHAVIORAL HEALTH

Key Community Health Needs Assessment Findings:

- Mental health in the Tri-Valley is considered by key informants to be at a critical level since the COVID-19 pandemic began and is perceived as especially bad for youth.
- Experts say there is limited access to mental/behavioral health care in the Tri-Valley compared to other parts of Alameda County.
- Substance use and alcohol are issues for Tri-Valley community members; binge drinking is higher in Dublin and Pleasanton than it is statewide.

GOAL: Improve Tri-Valley community members' access to mental/behavioral health care services	
Strategies	Anticipated Impact
<ol style="list-style-type: none"> 1. Support efforts to coordinate delivery of behavioral health care and physical health care in the Tri-Valley 2. Support efforts to increase access to behavioral/mental health care across all Tri-Valley populations 	<ul style="list-style-type: none"> • Improved access to mental/ behavioral health programs and services • Increased proportion of community members served with effective mental/behavioral health services • Improved coordination of physical and mental/behavioral health services • Improved mental/behavioral health well-being among those served

Goal: Improve mental health and well-being among Tri-Valley community members	
Strategies	Anticipated Impact
Participate in collaborations and partnerships on efforts to address behavioral health for Tri-Valley community members	<ul style="list-style-type: none"> • Improved mental/behavioral health among Tri-Valley community members

ECONOMIC STABILITY AND HOUSING

Key CHNA Findings:

- The cost of living in the Tri-Valley is extremely high and affordable housing is lacking.
- The COVID-19 pandemic exacerbated existing problems, with many losing jobs and needing to stretch resources further.
- Key informants said food insecurity and homelessness have been on the rise in the Tri-Valley due to the pandemic.
- Educational inequities, such as the completion of college prep courses, were likely made worse by lengthy periods of virtual schooling; this can affect future opportunities of Tri-Valley community members.

Goal: Reduce food insecurity and increase healthy food access for vulnerable community members	
Strategies	Anticipated Impact
Support expanded access to food security and food access programs and/or support new programs to increase access to nutrient-dense foods for vulnerable Tri-Valley community members	<ul style="list-style-type: none"> • Improved access to healthy food for low-income individuals across the Tri-Valley area • Improved associated health outcomes • Increased proportion of low-income individuals in the Tri-Valley who eat three meals per day • Reduced proportion of individuals in the Tri-Valley experiencing poor health outcomes that are a result of food insecurity • Reduced proportion of individuals who are food insecure • Reduced proportion of individuals in Alameda and Contra Costa Counties experiencing poor health outcomes as a result of food insecurity. • Reduced diabetes/obesity rates

Goal: Reduce barriers to employment/careers that provide community members with a living wage

Strategies	Anticipated Impact
Support efforts to increase workforce-related educational opportunities and/or job training	<ul style="list-style-type: none">• Reduced unemployment rates• Reduced poverty rates in the Tri-Valley area• Reduced California Self-Sufficiency Standard disparity• Reduction of pay disparities

Goal: Reduce housing instability among vulnerable community members to support improved health

Strategies	Anticipated Impact
<ol style="list-style-type: none">1. Support programs that expand affordable housing opportunities2. Support local homelessness prevention and intervention organizations and collaboratives	<ul style="list-style-type: none">• Improved access to stable housing for low-income individuals• Increased access to social services to prevent homelessness• Higher rate of community members retaining independence• Reduced proportion of individuals who are housing insecure

HEALTH CARE ACCESS AND DELIVERY

Key Community Health Needs Assessment Findings:

- Smaller proportions of adults in Tri-Valley cities had routine annual check-ups compared to all California adults.
- Smaller proportions of Tri-Valley cities' adults with high blood pressure were taking medication to manage their condition compared to their peers statewide.
- CHNA participants said there was a shortage of healthcare providers in the Tri-Valley.
- Key informants pointed to an income gap impacting the ability of many to access care.
- Key informants also highlighted inequities in access to care among low-income, Black, and LGBTQ+ populations and called for diverse and culturally competent providers.

Goal: Improve access to affordable, high-quality health care services for vulnerable community members	
Strategies	Anticipated Impact
<p>Allocate resources to support:</p> <p>Participation in government-sponsored programs for low-income individuals (i.e., Medi-Cal Managed Care)</p> <p>Provision of Charity Care to ensure low-income individuals obtain needed medical services</p> <p>Increased health insurance coverage</p>	<ul style="list-style-type: none"> • Reduced health care cost barriers for vulnerable populations • Improved affordability of health care services • Improved health insurance rates • Reduced avoidable emergency department and hospital utilization • Improved access to medical home
<p>Support wellness strategies (e.g., health fairs, education, screening) that improve equitable health outcomes</p>	<ul style="list-style-type: none"> • Increased awareness of preventive care • Increased use of medical home, including preventive care services • Reduced avoidable emergency department and hospital utilization • Improved health outcomes, particularly related to health disparities

Support equitable access and delivery efforts such as:
Care coordination interventions
Advocacy for telehealth reimbursement

- Reduced avoidable emergency department and hospital utilization
- Improved access to medical home
- Increased use of preventive care services
- Improved health outcomes, particularly related to health disparities
- Improved housing and economic security by addressing physical health conditions that contribute to housing instability
- Improved equitable access to telehealth

HEALTHY LIFESTYLES

Key CHNA Findings:

- The Tri-Valley built environment is not optimal for healthy lifestyles:
 - A larger percentage of Tri-Valley community members have low access to grocery stores than their statewide peers.
 - There are half as many supercenters and club stores in the Tri-Valley per 1,000 people than there are statewide.
 - The walkability index in the Tri-Valley is worse than the California average.
- A smaller proportion of youth in some Tri-Valley cities are healthy (not overweight/obese, engaging in regular physical activity) compared to their counterparts across the state.
- There are ethnic disparities in heart disease deaths and child fitness statistics in the Tri-Valley, with BIPOC community members doing worse than nonBIPOC community members.

Goal: Increase healthy eating and active living among children, youth, and adults in the Tri-Valley area	
Strategies	Anticipated Impact
Support efforts such as: Supporting schools in promoting healthy eating and physical activity Provide funding and/or in-kind support for health education to increase healthy habits. Programs of education and support for healthy lifestyles across various populations (e.g., older adults, new mothers)	<ul style="list-style-type: none"> • Increased knowledge about healthy behaviors • Increased access to physical activity • Increased access to healthy foods • Increased physical activity • Increased consumption of healthy foods • Reduced consumption of unhealthy foods
Participate in collaborations and partnerships to promote healthy eating and/or active living, such as health fairs for screening and education	<ul style="list-style-type: none"> • Increased knowledge about healthy behaviors • Increased physical activity • Increased consumption of healthy foods • Reduced consumption of unhealthy foods

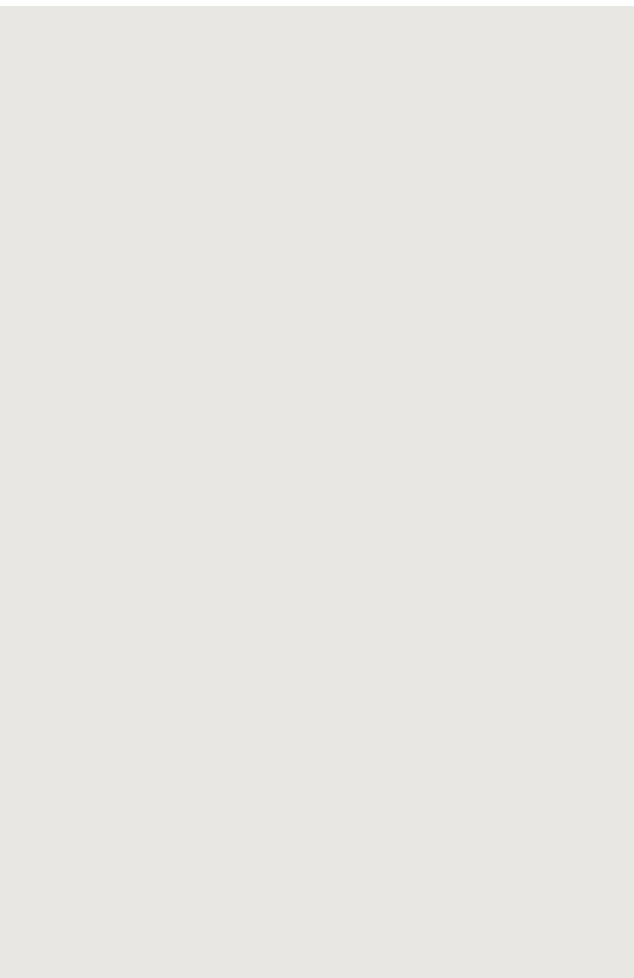
Endnotes

ⁱThis figure does not include the cost of unreimbursed Medicare.

ⁱⁱSB 697: By January 1, 1996, complete, either alone, in conjunction with other health care providers, or through other organizational arrangements, a community needs assessment evaluating the health needs of the community serviced by the hospital, that includes, but is not limited to, a process for consulting with community groups and local government officials in the identification and prioritization of community needs that the hospital can address directly, in collaboration with others, or through other organizational arrangement. The community needs assessment shall be updated at least once every three years.

ⁱⁱⁱHospitals: John Muir Health, Kaiser Permanente – Diablo Area (Antioch and Walnut Creek Kaiser Foundation Hospitals), Kaiser Permanente – East Bay Area (Oakland and Richmond Kaiser Foundation Hospitals), Kaiser Permanente – Greater Southern Alameda Area (Fremont and San Leandro Kaiser Foundation Hospitals), St. Rose Hospital, San Ramon Regional Medical Center, Stanford Health Care Tri-Valley, UCSF Benioff Children’s Hospital Oakland, and Washington Hospital Healthcare System.

^{iv}SHC Tri-Valley selection criteria: supported by primary data (community priority) and/or secondary data; misses a benchmark (California state average); is one in which disproportionalities exist (i.e., there are disparities or inequities by ethnicity, income, area of residents, gender, sexual orientation, etc.); is one in which existing community partnerships, programs, assets, or emerging opportunities can be leveraged; is one in which SHC Tri-Valley has the required expertise as well as the human and financial resources to make an impact.



Stanford
MEDICINE

Health Care
Tri-Valley