

2017 Community Benefit Report

Northern California Region



Creating healthier communities together

St. Joseph Health, Northern California continues to extend its role in the community far beyond the traditional medical model to create a healthier community. We partner with schools, community groups, and national organizations to extend our care beyond our walls and meet the changing needs of all who make their home in Humboldt, Napa and Sonoma counties.

In FY17, we invested more than \$97.2 million into these three Northern California counties to care for the poor, vulnerable, low income, uninsured and under-insured.

Community Benefit Defined

Our community benefit investments not only support the health and well-being of each person we serve, but the whole community:

Shortfalls in Medicaid: The difference between the cost of care and what is paid for by state and federal government – does not include Medicare. **\$68.5 Million**

Free and low-cost care: Financial assistance for those who are uninsured, underinsured, or otherwise unable to pay for their health care. **\$10.9 Million**

Community health services: Free services such as patient education, health screenings, immunizations and support groups, as well as grants and donations to support community partners. **\$16.8 Million**

Education and research: Subsidies for medical residency programs, education for nursing and other health professions, and medical research. **\$189 Thousand**

Subsidized health services: Clinical and social services provided despite a financial loss because they meet identified needs not met elsewhere in the community. **\$853 Thousand**

\$97.2 million total



\$68.5 MILLION
Shortfalls in Medicaid



\$10.9 MILLION
Free and low-cost care



\$16.8 MILLION
Community health services



\$189 THOUSAND
Education and research



\$853 THOUSAND
Subsidized health services

Patient Financial Assistance Program

We provide quality care to all our patients, regardless of their ability to pay. We believe that no one should delay seeking needed medical care because they lack health insurance or are worried about their ability to pay for their care. This is why we have a Financial Assistance Program for eligible patients. This program includes people who do not have health insurance and are unable to pay their hospital bill, as well as patients who do have insurance but are unable to pay the portion of their bill that insurance does not cover.

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Helping Humboldt County Families Access Healthcare

Healthy Kids Humboldt helps ensure uninsured individuals of all ages, regardless of income or immigration status, can navigate, access and enroll in healthcare and social service programs. This ensures children and families have a healthy start. Two bilingual community health workers assist families in finding free or low-cost health insurance and connect families to healthy food and nutrition resources at no charge.

When a local woman was concerned about her brother—an uninsured, undocumented immigrant who lived out-of-state and was discharged from a hospital with ongoing dialysis needs—Healthy Kids Humboldt stepped in to help bring the family together. He moved to Humboldt where our community health workers connected him with a local dialysis center and established his care in California, helping him to enroll in Medi-Cal benefits. Thanks to Healthy Kids Humboldt, this man’s health is now stable, is well enough to return to work, and has family support nearby. This is one of many vulnerable people who has been helped by this program.

Caring for Individuals with Chronic Disease

The CARE Network in Napa coordinates care for individuals with chronic disease through support from nurses, social workers, nutritionists, community health workers, and more.

When a man was diagnosed with a chronic condition and told he had less than a 50 percent chance of survival, the experience was life-changing. After he was discharged, a team of caregivers from the CARE Network visited him at home. They provided healthy food to help him regain his strength, taught him how to safely manage dozens of medications, joined him for his doctors’ appointments, helped him navigate the health care system to get all the benefits he needed, ensured rent was paid so he didn’t lose his home, kept him out of the hospital and his life moving forward.

This patient isn’t alone. In 2017, the CARE Network served 568 clients. For the 261 newly enrolled clients in 2017, there was a 71% reduction in ED visits and a 42% reduction in hospitalizations when compared to one year prior to program enrollment.

Mobile Health Clinic Brings Healthcare to Homeless Shelters

St. Joseph Health, Sonoma County’s Mobile Health Clinic serves those who don't have access to health insurance coverage, providing treatment for minor medical conditions, screenings, physicals, immunizations and connecting patients to a primary care medical home.

By serving individuals at homeless shelters in the area, a team of caregivers, including a nurse practitioner and medical assistant, are helping to reduce ED visits and prevent disease. According to one caregiver, it is common to hear from patients, “You saved my life today,” and “You saved me a trip to the ER.”