



GOLETA VALLEY | SANTA BARBARA | SANTA YNEZ VALLEY

## Community Benefit Report 2017

for Goleta Valley Cottage Hospital

Santa Barbara Cottage Hospital

Santa Ynez Valley Cottage Hospital

## TABLE OF CONTENTS

---

|   |    |
|---|----|
| Executive Summary.....  | 3  |
| Overview of the Community & Cottage Health.....                   | 4  |
| Financial Contribution Summary .....                              | 10 |
| Medical Care Services .....                                       | 11 |
| Benefits for Vulnerable Populations & the Broader Community ..... | 13 |
| Health Education & Research .....                                 | 43 |
| Future Direction .....  | 46 |

## **EXECUTIVE SUMMARY**

---

Cottage Health is a not-for-profit organization, comprised of Goleta Valley Cottage Hospital (GVCH), Santa Barbara Cottage Hospital (SBCH), and Santa Ynez Valley Cottage Hospital (SYVCH). Cottage Health serves the communities' acute care needs and identifies and addresses community health needs. This document provides an update on Cottage Health's community benefit programs and results in 2017.

Cottage Health completed a tri-annual Community Health Needs Assessment in 2016, which is detailed later in this report and available at <https://www.cottagehealth.org/chna>. The assessment identified 5 priority health areas:

- Access to Care
- Behavioral Health
- Chronic Conditions
- Food Insecurity
- Housing Insecurity

Community benefit includes charity care, government shortfalls, health education and research, and benefits for vulnerable populations and the broader community, which totaled more than \$199 million in 2017.

### **Medical Care Services**

Cottage Health has provided outstanding medical care to the communities we serve for more than 125 years. Together our hospitals — in Santa Barbara, Goleta, and the Santa Ynez Valley — provide a range and quality of services found only in the best hospitals in the country. Because there is no Santa Barbara County public hospital, Cottage Health provides the great majority of acute care to the region's financially vulnerable population, for which reimbursement does not cover the costs. These programs go beyond the legal requirements for providing emergency care and include a growing commitment to provide medically necessary, but non-emergent services to patients who are unable afford to pay for the hospital care they need.

### **Benefits for Vulnerable Populations & the Broader Community**

Cottage Health addresses the priority health needs identified in the 2016 Community Health Needs Assessment through community programs hosted internally, collaborations with community organizations, and a commitment to health education and research.

### **Future Direction**

With a new focus on population health, Cottage Health will continue to serve the community through these long-standing community benefit strategies, while seeking opportunities to align these efforts with broader initiatives addressing priority areas identified in the Community Health Needs Assessment. Through this approach, Cottage Health will prioritize, select, implement and evaluate interventions addressing root causes and improving the health of the community in sustainable ways.

## OVERVIEW OF THE COMMUNITY & COTTAGE HEALTH

---

### About Cottage Health

Established in 1888, the not-for-profit Santa Barbara Cottage Hospital opened its doors in 1891. Also established as not-for-profit acute care providers, Goleta Valley Cottage Hospital and Santa Ynez Valley Cottage Hospital both opened their doors in 1964 as Goleta Valley Community Hospital and Santa Ynez Valley Hospital, respectively. Between 1995 and 1996, these three hospitals formally affiliated to form Cottage Health. The visionary leadership of all three hospitals' voluntary Boards of Directors has ensured uninterrupted acute care and outpatient services for the South Coast, Goleta Valley, Santa Ynez Valley, and surrounding communities for more than 20 years.

Through this affiliation, representatives from the Boards of Directors for Santa Barbara Cottage Hospital, Goleta Valley Community Hospital, and Santa Ynez Valley Hospital formed the Cottage Health Board of Directors. The Cottage Health Board sets the strategic direction and fiscal priorities for the entire organization. The Board's constant focus is on compassionate patient care, high quality healthcare services and fiscal soundness.

In addition to high quality acute care and outpatient services, Santa Barbara Cottage Hospital and Goleta Valley Cottage Hospital also serve as regional referral centers for multiple advanced medical programs. SBCH's specialized service lines include Cottage Children's Medical Center and its Grotenhuis Pediatric Clinics; Cottage Rehabilitation Hospital; Level I Trauma Center and Level II Pediatric Trauma Center; and Certified Level II Stroke Program. Goleta Valley Cottage Hospital's advanced services consist of the Ridley-Tree Center for Wound Management, the Breast Imaging Center and Maxillofacial Surgery Program.

Santa Ynez Valley Cottage Hospital is a federally-designated Critical Access Hospital serving the rural communities of the Santa Ynez Valley. It offers inpatient care, emergency services, and multiple outpatient services, including advanced imaging, outpatient surgical services, onsite physicians' clinic providing appointments with specialists, an outpatient infusion suite, laboratory services and a cardiopulmonary rehabilitation program.

Cottage Health's medical staff of more than 600 physicians sees patients at all three hospitals. Many of these physicians are involved in the training and education of new physicians in SBCH's internal medicine, general surgery and radiology residency programs.

In support of their core responsibilities within the region's healthcare continuum, Cottage Health's hospitals maintain cooperative relationships with the Lompoc Healthcare District, Marian Medical Center, Sansum Clinic and its affiliated Ridley-Tree Cancer Center, Santa Barbara Neighborhood Clinics, physician practices, government agencies, home health agencies, hospice services, and long-term care providers. Many of these relationships and organizational partnerships are detailed in this report.

## About Santa Barbara County

### Geography

With a population of 444,769 (U.S. Census 2015), Santa Barbara County encompasses 2,750 square miles of land and inland water area. Much of the county is mountainous. The Santa Ynez, San Rafael and Sierra Madre mountains extend in a predominately east-west direction. Within the county, there are numerous fertile agricultural areas, including the Santa Ynez, Lompoc, Santa Maria, and Cuyama Valleys as well as the southeast coastal plain. These areas, which include most of the developed land, also accommodate the majority of the population. Los Padres National Forest, in the eastern part of the county, covers approximately 44% of the total county area. "North County" refers to the area west and north of Gaviota, and includes the Santa Ynez, Lompoc, Santa Maria, and Cuyama valleys. "South County" refers to the Goleta, Santa Barbara, and Carpinteria coastal plain. Together, Santa Barbara, San Luis Obispo, and Ventura Counties comprise the Central Coast Tri-Counties region.

### Demographics

Sixty-eight percent of the population in the county lives in five North County cities and three South County cities: **North County:** Santa Maria (105,093); Lompoc (44,164); Guadalupe (7,318); Solvang (5,741); Buellton (5,082). **South County:** Santa Barbara (91,842); Goleta (30,944); Carpinteria (13,727). The majority of the remaining 32% of the population resides in unincorporated areas surrounding these cities: **Santa Maria:** Orcutt, Cuyama; **Lompoc:** Burton Mesa, Casmalia, Vandenberg Village; **Solvang/Buellton:** Gaviota, Los Alamos, Los Olivos, Santa Ynez; **Goleta:** Eastern Goleta Valley, Isla Vista; **Santa Barbara:** Montecito; **Carpinteria:** Summerland. (U.S. Census 2015)

By race, 77.8% of residents self-identify as White; 2.8% Black/African American; 2.1% American Indian/Alaska Native; 6.7% Asian; 0.6% as Hawaiian/Pacific Islander; 14.5% some other race. Of the total population, 44.1% are Hispanic/Latino by ethnicity. (U.S. Census 2015)

Between 2010 and 2015, the county's population increased by 1% per year, on average. The majority of population growth is in the North County. Growth in the South County is limited because of restrictions on new housing development. (Santa Barbara County Economic Forecast, March 2017).

### Economy

According to 2015 U.S. Census data, Santa Barbara County's median income is \$63,589. Within the tri-counties region, Santa Barbara County's median income is below Ventura County's (\$77,348) and slightly higher than San Luis Obispo County's (\$60,691).

The county's economy has expanded at a strong pace during most of the period since 2011, achieving a full recovery from the recession by 2014. The current unemployment rate is 4.76%, which is lower than the state's 4.91% unemployment rate and higher than the 4.46% national average. (HUD PR&R Housing Market Profiles for Santa Barbara County, 2017)

The 2017 UCSB Economic Forecast reports a workforce population of 204,168. The six top employment sectors account for 78% of employment clusters: Government (18.9%); Leisure and Hospitality (13.9%); Educational and Health Services (13.2%); Manufacturing (11.3%); Professional and Business Services

(10.8%); and Farming (10%). During the three months ending April 2016, nonfarm payrolls<sup>1</sup> averaged 184,100 jobs, an increase of 4,900 jobs, or 2.7 percent, compared with the number of jobs during the same 3-month period in 2015, resulting from growth in 9 of the 11 sectors. That level of growth is among the highest since 2000 and surpassed the peak in 2005, when payrolls grew by 3,000 jobs, or 1.8 percent.

The HUD PD&R Market Profiles makes note of the expansion of medical services under the newly completed Goleta Valley Cottage Hospital and the soon to be completed Santa Barbara Cottage Hospital. The Profiles also reference the importance of Cottage Health as an employer in the county, noting that employment announcements for registered nurses remained the highest among all employment types in the Santa Barbara metropolitan area, totaling approximately 390 jobs as of April 2016. (California Employment Development Department)

### Poverty

The 2015 poverty rate for Santa Barbara County is 16.3%, which is slightly higher than the State of California's rate of 15.3% rate. Undocumented workers are not counted in official statistics, so the poverty rates in certain areas of the county are likely to be higher than portrayed (U.S. Census American Community Survey 2011 – 2015).

In 2013, a study of poverty in Santa Barbara County was conducted. "High poverty tracts" are defined as census tracts in which 20 percent or more of individuals are living below 100 percent of the federal poverty level. Using this definition, Santa Barbara County's high poverty areas are located within the cities of Santa Barbara, Santa Maria, Lompoc, and Isla Vista. Although Guadalupe and Carpinteria do not meet the 20 percent high poverty threshold used in this report, they have significant numbers of residents struggling economically and display other indications of financial distress (e.g., high rates of benefits usage and overcrowding) (2013 Snapshot of Poverty in Santa Barbara County).

### Housing

The county's temperate climate and proximity to the Pacific Coast make it a popular tourist destination and desirable place to live within Southern and Central California. Additionally, the nutrient-rich soil, particularly in the Santa Maria and Santa Ynez Valleys, has supported growth in wine production, drawing high net-worth residents and a substantial tourist industry.

Because of its desirability, the county is known for its high rental and home ownership prices. The high cost of housing causes significant financial strain on residents. More than 25% of the county's 90 census tracts have a majority of residents who spend more than 30 percent of their income on housing. These residents are known as "housing cost-burdened" by federal standards. Also, there are numerous census tracts across the income spectrum where 50 percent of residents experience a housing cost burden. (Snapshot of Poverty in Santa Barbara County, 2013)

---

<sup>1</sup> Farmworker payrolls are evaluated separately, usually in the context of employment at or below the federal poverty level (Central Coast Alliance United for a Sustainable Economy, Raising Up Farmworkers Santa Barbara County, September, 2015).

The cost of housing is further increased because of the inadequate supply of housing stock. The Santa Barbara County Association of Governments forecasts a minimum deficit in housing stock for very low, low, moderate, and middle-income residents at 11,030. (Regional Growth Forecast 2010-2040)

## **Community Health Needs Assessment (CHNA)**

Cottage Health conducted a Community Health Needs Assessment in 2016 to analyze and describe Santa Barbara County's most pressing health needs. The 2016 CHNA describes the well-being of Santa Barbara County's residents and selected social determinants of their health, with comparisons to California's health profile as a whole. It also connects selected health indicators for Santa Barbara County to the goals or targets in *Healthy People 2020 (HP 2020)*, the national planning document created every 10 years by the U.S. Department of Health and Human Services.

The complete 2016 CHNA can be found at <https://www.cottagehealth.org/chna>.

## **Data Sources**

To obtain data for the report, Cottage Health conducted a telephone survey with approximately 2,500 community members and a Listening Tour with more than 230 individuals who represent the broad interests of the community, including medically underserved, low-income, and vulnerable populations. Secondary data were also obtained from existing online sources.

## **Health Data**

Cottage Health contracted with ICF, an international consulting firm with extensive experience in survey methodology, analysis, and reporting. ICF used two data sources for the CHNA: a telephone survey designed specifically for this effort and existing health and demographic data (such as U.S. Census data) already collected for the County, State of California, and U.S. The telephone survey, conducted in the summer of 2016, obtained data from Santa Barbara County adults ages 18 and older. A group of trained interviewers contacted randomly selected residents and asked a series of questions based on the Behavioral Risk Factor Surveillance System (BRFSS) survey instrument, created by the Centers for Disease Control and Prevention (CDC). The survey was modified to include questions related to the social determinants of health such as housing, income, and safety. ICF weighted the data to make sure that survey results were representative of county demographics, such as age, race/ethnicity, and gender, and then analyzed data to determine relationships among the various health indicators.

## **Community Perspectives: Cottage Health Listening Tour**

The Listening Tour solicited input from a wide array of community members and leaders, including public health officials, health providers, nonprofit workers, Cottage Health employees, government leaders, and business owners. These participants identified significant health needs in the community and were introduced to Population Health at Cottage Health. In total, more than 230 individuals participated in the Listening Tour through 20 focus groups conducted from June through August 2016.

## Results

Based on results from the phone survey, secondary data analysis, and Listening Tour, Cottage Health chose 13 health indicators for in-depth analysis and created health indicator profiles for each one. These indicators were selected using the Leading Health Indicators from Healthy People 2020 and CDC's Community Health Status Indicators (CHSI) as sources.

These data were further analyzed based on demographic differences, which are presented in-depth in the health indicator profiles in the CHNA report. Many differences were found within demographic groups, such as economic status, race/ethnicity, and educational attainment. When viewing population-level data, demographic differences provide a deeper understanding of the health outcomes of various groups.

## Priority Area Identification

The results of the 2016 CHNA show that on many health indicators, Santa Barbara County compares well overall to California and has already met six Healthy People 2020 targets. However, the benefits of good health and well-being do not extend to all groups in the county, with Hispanic residents, people with low incomes, and those with less education suffering the most from health disparities.

Cottage Health conducted an external prioritization survey and an internal prioritization process using a scoresheet that ranked priorities based on community resources available, state and national benchmarks, the extent to which certain populations are disproportionately affected, and community input. Overall, five areas emerged as priority health areas in Santa Barbara County (alpha order):

- Access to Care
- Behavioral Health
- Chronic Conditions
- Food Insecurity
- Housing Insecurity

Cottage Health is committed to taking action based on the findings in the 2016 Community Health Needs Assessment. Efforts to address these areas could lead to significant population health improvements in the county, especially among the most vulnerable. In implementing evidence-based population health programs and policies, we will also promote health equity through focused strategies among communities and in neighborhoods that are experiencing poorer health outcomes.

## Community Health Coordinating Committee

The Community Health Coordinating Committee (CHCC) has 14 members comprised of clinical and nonclinical employees. One of the main functions of the committee is to award community grants. The CHCC includes the following departments:

- Case Management
- Corporate Compliance
- Cottage Rehabilitation Hospital

- Education
- Finance
- Interpreter Services
- Medical Social Work
- Nutrition
- Parish Nursing
- Population Health
- Psychiatric Services
- Santa Ynez Valley Cottage Hospital
- Volunteer Services

## FINANCIAL CONTRIBUTION SUMMARY

**Table 1. Community Benefit Financial Summary**

| Program  | Total Benefit      |
|--|--------------------|
| <b>Medical Care Services</b>   |                    |
| Santa Barbara Cottage Hospital Charity Care                                  | \$ 2,447,632       |
| Goleta Valley Cottage Hospital Charity Care                                  | 303,933            |
| Santa Ynez Valley Cottage Hospital Charity Care                              | 43,313             |
| Santa Barbara Cottage Hospital Medicare short-fall                           | 89,896,307         |
| Santa Barbara Cottage Hospital Medi-Cal short-fall                           | 51,413,439         |
| Santa Barbara Cottage Hospital Children's Care Service                       | 12,044,000         |
| Santa Barbara Cottage Hospital Other Government payers                       | 2,624,411          |
| Goleta Valley Cottage Hospital Government short-fall                         | 21,527,024         |
| Santa Ynez Valley Cottage Hospital Government short-fall                     | 1,765,776          |
| <b>Subtotal for Medical Care Services</b>                                    | <b>182,065,833</b> |
| <b>Other Benefits for Vulnerable Populations</b>                             |                    |
| Breast Cancer Resource Center  | 12,500             |
| Carpinteria Children's Project   | 37,500             |
| Center for Successful Aging  | 11,250             |
| Child Abuse Listening Mediation (CALM)                                       | 45,000             |
| Doctors Without Walls  | 103,998            |
| Family Services Agency   | 61,875             |
| Mental Wellness Center   | 48,750             |
| On-Call stipends for Emergency & Trauma Physicians                           | 9,140,553          |
| Pacific Pride Foundation   | 19,953             |
| Palliative Care  | 657,386            |
| Parish Nursing   | 629,236            |
| People Assisting the Homeless (PATH)   | 251,125            |
| Pathpoint Behavioral Health  | 50,000             |
| Patient Assistance for Discharge   | 54,623             |
| Rehabilitation Recreational Therapy  | 322,449            |
| Santa Barbara Alliance for Community Transformation                          | 25,425             |
| Santa Barbara County Education Office - Children's Oral Health Collaborative | 100,000            |
| Santa Barbara Neighborhood Clinics   | 500,000            |
| Santa Ynez Valley People Helping People                                      | 44,815             |
| Sarah House  | 8,100              |
| Thresholds to Recovery Sobering Center                                       | 9,020              |
| United Way - Northern Santa Barbara County                                   | 25,000             |
| Vision y Compromiso  | 4,000              |
| Willbridge of Santa Barbara  | 22,550             |
| <b>Subtotal for Vulnerable Populations</b>                                   | <b>12,185,108</b>  |

| <b>Benefits for the Broader Community</b>                        |                       |
|--|-----------------------|
| Community Wellness Programs                                      | 187,027               |
| Santa Barbara County Education Office - Welcome Every Baby       | 145,000               |
| Support for Community Sponsorships                               | 240,701               |
| Various Health Fairs   | 8,058                 |
| <b>Subtotal for the Broader Community</b>                        | <b>580,786</b>        |
| <b>Health Education &amp; Research</b>                           |                       |
| California State University Channel Islands (CSUCI), BSN program | 432,494               |
| Graduate Medical Education                                       | 2,806,986             |
| Research Grants  | 24,195                |
| SAGE Medical Library   | 720,914               |
| SBCC - Nursing Degree Support                                    | 632,251               |
| <b>Subtotal for Education &amp; Research</b>                     | <b>4,616,840</b>      |
| <b>Grand Total</b>   | <b>\$ 199,448,567</b> |

## MEDICAL CARE SERVICES

---

### Charity Care

Cottage Health has always provided care to patients regardless of their ability to pay. When the Santa Barbara County General Hospital was closed, Santa Barbara Cottage Hospital made a commitment to provide hospital services to the County's low-income patients. This commitment lives on at the Cottage Health hospitals through the Charity Care and Community Service Programs, which provide financial assistance to patients who meet income-eligibility requirements. Eligibility is based on Federal Poverty Level (FPL), and patients are eligible for 100% charity care coverage if their household income is less than or equal to 350% of the Federal Poverty Level, and they are uninsured. Patients that make up to 543% of the FPL are eligible to receive discounted services. The Charity Care program has been expanded to include underinsured patients and patients that have catastrophic illnesses, but earn more than 543% of the FPL.

The Charity Care program offers free or reduced cost care to patients who access services through the Emergency Department. All guidelines for charity care are consistent with California Assembly Bill 774. Patients requesting assistance must complete an application to determine eligibility.

The Community Service Program provides free or reduced cost care for non-emergent but medically necessary services to patients who meet income eligibility requirements as determined by a medical panel. This program seeks to provide treatment to patients prior to the patient requiring emergency services. Patients have received free or reduced cost care to repair hernias, remove tumors to diagnose cancer and remove gallbladders. This service is limited in scope based on an annual budget amount; however, management may adjust this amount based on community need.

## Cottage Children's Medical Center Family Assistance Fund

The purpose of this fund is to provide special assistance and support to children and families receiving medical care and support at Cottage Children's Medical Center. These include patients being cared for in Neonatal Intensive Care, Acute Pediatrics, Pediatric Intensive Care, as well as in the Pediatric Hematology/Oncology program. The fund process begins with the Clinical Social Worker and medical staff completing an allocation request form, which includes a description of the circumstances leading to the request.

The funds are not intended to offset hospital expenses, but rather to support children and families who have special financial needs because of medical and health issues. Since the inception of the process, some very deserving families have received support. In most of the cases, the patients and families could not qualify for any other form of support from the government, which makes this fund even more significant.

Examples of support include funeral expenses, mortgage assistance, rental assistance, grocery gift card, and gasoline gift card for transportation to and from the hospital.

## Santa Barbara Cottage Hospital's Adult Family Assistance Fund

The purpose of this fund is to provide support to families receiving medical care at Santa Barbara Cottage Hospital. The funds are not intended to offset hospital expenses, but rather to provide special assistance to families experiencing financial difficulties due to a recent hospitalization or health issue. Assistance with housing, food, transportation, and funeral expenses are common needs for families dealing with a medical crisis.

The granting process begins with the medical social worker and/or clinical staff members completing an allocation request form, which includes a description of the circumstances leading to the request. In the majority of cases, the patients and families could not qualify for any other form of emergency support that makes this special assistance fund even more significant.

## BENEFITS FOR VULNERABLE POPULATIONS & THE BROADER COMMUNITY

---

Cottage Health addresses the priority health needs identified in the 2016 Community Health Needs Assessment through internal programs as well as by providing staff time, expertise, financial support and other resources to external organizations' programs. The full 2016-2019 Community Benefit Implementation Strategy can be found at <https://www.cottagehealth.org/about/community-benefit/>.

## Cottage Health Programs

In 2017, Cottage Health offered more than 40 programs that benefited vulnerable populations, patients and the broader community.

### Adapted Basketball, Rugby & Cycling

This program of Cottage Rehabilitation Hospital (CRH) offers an introduction to hand-powered and adapted bikes, basic biking instruction, safety and intermediate riding skills as well as wheelchair basketball and wheelchair rugby. The program is held on the University of California, Santa Barbara (UCSB) campus. In 2017, there were 26 individual participants who participated in six sessions with a total attendance of 39 participants for the year.

### Adapted Driving

Cottage Rehabilitation Hospital offers this service to individuals interested in returning to driving after a disabling injury, illness, or other health-related condition. The program includes two components under the expertise of an Occupational Therapist and a Certified Driving Instructor. There were 6 pre-driving evaluations and 23 behind-the-wheel evaluations conducted in 2017.

### Adapted Golf

A program of CRH, Adapted Golf's program goal is to introduce or return people with disabilities to the game of golf. The program is open to current patients as well as community members with physical, visual, and/or cognitive impairments. Lessons are weekly at Santa Barbara Golf Club. An individualized golf program is designed for each participant by a golf professional and Cottage Rehabilitation Hospital Recreation Therapist. Golf clubs and special adapted equipment are provided, with participants encouraged to bring any of their own equipment. Participants practice on the driving range and putting green. An adapted golf cart is used to facilitate participant success. In 2017, there were 16 individual participants who attended 38 sessions with total attendance of 241 visits for the year.

### Adapted Kayaking

This program of Cottage Rehabilitation Hospital offers an introduction to adapted kayaking, including techniques and adapted equipment. One session is held in the pool to evaluate needs and water safety, and the second session is held in the UCSB Lagoon. The clinic is held at UCSB Recreation Center Pool and UCSB Lagoon in collaboration with UCSB Adventure Programs. In 2017, there were six individual participants who attended one session for the year.

### Adapted Yoga

Adapted Yoga is an accessible yoga class for people who have mobility impairments and may require some level of assistance to participate. The class is a collaboration between Cottage Rehabilitation Hospital, Cottage Rehabilitation Hospital Foundation and Santa Barbara Yoga Center. The class meets weekly at the Santa Barbara Yoga Center. In 2017, 18 participants attended 18 sessions for a total attendance of 68 attendees.

### Aphasia Recovery Group

This weekly class is offered by Cottage Rehabilitation Hospital Speech-Language Pathologists for those individuals needing assistance with word retrieval, understanding others, and exploring creative ways to increase communication effectiveness. There were 6 participants in 2017.

### Arrive Alive

The Arrive Alive program is an impaired and distracted driving education program and simulator for high school students. The program allows participants to experience the potential consequences of impaired and distracted driving in a controlled environment. More than 450 students at three Santa Barbara County high schools attended in March 2017 and pledged to refrain from driving distracted or impaired.

### Bicycle Safety and Helmet Distribution Events

Santa Barbara Cottage Hospital, Goleta Valley Cottage Hospital, and Santa Ynez Valley Cottage Hospital provide no-cost or low-cost donation safety helmets through their Emergency Departments in addition to the Santa Barbara Cottage Hospital Trauma Services Department. The helmets, purchased through the Coalition for Sustainable Transportation (COAST), are sold at cost or provided at no cost. The program provides fitting for inpatient children and adults for whom the need for a new helmet has been identified and through community outreach events. Staff members of Cottage Health are also encouraged to purchase the helmets. Trauma Services provided 46 helmets to community members at no cost and 146 low-cost helmets to the community at multiple venues including Santa Ynez Valley Cottage Hospital's Health Expo, Touch-A-Truck Family Day in Solvang, and the Brain Care Bike Fair at Goleta Valley Cottage Hospital.

Additionally, Trauma Services provides bicycle Safety Education events to the community. In 2017, three bicycle safety presentations were given to elementary school-aged students at venues including Foothill School at Safety Town and Santa Barbara Cottage Hospital during Fun in the Sun, reaching 96 children. Trauma Services also participated in a new event called IV LUX in partnership with California Highway Patrol, which provided education, materials, and bike lights to over 1,500 University of California, Santa Barbara (UCSB) students.

### Birth & Parent Education Classes

Cottage Health provides a variety of classes to support parents.

**Table 2. Birth & Parent Education Classes Number of Participants by Year**

| Class                        | 2011        | 2012        | 2013        | 2014        | 2015        | 2016        | 2017        |
|------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Maternity Tours              | 1154        | 1787        | 1714        | 1526        | 1234        | 1147        | 1249        |
| Child Birth Education Series | 659         | 738         | 746         | 712         | 712         | 759         | 740         |
| Maternidad Class             | 54          | 50          | 52          | 60          | 66          | 54          | 31          |
| CPR Class                    | 158         | 197         | 171         | 116         | 167         | 166         | 129         |
| Breastfeeding Class          | 336         | 376         | 384         | 354         | 336         | 327         | 344         |
| Breathing Refresher          | 16          | 18          | 34          | 48          | 22          | 44          | 30          |
| New Parent Class             | 227         | 291         | 293         | 218         | 228         | 217         | 149         |
| <b>Total Participants</b>    | <b>2661</b> | <b>3441</b> | <b>3394</b> | <b>3034</b> | <b>2765</b> | <b>2606</b> | <b>2672</b> |

## Car Seat Safety

Santa Barbara Cottage Hospital hosts a monthly Car Seat Safety Class. This class is taught by certified Child Passenger Safety Technicians, who review with parents the child passenger safety information and legislation, in addition to demonstrating proper car seat installation. In 2017, Trauma Services provided car seat installation assistance to 165 local families through the class and by private appointment. Two community car seat checkup events were also held, serving 137 families for car seat checks. Additionally, car seat safety education was provided at the Westside Neighborhood Clinic Health Fair and the YMCA Healthy Kids Day event, serving a total of 450 families.

## Cardiac Rehabilitation Event

On February 15, 2017, Santa Ynez Valley Cottage Hospital hosted a Cardiac Rehabilitation Event for the community. The event served to educate community members on the services offered through the onsite Cardiac Rehabilitation program. More than 30 community members received free blood pressure readings and free cholesterol checks, took tours of the facility and enjoyed heart healthy foods.

## Cardiopulmonary Resuscitation (CPR) Classes

### **Adult Course**

This course is based on American Heart Association (AHA) guidelines designed for the public. Participants receive a course completion card following an exam. At the end of this course, participants are able to:

- Describe the links in the AHA Chain of Survival, including the importance of dialing 9-1-1
- Describe and demonstrate the steps of CPR and relief of Foreign Body Airway Obstruction
- Describe and recognize the signs of four major emergencies in adults

### **Infant/Child Course**

This course is based on American Heart Association guidelines and is designed for parents, babysitters, and friends who do not require certification for employment. Participants receive a course participation card, and there is no exam.

At the end of this course, participants are able to:

- Describe the causes and prevention of injury and cardiopulmonary arrest in children
- Demonstrate how to administer CPR and first aid for choking infants and children

Historical participation in Community CPR Programs at Santa Barbara Cottage Hospital and Santa Ynez Valley Cottage Hospital are shown in Table 3.

**Table 3. Community CPR Programs Number of Participants by Year**

| 2017 | 2016 | 2015 | 2014 | 2013 | 2012 | 2011 | 2010 | 2009 | 2008 |
|------|------|------|------|------|------|------|------|------|------|
| 129  | 166  | 167  | 116  | 171  | 189  | 158  | 145  | 175  | 189  |

## Coast Caregiver Resource Center

Coast Caregiver Resource Center (CCRC), a program of Cottage Rehabilitation Hospital, is primarily funded through grants and individual donations. CCRC supports family and other informal (unpaid)

caregivers of adults with cognitive disorders and other disabling conditions in Santa Barbara, San Luis Obispo, and Ventura counties. CCRC has helped over 8,000 families of those with adult onset brain impairment in the tri-counties for the past 30 years through assessment of caregiver strengths and needs, specialized information on brain impairments, family consultation, individual counseling, long-term care planning, educational programs, retreats, support groups, advocacy, legal consultations and respite care grants.

In 2017, CCRC further developed a Caregiver Navigator project in collaboration with Santa Barbara Cottage Hospital, Cottage Rehabilitation Hospital Case Managers, and Medical Social Workers to provide case management support to family/friend caregivers of patients at SBCH. CCRC also continued a collaborative project, Together in Brain Injury Support, with Jodi House Brain Injury Support Center to provide enhanced assistance to survivors of brain injury and their families, primarily in south Santa Barbara County.

CCRC provided the following services in 2017:

- 230 new client intakes for a total of 393 clients receiving multiple services
- 95 new assessments of caregiver strengths and needs for supportive services
- 536 hours of family consultation, problem solving, coaching and care planning to 309 caregivers
- 484 hours of respite (substitute care)
- 184 hours of counseling
- 198 hours of support group, including:
  - 8 Family Support Groups each month for family caregivers of individuals with Alzheimer's Disease or other dementia, Parkinson's Disease, Stroke or Traumatic Brain Injury, including the Stroke and Brain Injury Support Group for Family/Friend Caregivers held at Cottage Rehabilitation Hospital
- 9 sponsored or co-sponsored education and training events for caregivers including the evidence-based "Powerful Tools for Caregivers" and "Caregiver Survival Training" with Elaine Sanchez

## Colon Cancer Screening

On Thursday, June 1, 2017, Cottage Health and the Ridley-Tree Cancer Center with Sansum Clinic hosted a colon cancer prevention and screening event. The event was hosted at Santa Barbara Cottage Hospital (SBCH) in Burtness Auditorium from 6:00-7:30 p.m. and included the following:

- Expert panel discussion
  - Gary Van Deventer, MD, FACP, FAGA, GACG, ASGE, AASLD, "Demystifying the Screening Colonoscopy"
  - Sarah Washburn, MS, RDN, CSO, Oncology Dietitian, "Nutrition Related to Colon Cancer Prevention"
  - Danielle Sharaga, LCGC, Genetic Counselor, "Genetic Counseling: Understanding your Predisposition for Colon Cancer"
  - Local 56 year-old colon cancer survivor
- Tours of the Santa Barbara Cottage Hospital Endoscopy department
- Guided tours of the Super Colon, a large inflatable colon, with a physician
- Resources for attendees to schedule a screening colonoscopy using their insurance

- Limited no-cost colonoscopy sign-ups available for those who qualified
- Information regarding colon cancer screening options

The Colon Cancer Prevention Forum was targeted at reducing the incidence of colon cancer and addressing the community need to prevent the high rates of colon cancer, based on the Cancer Needs Assessment Report 2017 conducted for Santa Barbara Cottage Hospital, Goleta Valley Cottage Hospital, and Santa Ynez Valley Cottage Hospital.

#### ***Indicators & Effectiveness***

Numbers reached, demographics of participants, and patients connected to resources provide indicators of the effectiveness of this event.

Patients age 50 to 75 who have not been screened for colon cancer are called following the event to connect each patient with the resources to be screened and answer any questions. A letter is then mailed to patients with more information.

**Table 4. Colon Cancer Screening Indicators by Year**

| Indicators                              | 2017 | 2016 | 2015 |
|---|------|------|------|
| Total Event Attendance                  | 40   | 65   | 85   |
| "Yes" to Family History of Colon Cancer | 2    | 10   | n/a  |

Of the 40 participants in attendance, 16 completed and returned a comprehensive intake form. Based on the intake forms, the event was effective in reaching the target demographic—54% of attendees were over the age of 50 and 31% did not have health insurance.

#### **Community Case Management**

Working with in-house social workers and acute nursing, Community Case Management identifies rising risk patients by assessing the presence of the following characteristics: repeated admissions to the emergency department or hospital; diagnoses of complex comorbidities, including diabetes, HIV, hypertension, cardiac heart failure, and chronic obstructive pulmonary disease; patient denial of health conditions, or previous histories of a lack of follow-through; insufficient or lack of insurance; no place to call home and/or lacking the financial resources to make ends meet; language and cultural barriers; biopsychosocial issues or addictive behaviors that are difficult to manage and add to the complexity of care, including a pattern of inconsistent control during the previous 12-months; and the frail elderly without sufficient support linkages.

Patients identified as rising risk are then assigned to one of two Community Case Manager registered nurses who work with patients and designated caregivers post-discharge to create a mutually-agreed upon care plan addressing both clinical as well as non-clinical client needs. The program consists of four weeks of telephone contact with patients, reviewing their discharge plans, providing resources and medication management, assisting with primary care physician follow-up, and Advance Care Planning. The nurse also serves as a single point of contact both for the patient as well as his/her primary care provider to better facilitate transitions in care. If a patient is re-hospitalized for any reason, the nurse serves as a consultant for inpatient case managers during the discharge planning process. Patients

enrolled in the program who are not able to graduate after four weeks would be referred to additional community based programs, such as CenCal's Heart Smart Program.

### **Community Grants**

Cottage Health provided grants to local organizations and their programs that improve the community's health. In 2017, the Community Partnership Grants program focused on supporting programs that improve access to care for vulnerable populations. Grantees apply through a competitive process, which includes review by the Community Health Coordinating Committee, Executive Management, and Board of Directors. In 2017, eight programs were awarded grant funds as Sustainability Grants, and nine programs received funds as Behavioral Health Initiative grantees.

In addition, grants were awarded to organizations that provided much needed beds for transitional patients post-discharge from hospitalization or a visit to the emergency department. These grants focused on providing wrap-around care support services and temporary housing or shelter. In 2017, five organizations received funding.

### **Community Sponsorships**

Throughout 2017, Cottage Health sponsored a number of community events by contributing both financial support and gifts-in-kind to more than 40 organizations. Community events included educational workshops, walks/runs, galas, and luncheons.

### **Concussion Discussion**

On September 12, 2017, the Cottage Concussion Clinic hosted a Concussion Discussion event to educate the community about signs and symptoms of concussion. The event featured panel discussions about concussion education including causes, symptoms, and a new law passed regarding concussions. The Concussion Discussion took place at Page Youth Center and over 80 people attended, including parents, coaches and trainers.

### **Covered California Registration**

On January 14, 2017, Cottage Health offered a Covered California sign-up day at Goleta Valley Cottage Hospital to encourage eligible community members to enroll in insurance plans. Two Certified Enrollment Counselors were available to assist with insurance registration. Five participants met with Enrollment Counselors. One participant enrolled in a Covered California plan, and one participant was connected to a MediCal caseworker. Cottage Health Certified Enrollment Counselors are available year-round by appointment to assist patients and community members with insurance registration.

### **Donor Milk Drive**

Held on October 20, CCMC partnered with Mother's Milk Bank to host a milk drive where mothers could come donate milk for fragile babies in need. This milk helps prevent necrotizing enterocolitis in newborns and was attended by five community members.

## Emergency Medical Services Appreciation Luncheon

In May 2017, Cottage Health hosted Emergency Medical Services (EMS) Appreciation Luncheons in the Emergency Department Ambulance Bays at SBCH, GVCH and SYVCH. The event honored paramedics for all of their support for patients and hard work. More than 100 paramedics attended the luncheons.

## Farmers Market

Santa Barbara Cottage Hospital hosts a weekly Farmers Market in the Central Courtyard, which provides a variety of local, seasonal, organic produce. Started in 2009, it originally aimed to target employees and has since become popular with patients' visitors and the local community. Held every Wednesday, the market is open from 11:00 a.m. to 3:00 p.m. and averages 100 customers per week. The produce is purchased from a variety of vendors, including John Givens Farm in Goleta and The Berryman, a local produce company that sources all of their seasonal organic produce locally within the Tri-Counties. Unsold produce is made into side dishes and salad bar offerings in the Cafeteria.

## Flu Shot Clinics

Cottage Health provided more than 1,000 influenza vaccinations to the community in 2017. Cottage Health held clinics at the Senior Expo in Santa Barbara, Channel Islands YMCA, and Santa Ynez Valley Cottage Hospital Health Expo. These flu shots were provided for free or donations only. Parish Nurses also provided vaccinations at multiple congregations spanning from Goleta to Carpinteria, homeless shelters, low-income housing developments, and agriculture workers.

## Gift Shops

The Santa Barbara Cottage Hospital Gift Shop provides a combination of nutritional and gift opportunities. The shop is now called the Marketplace and is located in the main lobby of SBCH, off the Pueblo Street Entrance. The Gift Shop for Goleta Valley Cottage Hospital is directly off their main lobby. The goal of each retail outlet is to provide a welcoming atmosphere for all of their customers and readily available merchandise for the comfort of their patients. The number one priority is customer service. Both shops offer quality merchandise, cheerful shopping experiences and dedication in making sure the patient has the personal attention in selecting something to brighten their day or make them more comfortable.

Both shops engage in a variety of charitable contributions by donating merchandise to specialty community events, such as the Children's Miracle Network fundraisers, Care for Kids fundraiser, Spiritual Care programs, Volunteer Appreciation events, and holiday and special banquets. Merchandise may be donated to the Santa Ynez Valley Cottage Hospital Thrift Shop, which aids in additional revenue and community outreach. Some of the most rewarding pleasures for these shops are participating in the annual in-hospital pediatric patient trick-or-treating and the children's holiday musical program for all dedicated Cottage volunteers.

Due to health considerations, visitors may not bring latex balloons onto patient floors; therefore, the Marketplace and Hospitality Services provide a Mylar balloon replacement, which adheres to Cottage Health's latex-free policy. All shop staff takes pride in being able to provide the best possible service to all their patients and customers.

## Healthy Balance Weight-Management Clinic

Healthy Balance is an eight-week weight-management program, featuring:

- Individualized, exercise-based weight loss
- On-site exercise in a comfortable environment
- Comprehensive fitness and lifestyle assessment
- BodyGem calorimeter to monitor metabolism
- Custom meal planning
- Instruction by professional clinical staff
- Competitive rates

Since 2002, the program has grown 450% in participant visits at both Santa Barbara and Goleta campuses. More than 550 participants have completed the Healthy Balance program since its inception.

## Heart Smart Lecture Series

Rehabilitation Hospital cardiac patients and their family members are invited to attend a free lecture series called Heart Smart: Risk Reduction for Life. The series is held on Wednesday mornings from 10:00 to 11:00 a.m. at Santa Barbara Cottage Hospital and is based on the American Heart Association Guidelines. The eight-week series is held five times per year with approximately 10-15 people attending each lecture.

**Table 5. Heart Smart Lecture Series Topics by Speaker**

| Topic   | Speaker                |
|---|------------------------|
| How Your Heart Works and Treatments for Heart Disease | Karen Bradbury, RN     |
| Risk Factors and Coronary Artery Disease: An Overview | Lynn Tabor, RN         |
| Emotions & Heart Disease                              | John Berberet MA, LMFT |
| The Heart Healthy Diet: Making the Right Choices      | Sharon Smith, MS, RD   |
| Exercise: Staying Fit for the Health of Your Heart    | Michelle Smith, PT     |
| Developing a Heart Healthy Lifestyle                  | Bob Huhn, PT           |

## High Risk Elderly Coalition

In September 2014, a new coalition formed to focus on the elderly and vulnerable. The program began when Cottage Health's Case Management program realized elderly at-risk patients needed more attention than what the hospital could provide alone. The coalition focuses on abuse issues, mainly self-neglect and does so with the mission of preventing homelessness, increasing medical compliance, improving support at home and decreasing inappropriate hospitalizations. The coalition is composed of members from Adult Protective Services, Housing Authority, New Beginnings, Public Guardian, and Cottage Health's Case Management and Social Work.

## Interpreter Services

Cottage Health fully complies with Joint Commission and government guidelines for assisting patients and family members with Limited-English Proficiency (LEP) in understanding medical information and services. Interpreter Services provides oral and sign language interpretation, translation of documents,

cultural competence, and language access training to staff. Cottage Health's Interpreter Services also collaborated with organizations within the community to better understand the needs and improve access for deaf, hard of hearing, blind, low vision and Mixteco patients.

All interpreter candidates, including staff interpreters and volunteers, are thoroughly screened by the Interpreter Services Manager to ensure fluency in Spanish, knowledge of medical terminology in both languages and command of interpreter skills and protocols. Only staff designated Healthcare Interpreter or Healthcare Interpreter-Senior may interpret during clinical encounters. Bilingual staff members are deemed qualified to perform their job duties in a language other than English only after having successfully completing a valid and reliable bilingual proficiency assessment to ensure fluency as well as competency in medical terminology in all working languages. Qualified Bilingual Staff may only perform their regular job duties in whatever language they have been qualified to do so.

Surveys of peer hospitals consistently show that patients with LEP and their relatives receive a superior level of service at Cottage Health. This is in large part due to the ratio of face-to-face interpreters (as opposed to over-the-phone and video remote interpreting). The use of all of our qualified medical interpreters (face-to-face, video remote and over the phone interpreters) helps to reduce the length of hospital stays and the number of repeat visits for care, minimize health disparities and improve health outcomes of patients with a preferred language other than English.

### **Junior Wheelchair Sports Camp**

The annual Junior Wheelchair Sports Camp is a week-long camp designed for individuals between the ages of 6 and 19 years who use a wheelchair to participate in sports. The camp is held on the UCSB campus in collaboration with UCSB and UCSB Recreation Center and is supported by Cottage Rehabilitation Hospital and Cottage Rehabilitation Hospital Foundation. The camp features basketball, rugby, tennis, rock-wall climbing, kayaking, hand cycling, swimming, racquetball and many other activities tailored to individuals' abilities. In 2017, there were 37 campers.

### **Junior Wheelchair Sports Mini Camp**

The Wheelchair Sports Mini Camp is a one-day camp designed for individuals between the ages of 6 and 19 years who use a wheelchair to participate in sports. The camp was held at Camino Real Park in Ventura in collaboration with Ventura County Public Health, City of Ventura Parks, Recreation and Community Partnerships Department and Triumph Foundation. The camp featured wheelchair basketball, rugby, tennis, and hand cycling. In 2017, there were 16 campers who attended the one-day camp.

### **Living Well with Diabetes**

Goleta Valley Cottage Hospital offered Living Well with Diabetes nutrition classes twice each month in English by a registered dietitian. These one-hour classes are free of charge to the community and include topics such as carb counting, label reading, complications, wound healing, and physical activity. In 2017, 24 classes were offered with 19 participants.

Living Well with Diabetes classes were also offered at Santa Ynez Valley Cottage Hospital as a four class series on Mondays for one hour by a registered dietician. In 2017, 20 classes were offered with an average of two attendees per class.

### **Matter of Balance Fall Prevention**

This evidence-based program is designed to reduce the fear of falling and increase the activity levels of older adults who have concerns about falls. This program utilizes volunteer coaches to teach the eight, two-hour sessions, which meet once per week for eight weeks. It is held at various senior living and senior fitness sites within the community, as well as at Goleta Valley Cottage Hospital. Exercises, group discussion, skill building, and videos are utilized throughout the program. A total of four separate eight-week class series were held in 2017 with a total of 60 participants.

### **Mental Health Fair**

The Mental Health Fair is an annual event that takes place each year around the month of May to commemorate National Mental Health Month. The 2017 event was held on Saturday, May 20 at Santa Barbara Cottage Hospital. The Mental Health Fair was hosted by the staff of the inpatient Psychiatry and Addiction Medicine unit at Santa Barbara Cottage Hospital and included 25 non-profit community agencies as participants in the event. The primary goal of the event was to provide education to the community about services available for those affected by mental illness—both consumers and their friends and family members. Each agency hosted a table that included information about their programs and services, educational information about various types of mental illness and substance abuse, self-assessment tools, reference books, and other community resource information.

The Mental Health Fair also included a speaker series. The topics of the presentations included Adolescent Depression and Suicide by Dr. Paul Erickson and Mental Illness and Homelessness in Our Community by Officer Keld Hove, Santa Barbara Police Department.

The Mental Health Fair was attended by approximately 200 community members. In addition to being a valuable resource for community members, the event provided a venue for mental health and medical professionals to network and learn more about the work of various agencies in the community.

### **Mother's Circle**

Mother's Circle offers free drop-in support and breastfeeding information for expectant mothers who have questions and concerns about breastfeeding and new mothers just getting started, as well as ongoing support for nursing mothers. The service is available weekly on Tuesdays from 3:30 to 4:30 p.m. by The Lactation Center in the Santa Barbara Cottage Hospital Women's Services Conference Room in the Junipero Pavilion. Approximately 465 mother-baby couples, as well as many fathers and several grandmothers, joined the group in 2017.

### **Nutrition Education Consultations & Classes**

Nutrition Education Consultations and Classes are provided upon request to patients and community organizations. Registered Dietitians provide 30-minute individual consultations with patients at the Ridley-Tree Center for Wound Management. Eleven patients received consultations in 2017. Two residents at Villa Riviera Assisted Living received a visit with a registered dietitian to discuss nutrition

and food options. Monthly classes were given at Cottage Residential Center that covered topics specific to nutrition during recovery. In 2017, 12 classes were held with an average of 15 attendees per class. In 2017, a registered dietitian attended Wellness Day at Dos Pueblos High School, a thirty-minute event during lunch where students received nutrition information and had the opportunity to ask nutrition-related questions.

Santa Ynez Valley Cottage Hospital hosted free weekly nutrition classes on Fridays from noon to 1:00 p.m. Various topics were discussed that relate to general health as well as disease conditions, such as heart disease and diabetes. The classes are open to staff as well as the community. In 2017, 40 classes were held with an average of 11 people per class.

### **On-Call Specialty Physicians**

Due to the high rate of uninsured patients and low payments from Medicare and Medi-Cal, it has been difficult to find specialty physicians to provide services to patients in the Emergency Department. Cottage Health arranges for the provision of emergency on-call coverage with qualified specialty physicians in order to ensure that all patients who seek treatment at Cottage Health have access to all necessary services. This program helps Cottage Health to assure proper diagnosis and treatment of all patients in the Emergency Department, regardless of their ability to pay.

### **Outlook Group Physical Disabilities Peer Support**

Outlook Group Physical Disabilities Peer Support is a monthly program for adults with neurologic and orthopedic conditions. The program includes information, peer support, relationships, encouragement and a welcoming place to learn from others. Families and caregivers are invited for a potluck meal, discussion and speaker series. Outlook Mixer is a group led by Cottage Rehabilitation Hospital Recreation Therapy with the meeting space provided by Pilgrim Terrace Cooperative Homes' Activity Center. In 2017, 19 participants attended 10 meetings for a total attendance of 190 attendees for the year.

### **Palliative Care Consultation Service**

Palliative care is specialized medical care for people with serious illnesses. It focuses on providing patients with relief from the symptoms and stress of a serious illness. The goal is to improve quality of life for both the patient and the family. The Palliative Care Consultation Service (PCCS) is a team of professionals with advanced training and skills in palliative care.

Palliative care is provided by a team of doctors, nurse practitioners, nurses and other specialists who work together with a patient's other doctors to provide an extra layer of support. It is appropriate at any age and stage in a serious illness and can be provided along with curative treatment. The service is staffed seven days a week and a clinician is available to hospitalized patients 24 hours a day.

### **Parish Nursing**

Parish Nursing's mission is to empower men, women, and children to seek health in mind, body, and spirit by expanding their knowledge about whole person wellness, assisting in identifying methods of disease prevention, and increasing access to health and community resources.

In 2017, Parish Nursing provided services to more than 13,000 community members. Community outreach venues include a variety of faith communities and congregations; homeless and transition housing outreach; PathPoint mental health clients; Carpinteria and Isla Vista food banks; Catholic Charities; St. Vincent's, Garden Court, Presidio Springs, and Villa Santa Fe low income senior housing facilities; Casa Serena women's recovery home as well as numerous community health screenings, flu shot clinics, and health fairs.

Collaborating agencies and committees include the following:

- American Heart Association
- Ridley-Tree Cancer Center
- PATH Santa Barbara
- Casa Serena Woman's Recovery Home
- Catholic Charities
- Dart Dental Team
- Direct Relief International
- Doctors Without Walls/Santa Barbara Street Medicine and Women's Clinic at Transition House
- Gatekeeper and Friendship Center Adult Day Care Programs
- AHA! Teen Program
- Homeless Coalition
- Hospice of Santa Barbara
- Isla Vista Food Bank
- Cottage Trauma Committee
- Life Chronicles
- PathPoint Behavioral Health Program
- Santa Barbara Neighborhood Clinics
- St. Cecilia Society
- United Blood Services Blood Drives
- Visiting Nurse & Hospice Care Professional Advisory Board

Parish Nurses help to plan and staff many community events annually, including the following:

- Bike safety and injury prevention education programs
- Central Coast Collaborative Point in Time Count
- Cottage Health's Circle of Remembrance
- Cottage Health's Mental Health Fair
- Covered California Care Enrollment Seminars
- Disaster Planning Spanish Speaking Education Program
- Advance Care Directives at multiple locations
- First aid booth at the 3-day Fiesta Celebration at Our Lady of Guadalupe
- La Diabetes Spanish speaking diabetes education latest trends
- Matter of Balance Fall Prevention classes
- Santa Barbara Senior Expo blood pressures, flu vaccines and stress management
- Tai Chi for seniors
- Providing flu shots throughout the community including five senior housing units, food banks and churches, three city parks, Project Healthy Neighbors, Mental Wellness Center, Women's Clinic at Transition House and the YMCA

**AHA!**

Cottage Health's Parish Nurses provide support groups and coaching for teens needing social and emotional intelligence to dismantle apathy, prevent despair, and interrupt hate-based behavior. By inspiring teens and adults to joyfully lead with courage and kindness, AHA! transforms schools and communities into welcoming, nourishing, expressive, and inclusive spaces where youth and adults work together for the highest good. In 2017, Parish Nurses worked with more than 30 teens.

**Congregations**

Cottage Health's Parish Nurses work at multiple congregations during the week, which include Trinity Episcopal (four to eight hours per week), Trinity Lutheran (ten hours per week), Our Lady of Guadalupe (twenty hours per week), First Presbyterian (ten hours per week), Goleta Presbyterian (six hours per week), and St. Joseph's (four hours per week). Parish Nursing is also available on a consultant basis for other community congregations, including former clients like Unity Church, St. Mark's Parish in Isla Vista, and the local community of Tibetan monks.

***Casa Serena Women's Recovery Home***

Parish Nurses are onsite four times a month for two to three hours providing medical information, blood pressure screening, referrals, and emotional support, and stress management and tai chi classes during this transition period to more than 140 clients.

***Catholic Charities***

Catholic Charities has a wide range of services that cater to families and individuals in need that serves their mission of preventing homelessness and advancing self-sufficiency. The organization provides food distribution, case management, life skills planning, counseling services, medical and dental treatment referrals, emergency shelter assistance, diabetes education, older adult services, and holiday programs.

Cottage Health's Parish Nurses provide five to six hours each week at Catholic Charities. The nurses provide health education and assessments including blood pressure check, glucose check, cholesterol screenings, and flu vaccination. In addition, the nurses are advocates for low-income individuals and families, and they work to connect these people with community resources, such as access to food, dental treatments, and mental health and bereavement group support. More than 1,300 clients were served during 2017.

***Homeless/Transitional Housing Outreach***

Two Parish Nurses participate in homeless outreach and provided health assessments, basic wound care, education, referrals, screenings, and vaccinations each week in various locations. They provided more than 30 hours a week and more than 2,400 client visits in 2017.

- PATH and the homeless camps: 22 hours of care a week
- Transition House: 1.5 hours a week to families plus participation in the Women's Clinic, providing flu vaccines and cholesterol screening, family packs and medical supplies as well as health education and emotional and spiritual support
- Faulding Hotel and Hotel De Riviera: visits are for the medically challenged and dual diagnosis clients at 4 hours a week
- Outreach into city parks with Doctors Without Walls: 2-4 hours a week

- Annual foot washing for the homeless, sponsored by WillBridge: provide nursing assessment and support for the event

***Isla Vista Food Bank***

Parish Nursing continues to serve the low-income Isla Vista community by providing flu vaccinations at St. Mark's Church and the Isla Vista Food Bank for homeless individuals and low-income Latino families.

***Saint Joseph's Parish Food Bank/Main Family Center***

A Parish Nurse provided services for low-income families at St. Joseph's Parish Food Bank. The nurse provided health education, individual assessments, flu vaccinations and health screenings for more than 1,300 clients in 2017.

***PathPoint***

This nonprofit organization is dedicated to helping people with disabilities or disadvantages reach their fullest potential. Cottage Health's Parish Nurses provided nursing care and medication management for housed, mentally ill adults. Two Parish Nurses worked with case managers, social workers, and physicians to provide services for this at-risk population. They worked with 130 behavioral health clients for a total of 72 hours a week and more than 4,000 visits for 2017.

***Senior Outreach***

Parish nurses provide health education including Tai Chi, fall prevention and 1:1 wellness coaching, as well as flu vaccines, advanced care directives, grief support and blood pressure screenings to seniors in our community through the following venues: Presidio Springs, Pilgrim Terrace, Garden Court, Villa Santa Fe, St. Vincent's Villa Carridad and the Senior Expo.

***Pilgrim Terrace***

A Parish Nurse is onsite once a month for two hours providing blood pressure screenings and other 1:1 nursing assessments and health education serving more than 80 clients in 2017.

***Presido Springs Senior Housing***

A Parish Nurse is onsite once a month for one to two hours serving more than 20 clients in 2017.

***Saint Vincent's***

The Parish Nurses provided two hours per month of nursing care to seniors and low-income families at this residential facility. The nurse provided personal assessments and health screenings and educational classes, including fall prevention, stroke, heart disease and diabetes management as well as wellness education and walking groups. In 2017, more than 54 people were served.

***Garden Court***

Parish Nursing provides health education, such as fall prevention, heart health and stroke prevention, cold and flu prevention, flu vaccines as well as blood pressure screenings for Garden Court's senior residents. Parish Nurses were on site two to three hours per month, and more than 100 clients were seen in 2017.

**Villa Santa Fe**

The nurse provides six hours a month offering classes in fall prevention, stress reduction and tai chi, as well as blood pressure screenings, flu vaccines and 1:1 wellness coaching. More than 100 people were served.

**Patient Assistance for Discharge**

Cottage Health Social Work and Case Management teams collaborate to connect patients with a continuum of care following discharge. Through the Patient Assistance for Discharge fund, social workers and care managers cover necessities for patients in need during the discharge process. This will frequently take the form of vouchers for taxi rides or filled discharge prescriptions. In 2017, this totaled to \$54,623 in financial assistance.

**Population Health Learning Lab**

Cottage Health debuted the Population Health Learning Lab to provide resources and interactive tools to help support the work of health or health-related organizations and assist them in targeting and evaluating programs for specific areas of need. The Population Health Learning Lab includes Cottage Data2Go and the Evaluation Toolkit.

Cottage Data2Go is a free, interactive online mapping and data tool created in partnership with Measure of America of the Social Science Research Council. It brings together federal, state, county, and community data on a broad range of issues critical to the well-being of all Santa Barbara County residents. The tool provides a view of the specific health needs by demographics (population type), geography (down to census tract) and health outcome or influencer (including social factors).

Created to provide reliable, up-to-date information on community assets and challenges, Cottage Data2Go is designed as a resource to aid community members, leaders, businesses, government agencies, and community-based organizations in crafting effective solutions, developing policies and services, and advocating for change. In community work, data drives decision making, and Cottage Data2Go brings data together to help showcase successes and highlight opportunities for promoting equity, especially among the most vulnerable in our community.

Cottage Health's Evaluation Toolkit supports community or clinical programs and collaborations in working toward a population health approach. Based on feedback from a community-wide Listening Tour in 2016, Cottage Health focused on developing this resource to help community-based partners work together to define what success would look like and measure it using the same tools and language. Community leaders can learn about each step in evaluating a program, download worksheets to complete the step, and follow a Case Study example. The Toolkit supports a vision of a healthy community by equipping nonprofit organizations as they assess community needs, strengthen programs, adopt promising practices, and work in closer alignment with other organizations to achieve common goals.

Population Health hosted a workshop in June 2017 for more than 60 community organization representatives to launch the resources available through the Population Health Learning Lab.

### Project Re-Entry Stroke Socialization Group

As a Cottage Rehabilitation Hospital program, Project Re-Entry offers a weekly socialization and recreation program for people who have had strokes or other disabling conditions that limit their community participation. The group meets at Cottage Rehabilitation Hospital. Twenty-two individuals participated in 396 visits in 2017.

### Psychiatric Grand Rounds

Santa Barbara Cottage Hospital Psychiatry and Addiction Medicine offers presentations for the healthcare community once a month from noon to 1:30 pm at Santa Barbara Cottage Hospital. In 2017, there were 9 sessions with approximately 50-60 people attending each meeting. The following topics were presented in 2017:

|           |  |
|-----------|--|
| January   | When Diets Fail: Incorporating Mindful Eating Habits                           |
| February  | Strategies to Optimize Wellness  |
| March     | Connecting with Beauty and Harmony: The Intentional Aesthetics of Hospice Care |
| April     | Cognitive Development in Adolescence   |
| June      | Mental Health Matters  |
| July      | The Opioid Crisis: How Did We Get Here, Where Are We Now, Where Are We Headed? |
| September | The Practice of Self Compassion and Self Forgiveness                           |
| October   | From TBI to Peak Performance: The Diverse Application Of Neurofeedback         |
| November  | The Astounding Truth about Cigarette Smoking and Mental Health                 |

### Santa Barbara Cottage Hospital Public Tours

Public Tours of Santa Barbara Cottage Hospital are offered three times per month and by appointment to community members. The tour visits public areas of the hospital, including gardens, Sacred Space, Cafeteria and patios. The tour covers the Healing Arts program, medical services offered and construction project updates. Any member of the Concierge Desk team can provide information about the tour and assist with registration. More than 50 attendees received tours in 2017.

### Santa Ynez Valley Cottage Hospital Health Fair

The 35th annual Santa Ynez Valley Cottage Hospital Health Fair took place on Saturday, October 7 at the Marriott Hotel in Buellton. More than 1,100 community members attended the event, which showcased 41 health-related booths from Cottage Health and community organizations, provided 84 free osteoporosis screenings, administered 292 free flu vaccines, and sold 45 low-cost bike helmets to all ages. Hands-only CPR (Cardio Pulmonary Resuscitation) was demonstrated to 40 people, and SYVCH Cardiopulmonary Rehabilitation department staff performed 60 free blood pressure checks. A large drawing took place with 35 giveaway bags, and refreshments were served. New this year, 99 free total cholesterol and glucose finger stick screenings with no fasting required were provided. Participants received results to give to a doctor for follow-up and treatment if needed.

### **Speech Enhancement Class**

This Cottage Rehabilitation Hospital program provides a weekly, 45 minute class for individuals with Parkinson's Disease. The class focuses on exercise for articulation, respiratory drive, vocal volume, flexibility and postural alignment. The class is offered by a Speech-Language Pathologist. There were 5 participants in 2017.

### **Spinal Cord Injury Life Series**

Spinal Cord Injury Education Series is a peer support and education group for people with and affected by spinal cord injury or similar disabilities. The group meets monthly at CRH in collaboration with Triumph Foundation and is supported by Cottage Rehabilitation Hospital and Cottage Rehabilitation Hospital Foundation. In 2017, there were 48 individual participants who attended 11 meetings with 87 total participants attending for the year.

### **TAVR Patient Luncheon**

The TAVR Patient Luncheon was a celebration and gathering for patients who had the TAVR (Transcatheter Aortic Valve Replacement) procedure at Santa Barbara Cottage Hospital. The luncheon reunited patients with the physicians who cared for them and connected patients with others who had the procedure. Forty-six former patients and community members attended the luncheon.

### **Think First Spinal Cord & Brain Injury Prevention Program**

Think First's mission is to educate young people about personal vulnerability and risk taking. The central message is that kids can have a fun, exciting lives without risking injury if they think first and use their minds to protect their bodies. A presentation was given to more than 50 sixth grade students in an classroom format by a member of the Cottage Rehabilitation Hospital clinical team and a young person, called a VIP "Voice for Injury Prevention," who has experienced a traumatic injury that could have been prevented. Science and Health Fair booths with interactive displays and demonstrations are also offered at schools and community events. In 2017, six Science and Health Fair booths provided education on injury prevention to 1240 school age children.

### **Transportation**

Santa Ynez Valley residents who are ambulatory can receive a free ride to medical appointments at Santa Barbara Cottage Hospital or in Lompoc, Santa Maria and the Santa Ynez Valley area at no charge to the patient. The Santa Ynez Valley Cottage Hospital Auxiliary supports the program by paying for the gasoline and providing van drivers. Donations are accepted to help with the fuel cost.

### **Tuohy Foundation Aquatic Center**

The Tuohy Foundation Aquatic Center at Cottage Rehabilitation Hospital features an outdoor, warm-water (92°) therapy pool. There were 491 community participants in 2017. In addition to inpatient and physician-ordered outpatient aquatic therapy, the pool is used for a variety of programs that are open to the community, including personal training, independent exercise and swim, Arthritis Aquatic exercise classes, Fibromyalgia exercise classes, aerobic conditioning classes, Youth Adapted Swim Program, and Aquatic Volunteer "Buddy" Program.

### **Warm Line**

The Lactation Center's Warm Line allows clients to leave a message with non-urgent breastfeeding questions and concerns. A Lactation Nurse Educator returns their phone calls Monday through Friday from 10:00am to 4:00 pm. Approximately 250 calls were placed in 2017.

## Community Collaborations

In 2017, Cottage Health collaborated with community organizations to offer more than 30 programs that benefited patients and the broader community.

### American Cancer Society's Making Strides

Making Strides Against Breast Cancer walks are the largest network of breast cancer awareness events in the nation, uniting nearly 300 communities with a shared determination to finish the fight. Participants take part in one of the noncompetitive, three- to five-mile walks, to raise funds and awareness. Cottage Health employees participated in the 2017 walk and raised funds for the event. The team was organized by CH Benefits Administration.

### American Heart Association's Go Red for Women

Go Red for Women is the American Heart Association's solution to save women's lives. With one out of three women still dying from heart disease, the American Heart Association is committed to fighting the number one killer that is preventable. GoRedForWomen.org, a premier source of information and education, connects millions of women of all ages and gives them tangible resources to turn personal choices into life-saving actions.

An annual luncheon was held in Santa Barbara on Friday, February 24 at the Fess Parker's DoubleTree Resort. The event began with a health fair and breakout session followed by lunch with inspirational speakers. Santa Barbara Cottage Hospital provided staff and equipment to provide heart risk assessments to attendees.

### American Heart Association's Heart Walk

The Heart Walk is the American Heart Association's premiere event for raising funds to save lives from this country's number one and number four killers - heart disease and stroke. Designed to promote physical activity and heart-healthy living, the Heart Walk creates an environment that is fun and rewarding for the entire family. On Saturday, September 23, Cottage Health's team of walkers participated and raised funds for the event. The team was organized by CH Benefits Administration.

### Breast Cancer Resource Center (BCRC)

#### **Description**

In 2017, Cottage Health and The Breast Cancer Resource Center of Santa Barbara (BCRC) hosted a mammogram prevention and screening program for women unable to pay for mammograms and not eligible for the Every Woman Counts mammogram program run by California Breast & Cervical Cancer Detection Program (CDP). The Mammogram Screening program includes the following:

- Education provided to the traditionally underserved Latina population in Santa Barbara County, age 18-64+ with limited or no access to preventative breast health information to improve their understanding of the long-term health benefits of breast self-examination (BSE) skills and habits and encourage mammogram screening
- Assistance to women in gaining access to health care /mammogram screening programs, including BCRC support services

Program participants seeking assistance to access screening met with the BCRC Mammogram Coordinator who navigates the participants to access the appropriate screening program or, if appropriate, a BCRC mammogram screening.

The Breast Health Outreach & Mammogram Screening was targeted at reducing late-stage breast cancer and addresses the community need for increased breast cancer screening, based on the Cancer Needs Assessment Report 2017 conducted for Santa Barbara Cottage Hospital, Goleta Valley Cottage Hospital, and Santa Ynez Valley Cottage Hospital.

#### ***Indicators & Effectiveness***

Numbers reached, demographics of participants, and patients connected to resources provide indicators of the effectiveness of this event. The following indicators will be updated at the end of 2017 to include the full calendar year.

**Table 6. Breast Health Outreach & Mammogram Screening Indicators by Year**

| Indicators                                 | Reach |
|--|-------|
| Total Event Attendance at Education Events | 747   |
| Women Connected to Every Woman Counts      | 7     |
| Participants in Mammogram Screening        | 5     |
| Cancer Detected                            | 1     |

Mammogram Screenings were effective in reaching the target demographic. The following reflects demographics and other information about the women receiving screenings:

- 100% Hispanic
- 40% seasonal workers
- 40% family history of cancer
- 60% age 40 or below
- 100% presented with a suspicious mass or lump

#### ***Follow-up***

For the women receiving mammogram screenings, one case of early breast cancer was detected—ductal carcinoma in situ. If a patient is diagnosed with cancer and is uninsured, the Mammogram Coordinator will align the patient with the Breast and Cervical Cancer Treatment Plan offered by the State of California, which provides cancer treatment for those diagnosed with breast cancer. If the patient qualifies for insurance, she is connected with a means to sign-up. The BCRC assists with navigating the client through the treatment enrollment process by working with the local Public Health Department Nurse and Sansum Clinic and the Ridley-Tree Cancer Center nurse navigators. The BCRC Mammogram Coordinator follows up with all participants on a periodic basis after diagnosis or, if no diagnosis is made, when the participant is due for her next mammogram.

#### **California Highway Patrol's Start Smart**

The Start Smart program is a cooperative effort between the California Highway Patrol (CHP), teen drivers, their parents and Santa Barbara Cottage Hospital Trauma Services. Trauma Services initially approached the CHP and offered to host the monthly class on Cottage Health campuses after hearing

that the CHP was not able to accommodate all those seeking to attend the class due to the lack of a proper location. By meeting at Santa Barbara Cottage Hospital and Goleta Valley Cottage Hospital, the class size has tripled, and there are no longer teens and their parents being turned away due to lack of space. The goals for this program include helping young drivers and their parents/guardians understand the responsibilities associated with driving a motor vehicle. The program seeks to reduce the number of teen-related injuries and deaths due to collisions. This program is held at Goleta Valley Cottage Hospital monthly, and Trauma Services's staff assists with coordination of the program and provides speakers for the presentations. In 2017, nine classes were held, serving a total of 96 families.

### Carpinteria Children's Project (CCP)

Reaching families with children from pregnancy through third grade, this program focuses on ensuring that children in Carpinteria are healthy, safe, and thriving by connecting clients to existing services and programs and facilitating basic medical screenings where gaps exist in identified high need areas. CCP coordinates with partners to serve approximately 800 children and provide health insurance registration assistance, referrals to medical services, screenings for developmental, social, and emotional concerns as well as BMI, vision, and dental screenings. Funding goes towards two desired program results: 1) children entering Kindergarten have a healthy BMI and 2) children entering Kindergarten have had at least one developmental screening. Cottage Health provided a Community Partnership Grant as a Sustainability Grant in support of these services.

### CenCal Health's Kid Program

Cottage Health has collaborated with CenCal Health to assist children and adults in obtaining appropriate non-emergent care. Case management and education is reviewed with the families to assist in the needs of the children at the time of the Emergency Department visit. CenCal is then notified regarding non-emergent care of patients, who then follow-up with the families to get them in touch with physicians or clinics in the community.

### Center for Successful Aging

Center for Successful Aging's (CSA) CareLine Telephone Reassurance Program assists seniors who are low-income and homebound by providing daily check-in phone calls to help prevent isolation. CSA is expanded services to target seniors with chronic physical and mental health conditions through referrals from Cottage Health, CenCal Health, and the Housing Authority of the City of Santa Barbara. Outcomes include a reduction in hospital readmissions, decreased use of the emergency department, and increased connections to behavioral health services, such as peer counseling programs. Cottage Health provided a Community Partnership Grant as part of the Behavioral Health Initiative in support of these services.

### Central Coast Collaborative on Homelessness

Central Coast Collaborative on Homelessness (C3H) is a county-wide, collective impact collaborative of government agencies, non-profit organizations, foundations, faith communities, business and community leaders, other community groups, and individuals who have experienced homelessness. C3H is under the fiscal umbrella of the United Way of Northern Santa Barbara County. Cottage Health provided a grant in support of these services.

### **Child Abuse Listening and Mediation**

Child Abuse Listening Mediation's (CALM) Santa Barbara Resiliency Project screens all families with children ages 0-3 years old at Goleta Neighborhood Clinic for Adverse Childhood Experiences (ACEs). As the largest safety net provider in South Santa Barbara County, Santa Barbara Neighborhood Clinic (SBNC) anticipates that at least 37.8% of pediatric patients have experienced two or more ACEs, and mitigation of these ACEs could lead to improved physical and mental health outcomes. Children who present with two or more ACEs or adults who have three or more ACES are offered an intervention to build protective factors by promoting access to community supports and resiliency services. CALM and SBNC partnered with University of California, Santa Barbara (UCSB) to conduct a randomized controlled trial of intervention groups. Cottage Health provided a Community Partnership Grant as part of the Behavioral Health Initiative in support of these services.

The Orfalea Children's Center (OCC) also contracts with CALM to provide Reflective Practice groups and mental health consultation. Under a new outreach model called the Early Childhood Mental Health Consultation Program, and with funding provided by Cottage Health, CALM is able to place a consultant at the Orfalea Children's Center to provide supportive services to the children, families and teachers in our program.

### **Council on Alcoholism & Drug Abuse's Summit for Danny**

Each year in October, all ages hike the trails of local mountains to raise funds for the Daniel Bryant Youth and Family Treatment Center, the first outpatient treatment center for teens in Santa Barbara. The event was inspired by local executive, Bob Bryant, who wanted to turn tragedy into hope after the loss of his son Danny to a drug overdose.

The 17th Annual Summit for Danny Local Climb was on Saturday, October 28. Depending on fitness level, participants chose the climb that best suits their ability. All climbs begin and conclude from Manning Park in Montecito, which includes a celebration following the hike. Cottage Health sponsored the event and teams of employees participated.

### **Doctors Without Walls**

Doctors Without Walls's Wrap Around Care Program (WACP) provides free, volunteer medical care for homeless and low-income populations through mobile clinics in parks and transitional facilities as well as advocacy and follow-up support through individualized care plans and patient navigators. Clinics are hosted on the same day and time of the week to give clients a sense of consistency and dependability, and volunteers build relationships and trust with clients, which help make clients more receptive to health care advice. Doctors Without Walls annually reaches more than 400 patients through WACP. Cottage Health provided a Community Partnership Grant as a Sustainability Grant as well as a Behavioral Health Initiative grant in support of these services and the Women's Free Homeless Clinic.

### **Family Service Agency – Family Support Collaborative**

Comprised of family resource centers in Santa Barbara, Isla Vista, and Santa Ynez Valley, the collaborative conducts follow-up child development home-visits to more than 250 at-risk families with newborn babies referred by Welcome Every Baby. In addition to evidence-based health, developmental, and social-emotional screenings, home-visits include parent education, referral to a medical home and

other needed services, and insurance application assistance. Families receive follow-up and case management services as needed. Cottage Health provided a Community Partnership Grant as a Sustainability Grant in support of these services.

### **Family Service Agency – School-Based Mental Health (Expanded)**

Family Service Agency's (FSA) School-Based Mental Health program expands school-based counseling to high schools, as previously therapeutic counseling only took place in elementary schools and one junior high school. FSA therapists provided mental-health assessment services, weekly school-based therapeutic counseling, and referrals to school and community-based interventions. Receiving referrals from SBUSD guidance counselors, teachers and administrators, therapists assessed students and determined the right course of action for each individual—social-emotional counseling, drug and/or alcohol counseling, weekly therapeutic counseling, or treatment-indicated intervention by a medical doctor. Cottage Health provided a Community Partnership Grant as part of the Behavioral Health Initiative in support of these services.

### **Homeless Coalition**

The Homeless Coalition is a group of various community-based organizations that meet every Monday at Santa Barbara Cottage Hospital to discuss and collaborate on how to serve vulnerable homeless individuals with medical challenges in the community. The coalition focuses on increasing the community support available to this population, increasing medical compliance, and decreasing inappropriate hospitalizations. Medical Social Work, Case Management, and Parish Nursing serve on the coalition along with PATH, Rescue Mission, Doctors Without Walls, Behavioral Wellness, SB Public Health, New Beginnings, AmeriCorps, and Restorative Policing.

### **Lions Sight & Hearing Center's Glaucoma & Hearing Screening**

The MacDougall Eye Center is the headquarters for the Lions Sight and Hearing Center. Besides the collection of used eyeglasses for worldwide distribution, the group also conducts free vision and hearing screenings on Mondays and Thursdays at the MacDougall Eye Center in addition to local schools and community centers. They help to find and/or fund services needed by individuals unable to afford these services as well as eyeglasses and hearing aid services.

### **Mental Wellness Center**

Mental Wellness Center's Youth Mental Wellness Coalition focuses on developing and implementing an effective, community-based mental health plan to connect youth ages 12 through 26 and their families to mental wellness resources and support before a crisis. Seeking to affect systemic change, the coalition works to improve communication and outreach between secondary schools and local mental health agencies through centralized tools and resources as well as educational opportunities for parents, youth, and school staff. As a new coalition, the group also worked to establish a leadership structure and developed shared responsibility among stakeholders for the success of the coalition's work. Cottage Health provided a Community Partnership Grant as part of the Behavioral Health Initiative in support of these services.

### Pacific Pride Foundation

Pacific Pride Foundation's (PPF) Counseling for LGBTQ+/HIV Communities, in collaboration with Antioch University, expanded counseling services to the LGBTQ+ community through additional individual and group therapy sessions, plus a new LGBTQ+ identity group. Training sessions were offered on LGBTQ+ mental health issues for faculty and students from Antioch and other universities, PPF interns, and community mental health professionals. Topics included somatic psychology, attachment, family systems, elders, and teaching LGBTQ+ psychology. Cottage Health provided a Community Partnership Grant as part of the Behavioral Health Initiative in support of these services.

### PATH Santa Barbara

PATH Santa Barbara provides a 100-day program to help homeless residents access the tools and services needed to build necessary life skills fundamental to self-sufficiency. PATH Santa Barbara also provides 48,000 bed nights and serves up to 144,000 meals per year to homeless residents. Cottage Health provided a Care Transition Grant in support of respite beds.

### PathPoint Behavioral Health

This program provides clinical treatment for more than 250 adults with mental illnesses through a mobile team model, which includes two nurses, a psychiatrist, and mental health rehabilitation specialists. Aid takes the form of basic psychiatric medical care, psychological and behavioral therapy, and social and vocational skills training. In addition, one part-time registered nurse treats clients facing mental illness, trauma, substance abuse, and/or homelessness for basic medical care (e.g., wound care, disease management, etc.). Cottage Health provided a Community Partnership Grant as a Sustainability Grant in support of these services.

### ReEmployAbility

Cottage Health partners with ReEmployAbility to help injured Cottage Health workers return to work by partnering with local non-profits and providing modified duty jobs. This modified duty program allows employees time to heal, while staying engaged in the work environment. Remaining at work is a best practice that increases positive outcomes for both the physical and psychosocial aspects of being injured. The cost to the receiving organization is free, and employees continue to receive their regular earnings. Three Cottage Health employees participated in the program in 2017.

### Sansum Clinic's Camp Wheez

In August, six Neonatal Pediatric Respiratory Care Practitioners (RCP's) from Cottage Children's Medical Center volunteered at Camp Wheez. Camp Wheez is a weeklong day camp for children in grades one through six with asthma. Campers learn about asthma while also participating in fun indoor and outdoor activities. They are taught how to manage their disease and live normal lives.

The RCP's managed the Lung Lab class at camp. This class educates children on how to monitor their asthma, signs and symptoms of an asthma exacerbation, and asthma medication. Once again, the campers loved the pig lungs. The lungs were inflated using a flow inflating resuscitation bag. This allowed the campers to see what lungs look like during inhalation and exhalation. They were instructed on how to use peak flow meters and spacers. The children also received a spacer, a device used to

properly administer a metered dose inhaler. Many other interactive activities were played that allowed the campers to stay engaged and learn about their illness.

### Santa Barbara Alliance for Community Transformation

Santa Barbara Alliance for Community Transformation's (SB ACT) Westside Health Collaborative joined with Harding University Partnership School, a school of more than 400 students in kindergarten through sixth grade, to expand on-site behavioral health services. Using a tiered approach, the program brings universal/school-wide supports to all students through staff trainings to help develop programs for trauma related to Adverse Childhood Experiences (ACEs). In addition, a trained counselor offered group-counseling sessions for high-risk students to two groups, a group of 3rd and 4th grade students and a group of 5th and 6th graders. Cottage Health provided a Community Partnership Grant as part of the Behavioral Health Initiative in support of these services.

### Santa Barbara County Education Office's (SBCEO) Health Linkages

Through preschools and elementary schools, Health Linkages creates awareness of the importance of oral health and improves access to dental treatment and preventative services for 2,000 children in low-income families. Services include fluoride varnishes, insurance enrollment, case management, and access to safety net dental treatment dollars for those who are uninsured or underinsured to complete restorative treatment. Cottage Health provided a Community Partnership Grant as a Sustainability Grant in support of these services. Funding supported coordination, oral health education, dental screenings, restorative treatment, and case management services.

### Santa Barbara County Education Office's (SBCEO) Partners in Education

Partners in Education (PiE) is a non-profit organization with members from business, industry, government, elementary and secondary schools, community colleges, and four-year colleges. The mission of Partners in Education is to develop outstanding graduates in the Santa Barbara area. Efforts began in 1977 and core programs include Computers for Families, Career Education, Workforce Development, Technology Innovation in Education, Volunteer Recruitment and Coordination, and the Student Internship programs. Cottage Health's President and CEO is on Partners in Education's Board of Directors. Volunteer Services represents Cottage Health on the Career Education committee.

Partners in Education sponsors three breakfast meetings per year for members in the fall, winter and spring. The spring breakfast is an awards meeting, honoring students from Santa Barbara and Carpinteria High Schools for outstanding accomplishments.

Cottage Health has worked collaboratively with Partners in Education to support their program objectives, in an effort to enhance our community impact. Partners' mission is to connect businesses and individuals with schools and the organizations that serve them in order to help improve public education in ways that support a more vibrant economy, the health of our community and the well-being of local children and their families. To continue building upon this collaborative success, Cottage Health and Partners in Education has designed a volunteer recruitment model that streamlines our efforts in responding to Partners' volunteer requests. We have created a "Career Ambassador Program" within Cottage Health and facilitated by Cottage Health's Workforce Development, which is made-up of Cottage Health employees who desire to take part in volunteer opportunities with Partners in

Education. Over the last several years, Cottage Health employees have responded to the call and have volunteered their time to contribute towards this mission in various capacities. Cottage Health employees have contributed over 700 volunteer support hours since 2008. In 2017, Cottage Health employees volunteered for a cumulative 34 PiE engagements, totaling 145 hours, promoting healthcare careers.

### **Santa Barbara County Education Office's (SBCEO) Welcome Every Baby**

Welcome Every Baby Program (WEB) offers home-visits by a registered nurse within 48 hours of hospital discharge to all families with newborns. Home-visits include assessments of the mother and newborn, education, and referrals to services, including insurance application assistance. Indicators assessed include infant breastfeeding, nutritional needs of infant being met, periodic well-baby visits being completed, social isolation/lack of support for role as mother, symptoms of post-partum depression in mother, and developmental concerns present. WEB conducts approximately 1,100 home-visits per year. Cottage Health provided a Community Partnership Grant as a Sustainability Grant and Behavioral Health Initiative grant in support of these services.

### **Santa Barbara Kindergarten Readiness Network**

The Orfalea Children's Center (OCC) at Santa Barbara Cottage Hospital in collaboration with the Santa Barbara Unified School District (SBUSD) and other network members is working in partnership to support families and the growth and development of children entering SBUSD so that they enter kindergarten both academically and socio-emotionally ready and experience success in the school. The Network is comprised of Orfalea Children's Center in collaboration with the Santa Barbara Unified School District and other network members. This year we participated in a "Peer to Peer Articulation Project" that allowed two of our teachers to do an exchange with two kindergarten teachers from the SBUSD to observe each other's classes and collaborate on ideas for:

- Classroom management and organization
- Curriculum enhancements for young learners
- Large and small group instruction ideas
- Assessment protocols and intervention
- Classroom environment and learning center design
- Vertical articulation suggestions for the K Readiness Network to implement

### **Santa Barbara Neighborhood Clinics**

Santa Barbara Neighborhood Clinics (SBNC) is a non-profit Federally Qualified Health Center (FQHC) dedicated to providing high quality, comprehensive, and affordable care. SBNC also provides information about obtaining health insurance coverage for people who are uninsured. SBNC has two dental clinics and four medical clinics. They offer family practice, women's health, pediatrics, case management for chronic illnesses, preventive care, HIV/Hepatitis C testing, and behavioral health services. Cottage Health provided a community grant in support of these services.

### Santa Ynez Valley People Helping People

Santa Ynez Valley People Helping People's Santa Ynez Valley Aging Adult Behavioral Wellness Program expanded behavioral health services by adding a social worker or marriage and family therapist and interns to provide counseling and group sessions to seniors age 65 or older in the Santa Ynez and Los Alamos Valleys. A licensed-clinician or pre-licensed intern screened patients at intake for behavioral health issues, including cognitive or memory related illnesses such as dementia or Alzheimer's, and provided individual services or a connection to classes and resources based on severity. In partnership with Dial-A-Ride, transportation services are available as needed, including to Golden Inn & Village, Solvang Senior Center, and Buellton Senior Center. Cottage Health provided a Community Partnership Grant as a Sustainability Grant and Behavioral Health Initiative grant in support of these services.

### Sarah House

Sarah House provides a home and end-of-life care for people with low income in addition to providing care to those living with AIDS. Services include private bedrooms in a shared living environment, nutritious, home cooked meals, and assistance in an atmosphere of unconditional kindness and comfort. Sarah House collaborates with local hospice providers, integrating high-quality medical care into a warm home setting. Cottage Health provided a Care Transition Grant in support of medical respite beds for the low-income population.

### Senior Expo Santa Barbara

The Senior Expo was on Wednesday, October 4 from 9:00 am to 12:00 p.m. at Earl Warren Showgrounds in Santa Barbara. Family Service Agency hosted this annual event with support from Cottage Health, Sansum Clinic, Visiting Nurse & Hospice Care, and others. For \$5, seniors received a flu shot, snack, fitness/balance testing, and access to more than 100 community agencies, organizations, and businesses who present a variety of products and services geared towards senior interests.

Cottage Health provided volunteers to help at the event, representatives from Cottage Health as exhibitors, and 790 vaccines for the flu shot clinic. Cottage Health departments with information tables included Parish Nursing, Cottage Rehabilitation Hospital, and Trauma Services.

### Thresholds to Recovery's Sobering Center

Thresholds to Recovery has operated the Sobering Center at the Faulding Hotel since its inception in 1994. The purpose of the Sobering Center is to provide an opportunity for public inebriates to become sober in a safe, alcohol-free environment voluntarily. Cottage Health provided a Care Transition Grant in support of these services.

### Tri-Counties Regional Center – Early Start Services

Tri-Counties Regional Center provides Early Start Services to children at the Orfalea Children's Center (OCC). Early intervention services are provided to infants and toddlers from birth to 36 months of age. The OCC makes the referral for a family with a special needs child, such as a child needing assistance with language acquisition. Tri-Counties then sends specialists to both the family's house and OCC to perform assessments and, if necessary, provides on-going support for the child. Sessions typically last about an hour each and occur based on the individual child's needs. This program is coordinated by Tri-Counties Regional Center and public school districts.

## United Way of Santa Barbara County

### ***Day of Caring***

On Saturday, September 16, United Way of Santa Barbara County held its annual Day of Caring to raise pledges to support a local network of health, human, and community building services. More than 1,400 volunteers came together to help local non-profit agencies with hands-on work assignments from 8:30 a.m. to 1:00 p.m. Cottage Health had a 30 member team of employees from departments throughout the health system along with their family members and friends.

### ***Financial Support***

Cottage Health supports United Way of Santa Barbara County through one of the largest employee campaigns in the County. In 2017, the Employee Campaign raised \$128,000 from 476 employee donors with an average gift of \$ 268.91 per donor.

### ***Fun in the Sun***

The Fun in the Sun / Lunch Bunch program is a highly specialized summer enrichment program for at-risk children. The goals are to build positive self-esteem and behavior choices as well as provide quality educational enrichment with an emphasis in reading achievement. Lunch Bunch is an intentional time for volunteers to be a positive role model for Fun in the Sun children.

Usually, the volunteers attend Lunch Bunch at the campus where Fun in the Sun is taking place. Cottage Health has developed a special program that brings Fun in the Sun to Santa Barbara Cottage Hospital, which enables employees to participate in the Lunch Bunch without leaving the hospital. The children who attend Fun in the Sun are from the neediest families in the Santa Barbara community. In 2017, volunteers focused on reading and asked each employee to donate a book that is appropriate for 1<sup>st</sup> -6<sup>th</sup> graders. The children were encouraged to read aloud and given the book to share with their families.

A total of 144 children received a tour and lunch. The children toured the hospital Kitchen, Radiology Department, and Security / K 9 unit. They also engaged in activities heightening their awareness of safety from the Trauma Services Department. This was followed by a meal in the Oak Park Gardens where employees read to children.

## Visiting Nurse & Hospice Care's Serenity House

Serenity House is an 18-bed inpatient hospice house that provides care for hospice patients whose needs cannot be met at home. Serenity House provides round-the-clock medical care from a team of specially trained doctors, a nurse practitioner, nurses, social workers, spiritual counselors, hospice aides, and volunteers that support emotional, spiritual, and practical concerns. Cottage Health provided a Care Transition Grant in support of these services for low-income and non-funded patients.

## Vision y Compromiso

Vision y Compromiso is a national non-profit promotores network that holds an annual conference designed to facilitate training, collaboration, and networking amongst Promotores in California. Cottage Health provided scholarships for local Promotores, or Spanish health advocates, to attend this fall conference. In 2017, these scholarships allowed for Promotores from Santa Barbara County to attend the conference.

### Willbridge

Willbridge's program focuses on rebuilding self-confidence, self-esteem, and self-respect for the homeless and mentally ill. Structure, discipline, peer accountability, and self-accountability aid in reintroducing people to interactive and fruitful daily lives. Cottage Health provided a Care Transition Grant in support of transitional beds for people who are homeless and seeking recovery with community reentry.

## HEALTH EDUCATION & RESEARCH

---

### California State University Channel Islands Nursing Program at Cottage Health

The California State University Channel Islands Nursing Program at Cottage Health (CI Nursing Program at Cottage) is the first Bachelor of Science in Nursing (BSN) program in Santa Barbara County. The program aims to educate nurses who will care for Santa Barbara County communities for decades to come. Students residing in Santa Barbara County are prioritized for admission and are considered even higher priority if they have successfully completed a regional high school health or bioscience academy.

The program enrolls up to 66 students every year and almost all of the students are local residents. Students are divided into three cohorts comprising first year, second year, and third year students. Between 2014 and 2017, 74 students have graduated from the program, and Cottage Health has successfully recruited 50 of these graduates. Other graduates are working with healthcare providers in Santa Barbara and Ventura Counties.

Cottage Health continues to value the exceptional education offered by the CI Nursing Program at Cottage. In the 2016/2017 academic year, 100% of graduates who took their licensure exams passed on their first attempt. Additionally, Cottage Health's nursing leadership sees the quality of the curriculum and simulation lab education during students' clinical rotations. Every semester, students complete mentored rotations in patient care units, and clinical managers consistently say that the students are talented, dedicated and well-prepared to assist as caregivers.

Students who already live in Santa Barbara County are known to be much more likely to make career commitments to Cottage Health. Many nurses who spend their careers at Cottage Health will pursue certifications in specialized service lines; become nurse educators; and fulfill other vital leadership roles. Some may seek Masters- and even Doctoral-level training and serve as our region's nursing professors. All of these steps are critical underpinnings of Cottage Health's nursing vision.

In order to ensure that the program remains affordable for low-, moderate-, and middle-income students, Cottage Health subsidized the program at the level of \$10,700 per student in 2017.

### Graduate Medical Education

Santa Barbara Cottage Hospital's diverse range of cases and venues provides incredible opportunities for learning through the Graduate Medical Education program for medical residents. Residents take on significant responsibilities for patient care and are always supported by attending physicians. Internal medicine and surgery residents staff a county-operated ambulatory care facility with primary care and referral clinics to accommodate the needs of low-income patients. Any patient who is seen at this facility and requires hospitalization is admitted to Santa Barbara Cottage Hospital and cared for by residents. The diverse student body is recruited from prestigious medical schools across the United States and abroad.

## Medical Research Grants

The Cottage Health Research Grant Program, supported by the Cottage Health Research Institute (CHRI), promotes educational activities related to medical research and facilitates quality medical research by providing financial and grants preparation support for proposed research projects affiliated with Cottage Health. In 2017, Cottage Health Research Institute provided \$136,500 in grants on the following topics:

- Clinical Practice
- Gestational Diabetes
- Neurologic Disorders
- Ophthalmology
- Orthopedics/Surgery
- Pediatrics
- Physical Therapy

## SAGE Medical Library

SAGE Medical Library is the largest medical library between Los Angeles and San Francisco – and the only one open to the public. It serves the entire Santa Barbara community including physicians, hospital staff, patients, students, medical researchers, and the public. SAGE Medical Library offers the following services:

- 24/7/365 availability for employees
- 2 librarians with Masters of Library Science degrees to help with searches and training
- 3 conference rooms with laptops and video screens for collaboration and video conferencing
- 2 computers for public use
- Over 1,200 online medical and nursing books
- Over 700 more journals available through online medical databases
- Over 700 medical and nursing reference textbooks
- Member of the National Network of Libraries
- Patient and public access available Monday – Friday, 8 a.m. – 5 p.m.

## San Marcos High School's Health Careers Academy

San Marcos High School's Health Careers Academy began in 2001 and has been a vital program in the community, educating students who have a desire to go into the medical field. The Health Careers Academy is a three-year program that offers courses at San Marcos High School and Santa Barbara City College. The students have hands-on experience at nursing homes and assisted living facilities and conclude the course with a nine-week internship at Santa Barbara Cottage Hospital.

The program includes a hands-on classroom, for which Santa Barbara Cottage Hospital assisted in acquiring hospital equipment, including hospital beds, wheelchairs, patient lifts, and many other miscellaneous supplies. This has been a great help in educating the students on learning the proper use of various medical equipment prior to working with patients.

Each year, 15 students, who have received their Certified Nursing Assistant degree, will volunteer in the hospital in two-hour shifts over a nine-week period. Students rotate between several Santa Barbara

Cottage Hospital units, including Orthopedics, Oncology, NICU, Mother Infant Care, Neurology, Surgical Trauma, Pulmonary, Renal & Infectious Diseases (PRI), Endoscopy, Cottage Rehabilitation Hospital and Telemetry. Because the students have their CNA degrees, they are able to take vitals and assist with hands-on patient care.

As of 2017, the Health Careers Academy Program graduated 451 students and 228 of those students graduated as Certified Nursing Assistants. Students have gone into nursing programs, medical schools, United States Armed Forces, and various areas of other medical service. At this time, 25 of these students are now employed at Cottage Health. As students continue to receive their degrees, Cottage Health looks forward to more returning as employees.

### **Scholarships for Professional Clinical Education**

Six exceptional candidates were awarded scholarships at the 2017 Santa Ynez Valley Cottage Hospital Auxiliary's annual luncheon held at the Santa Ynez Valley Historical Museum. The students each received \$3,000 to continue their education in a clinical field. Scholarships came from the Santa Ynez Valley Cottage Hospital Auxiliary and Foundation.

## FUTURE DIRECTION

---

Cottage Health's hospitals have sought to improve the health outcomes of patients and community members in Santa Barbara County for more than 125 years. Community outreach programs and strategies have been ongoing in the priority health areas of access to care, behavioral health, chronic conditions, food insecurity, and housing insecurity for many years. With a focus on population health, Cottage Health will continue to serve the community through these long-standing community benefit strategies, while seeking opportunities to align these efforts with broader initiatives and priority areas. In addition, key programs and strategies will address these priority areas through a population health approach.

Cottage Health will promote significant population health improvements among patient, community, and insured populations focusing on vulnerable demographics (e.g., homeless, language barriers, low-income, no high school degree, Medi-Cal, and children) and using evidence-based programs and policies. Key programs will target these often-overlapping populations through the following intervention approaches:

- Patient interventions will emphasize an uptake of primary care services, improved care coordination and chronic disease management, and partnerships with community organizations to decrease preventable hospitalizations and readmissions.
- Community interventions will focus on disease prevention and health promotion programs and policies and approaches targeting underlying risks, such as substance abuse, diet and sedentary lifestyles, and social and environmental factors/determinants.
- Insured population interventions will include partnerships with employers and insurers for improved cost management, quality of care and population health outcomes.

These programs and strategies will become leading components of our community benefit work and will follow the population health model — backed by science, focused on systems change and supported by strong community partnerships. Through this approach, Cottage Health will prioritize, select, implement and evaluate interventions addressing root causes and improving the health of the community in sustainable ways.