

2011
Community
Benefit

OUR PROMISE TO THE COMMUNITY

Scripps Health provided

\$338 MILLION

in community benefit services in FY10



A History of Service

In 1924, Ellen Browning Scripps founded Scripps Memorial Hospital in the heart of the sleepy seaside village of La Jolla. That same year, the hospital founded by Mother Michael Cummings and the Sisters of Mercy in 1890 became Mercy Hospital, and moved to its current location in Hillcrest.

Through the following decades, those two institutions founded by extraordinary, visionary women grew along with the region, caring for all those in need — regardless of ability to pay.

A Mission of Caring

Serving others has always been at the heart of Scripps' mission. We were born of commitment to the San Diego community and remain dedicated to delivering quality health care to all who need it.

A Far-Reaching Network

Today, Scripps Health is recognized as one of the best in the nation, with four hospitals on five campuses, along with a robust network of clinics, outpatient, home health and ancillary services to serve our San Diego community and beyond.



Our Promise to the Community

From nursing to housekeeping, from physicians to accountants, every Scripps employee is dedicated to delivering and supporting quality health care. We are also working hard to maintain and improve our financial stability, which enables us to care for those who cannot care for themselves.

As the San Diego region continued to feel the effects of a two-year recession in FY2010, including unemployment rates that resulted in fewer patients covered under employer-provided health care plans, Scripps began a historic integration that will enable us to deliver quality care more efficiently, rising to the unique economic challenges of our times.

We are dedicated to remaining at the forefront of medical innovations, growth and breakthroughs, with a far-reaching plan that includes current and future investments in our ability to provide care:

- Emergency department expansions and process improvements in all areas to dramatically shorten intervals between arrival and treatment
- The first announced advanced proton therapy center for San Diego County cancer patients
- Expansions underway at our Scripps Mercy San Diego, La Jolla, and Encinitas hospital campuses, ensuring that we will serve the community for years to come

Our promise is always to be here — for every patient, and their children, and their children's children.

With a rich history and legacy of commitment to the community and a vision for the future that will place us at the forefront of innovation, education, research and growth, Scripps is dedicated to transforming the way health care is delivered, keeping the patient at the center of all we do.

We recognize that improving the community's health happens both within and outside the physical walls of our health care facilities. It also takes place in shelters, classrooms, and events held across the community:

- In playgroups and parent support events organized by The Parent Connection
- Our 40-foot mobile medical unit, supplemented screenings and education at more than 200 local events and health fairs, serving more than 20,000 people in fiscal 2010
- In centers teaching healthy habits to members of at-risk immigrant communities
- In underserved neighborhoods, providing education, screening, diagnostic and treatment services where they are needed most

Scripps Facts

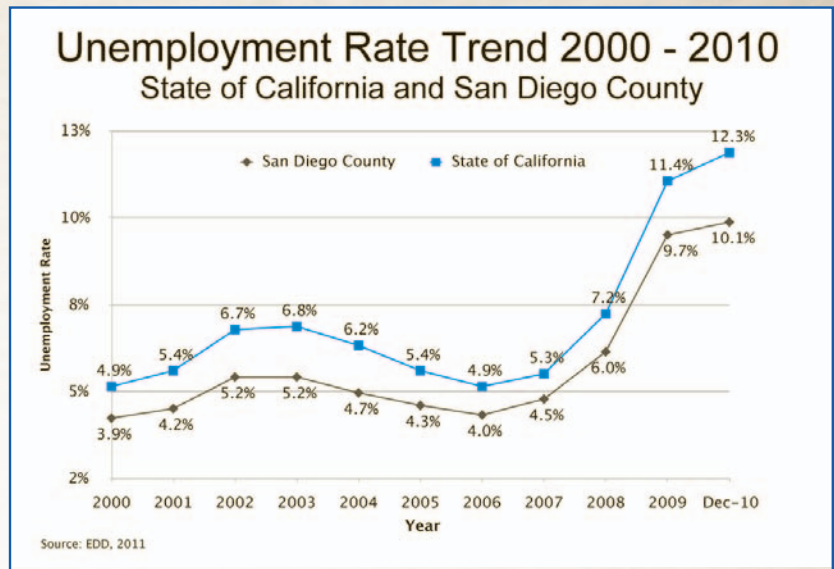
- Scripps treats a half-million patients annually through the dedication of 2,600 affiliated physicians and 13,000 employees.
- The integrated Scripps health care system comprises five acute-care hospital campuses, home health care services, an ambulatory care network of physician offices, 22 outpatient centers and clinics, and a mobile medical unit.
- Among numerous awards and recognition, Scripps was recognized in 2010 as one of the Top 10 health systems in the nation for quality care by Thompson Reuters.
- With three highly respected graduate medical education programs and a new system-wide pharmacy residency program, Scripps is training physicians to deliver clinically excellent care in a culturally sensitive environment.

Ensuring Access to Health Services

The economic downturn that began in 2009 is changing patterns of health care utilization. A long-term spike in unemployment and corresponding loss of health insurance leads people to postpone needed health care.

Currently, the U.S. Census Bureau estimates that 22 percent of San Diego county residents under the age of 65 are uninsured, and unemployment is at its highest level in a decade, at 10.1 percent.

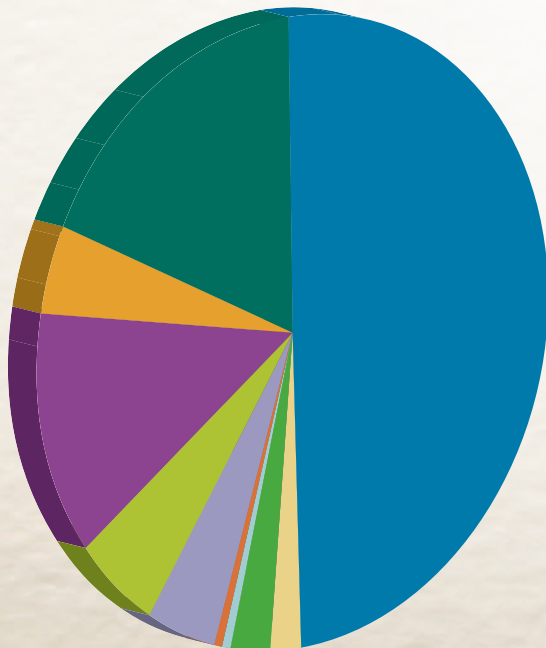
Scripps provided \$286,232,394 in uncompensated health care in 2010. Of this, Scripps Mercy Hospital (including San Diego and Chula Vista campuses) provided 69 percent of the charity care from within the Scripps system.



Summary of Benefits

During FY 2010, Scripps provided a total of \$337,784,50 in community benefits, effectively doubling our contribution since 2005.

Total Community Benefits \$337,784,350 in FY10



Medicare Shortfalls	\$169,100,309
Community Health Improvement Services and Community Benefit Operations	\$6,490,773
Subsidized Health Services	\$8,806,307
Cash and in-kind Contributions.....	\$719,518
Community Building Activities.....	\$690,103
Professional Education	\$15,950,754
Health Research	\$18,894,500
Charity Care	\$43,419,911
Bad Debt	\$14,689,084
Medi-Cal and Other Means-tested Government Programs	\$59,023,090

*Colors coordinate clockwise from Medicare and Medicare HMO (Shortfalls)

16% of our total operating expenses
in 2010 were devoted to community benefit services at cost.

Health Education

Recognizing that personal behaviors play a significant role in health and wellness, Scripps is committed to providing high quality education, prevention and wellness programs to the community.

We host and participate in education classes, health fairs, and screening events each year. From monthly events on our hospital campuses to special community-based screening events, and health care support services, we support and empower community members to care for their own health and that of their families.

Covering a wide array of programs including a mobile medical unit, vaccination clinics, early cancer detection, cardiovascular disease awareness, smoking cessation, diabetes education and prostate health education, Scripps touched a half-million people in 2010.



Through classes offered at low or no cost to members of the community, Scripps Health helps patients understand the risks, behaviors, treatment options, and management of a wide array of illness and disease.

Assessing and Meeting Community Needs



Scripps provides diabetes care and education through Project Dulce.

Scripps collaborates with other health systems, community groups, government agencies, businesses and grassroots organizations to determine priorities for our investments in community benefit. We are an official partner in Community Health Improvement Partners (CHIP), a coalition of 25 community health-related organizations that jointly assess the region's health needs. Overall, 72 community leaders collaborated to set priorities for the coming year.

"Charting the Course VI," CHIP's 2010 Health Needs Assessment, identified programs and interventions that are most critically needed at this time. These guiding principles shape our strategic approach to creating, extending, and delivering community benefit programs and activities:

- Access to health services
- Social determinants of health
- Weight status and physical activity
- Injury and violence
- Mental health

Diabetes Care

The Scripps Whittier Diabetes Institute is dedicated to caring for and educating people with diabetes through diabetes management and support programs, including programs specifically designed for those with limited or no ability to pay. Through leading research, Scripps Whittier strives to find a cure for this chronic disease.

Project Dulce, a Scripps Whittier program, is nationally recognized for addressing diabetes in low-income and diverse populations. With an emphasis on self-management education at community health centers, free clinics, community centers, churches, senior housing facilities and other community locations, Project Dulce deploys health care professionals across the community to achieve measurable improvements in the health of their patients. Peer educators help patients overcome cultural, economic or behavioral barriers to successfully managing their disease.

Scripps Whittier also provides retinal screenings to low-income individuals at risk for diabetes. The screenings can detect eye problems early and prevent serious complications and blindness.



A free, community-based retinal screening identified this patient's diabetes-related retinopathy, which was so severe that without surgery he would have lost his vision entirely. The diagnosis and surgery were both provided through charity care.

Learning To Cook For Health in City Heights



The teaching kitchen at City Heights Wellness Center is the place where new, healthy habits take shape.

San Diego is home to the second largest Somali community in the United States, and Scripps Health provides support for the estimated 25,000 Somali and other East Africans now settled in and around the community of City Heights.

Much of Scripps' outreach with these groups originates at the City Heights Wellness Center, a community-building partnership between Scripps Mercy Hospital and Rady Children's Hospital.

At the heart of the center is its "teaching kitchen," a hub for East African community gatherings and classes. In the kitchen, cooking demonstrations teach immigrants how to shop for and prepare nutritious foods as they move away from traditional diets.

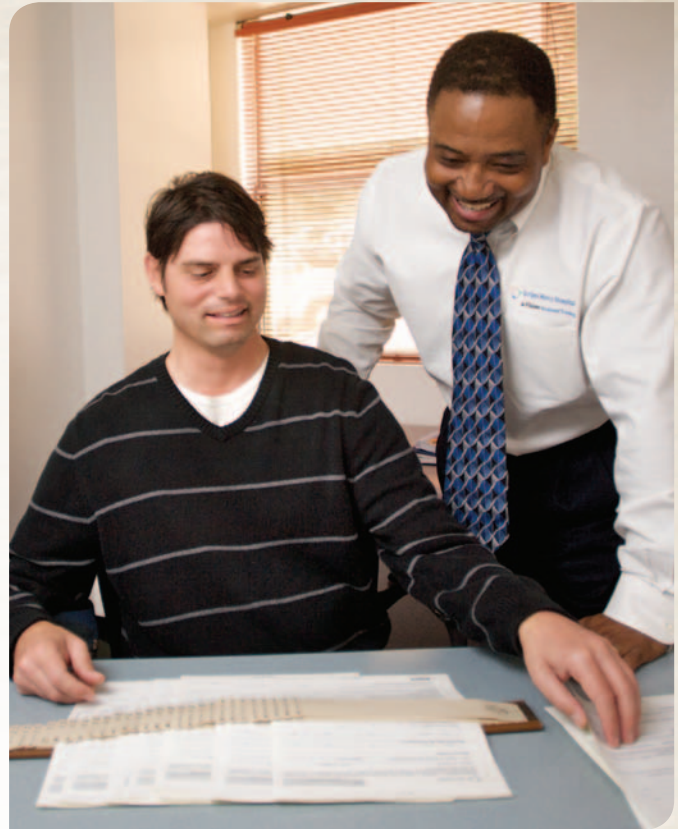
In 2010 the center provided 76 coalition-building meetings, serving 2,900 individuals through classes strategically designed to empower all residents of City Heights to adopt or maintain healthy lifestyles.

A Vision of Success

A-Visions, an innovative and nationally recognized supported work program launched in 2002, empowers people who live with chronic mental illness to secure steady work with Scripps to aid in their recovery.

People who choose to participate in the A-Visions program receive personal, individualized guidance and support from Kevin Wilson, program lead. Kevin, who has been with A-Visions since its inception, coaches program participants and helps them develop a broad-reaching set of life and job skills. Jerry Gold, PhD, who started the program says, "The primary goal is to support each candidate's recovery, while the secondary focus builds a strong base of productive work experience."

Several A-Visions candidates who initially began working at Scripps Mercy Hospital as volunteers have successfully transitioned to paid employment, serving in a variety of clerical and support service roles. Paid A-Visions candidates typically limit their work to eight hours per week, which allows them to maintain eligibility for the disability benefits, medications and ongoing behavioral care that supports their work.



Kevin Wilson, program lead, provides guidance to A-Visions candidates.

Scripps Recuperative Care Program



Scripps employees give patients the support they need to be as independent as possible.

In collaboration with the San Diego Rescue Mission, the Scripps Recuperative Care Program ensures that chronically homeless patients with ongoing medical issues are discharged safely.

A nursing case manager and Scripps physician provide medical oversight, medications, durable medical equipment, and coordinate payment of a daily fee to the Rescue Mission to support the patient's stay in the program.

Seventy-five percent of patients discharged through the program have gone on to complete drug and behavioral rehabilitation programs, some securing jobs and housing.

In 2010, there were 8,574 documented homeless people in our community and that number is expected to grow. Scripps is doing its part to support the complex support activities of San Diego's social support and health care communities. Scripps provided services, supplies and staff hours to the Scripps Recuperative Care Program during FY10.

Professional Education and Health Research



Mayra Dillion, MD, works with an expectant mother as part of a prenatal care program.



Thomas McCarthy, MD, provides care at a community clinic.

Scripps' nationally recognized Graduate Medical Education programs serve our community in three equally important ways: Training outstanding physicians who will remain in practice in our community; providing much-needed medical care to the diverse patient population of San Diego County; and developing the talent and skills of new leaders in medicine, who together with Scripps will continue to break new ground in innovative, compassionate medical care.

Giving Back

Mayra Mendoza Dillon, MD, chief resident of the Scripps Family Medicine Residency program for the 2010-2011 academic year, is a Southern California native whose parents emigrated to the U.S. from Mexico. Half of the current residents in the program are members of underrepresented minorities, mostly bilingual and bicultural Latinos.

Dr. Dillion is particularly proud of "Centering Pregnancy," a curriculum she helped launch in 2009. "Prenatal care, which also includes education for new fathers, is something we want to start very early in pregnancy," says Dr. Dillion. This interactive prenatal education group teaches couples about breastfeeding, stress in pregnancy, diet and exercise, domestic violence, and post-partum depression, among other topics.

In March, 2011, Scripps Health received accreditation with commendation as a provider of continuing medical education by the Accreditation Council for Continuing Medical Education (ACCME) – placing Scripps among the top 8 percent of providers of continuing medical education (CME) in the United States.

Compassionate Care

Farther North, in the clinic waiting room at the St. Vincent de Paul Village Family Health Center in downtown San Diego, a half-dozen uninsured and homeless patients have checked in, seeking medical care for a variety of health issues and concerns. Thomas McCarthy, MD, a second-year resident with the Scripps Green Internal Medicine Residency program, pulls up a chair beside Maida Soghikian, MD, attending physician. They briefly discuss the list of scheduled patients, then check on the first walk-in of the night.

"I'm really swollen in my legs and my fingers, Doctor," says the patient, holding up her hands to demonstrate how painfully tight her ring has become. "I know my body. This isn't normal." Dr. McCarthy begins asking a probing series of questions, to get to the root of the young, uninsured mother's malady.



With a vision for the future, Scripps is growing to meet the community's needs. Expansion efforts are underway at all our hospitals, including emergency and critical services at Scripps Memorial Hospital Encinitas and Scripps Mercy Hospital. Scripps is committed to providing the most advanced, compassionate care to all who need it, when they need it most.

Embracing the Challenge

Scripps is proud of our history and the work we do each day. We recognize that access to quality health care, education, and screening is difficult for many individuals and families in the San Diego region.

Our mission drives us to provide compassionate help and assistance for all who come to us for care, and to reach out especially to those who find themselves vulnerable and without support.

By responsibly investing in resources, expertise, equipment, medications, and education, Scripps will continue to improve the lives, health and well being of our community.

Together with our partners, we embrace the central challenge of our mission: To make a positive, measurable difference in the health of people in the communities we serve.

We are proud of the relationships and resources we have developed in pursuit of this goal, and we know that when we work together for the benefit of all, there is no limit to what we can do.