

2023

Year in Review



Photo: Santa Clara Valley Healthcare

In 2023, there were 4,517 babies born in the care of Santa Clara Valley Healthcare. See more about "our year in numbers" inside



COUNTY OF SANTA CLARA
Health System



Pharmacist Megan Lauzon holds one of the first doses of the COVID-19 vaccine to arrive in Santa Clara County in December 2020. At the height of the pandemic, more than half of all vaccinations given in our county were through Health System-operated sites.

You counted on us when a global health care emergency impacted our county; you can count on us today and tomorrow.

The County of Santa Clara Health System's response to the COVID-19 pandemic helped keep our community and workforce safe and kept vital services like our public hospitals and clinics open to serve those in need, providing compassionate care. The Health System's departments worked together to protect the health of our community — Santa Clara County had one of the highest vaccination rates in the nation, saving thousands of lives. And we're here to care for our community every day of the year.

Our network of programs serves as the healthcare safety net and provider of first choice for people seeking award-winning care from a comprehensive system designed to treat the whole person. From creative responses to community health concerns like opioid abuse and overdose to an expanding network of primary and specialty care clinics to taking responsible steps to address the climate crisis, the Health System provided cost-effective, high-quality care to more than 318,000 people in 2023.

The robust expansion plans you'll read about in this report, and the awards and recognition for our work show that the County of Santa Clara Health System will continue to serve, innovate and work harder than ever to bring Better Health for All.

The County of Santa Clara Health System is the largest public healthcare system in Northern California and our community's healthcare safety net. In 2023, it provided care to more than 318,000 people. It includes the Behavioral Health Services Department, Custody Health Services Department, Emergency Medical Services Agency, Public Health Department, Santa Clara Valley Healthcare's network of hospitals and clinics, and Valley Health Plan.



COUNTY OF SANTA CLARA
Health System

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Improving

access to care



New Behavioral Health Child, Adolescent and Adult Services Center in San Jose. Opens 2025

With support from the County of Santa Clara Board of Supervisors and the County Executive, the Health System is making significant investments in new facilities, programs, and services and finding new ways to connect behavioral health care with medical care to bring health and healing to the whole person. Expanding access to care also improves health equity in our community — a goal shared throughout our system.

RECENTLY OPENED SITES

- Mountain View Multispecialty Clinic, Mountain View (2022)
- Valley Health Center (VHC) Lundy, North San Jose (2023)
- Pediatric Developmental Specialty Center, San Jose (2023)
- SPARK Clinic (medical, dental and psychiatric clinic for children and youth in foster care) relocation and expansion, San Jose (2023)

IN PROGRESS AND OPEN SOON

- Behavioral Health Adult Residential Treatment, San Jose (2024)
- Behavioral Health Child, Adolescent and Adult Services Center, San Jose (2025)
- Santa Clara Valley Medical Center's Burn Center, San Jose (remodel and expand, started 2023/opens 2025)
- VHC at HomeFirst, San Jose (2024)
- VHC Morgan Hill, Morgan Hill (2024)
- VHC North County, Mountain View/Palo Alto (2024)
- Santa Clara Valley Medical Center's Emergency Department, San Jose (remodel and expand, phased construction starts 2024/opens 2029)
- VHC San Jose, San Jose (2025)

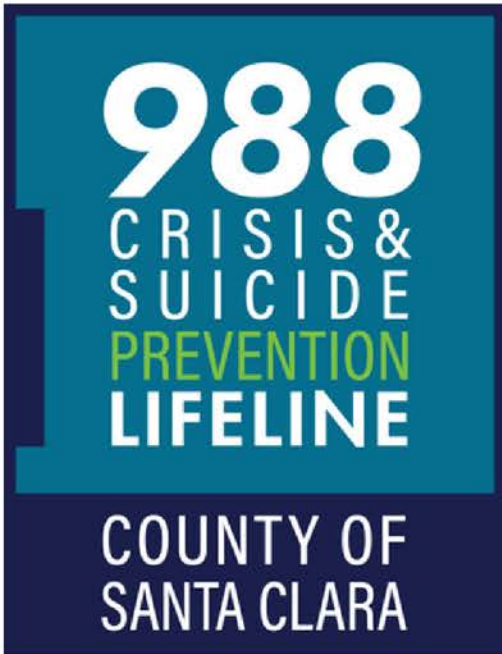
Responding to the mental health and substance abuse crisis

The County of Santa Clara Board of Supervisors declared mental health and substance abuse a public health crisis, citing rising numbers of suicides and drug overdoses as well as the lack of treatment beds. The declaration sought to bring much-needed attention to a coordinated response and resources to address the behavioral health needs of county residents.

The Behavioral Health Services Department, Public Health Department, Santa Clara Valley Healthcare's hospitals and clinics, and Custody Health Services are delivering on prevention and harm reduction strategies and expanding treatment options and support for people in recovery.

In 2023, the Behavioral Health Services Department received \$5,600,000 from the Opioid Settlement Fund to support **expanded opioid abuse prevention and treatment services**. Behavioral Health and the Public Health Department are developing a robust plan for the most impactful use of these funds based on best practices, local data, and stakeholder input.

The Behavioral Health Services Department has received a \$402,000 grant from the California Institute for Behavioral Health Solutions to help **prevent opioid overuse and addiction in youth ages 12-24**. The department will use the funds to provide education on opioid use, its risks, and available resources; increase access to screening and referrals to outpatient treatment and Medication Assisted Treatment (MAT) for youth with or at risk of opioid use disorders; and create a team of physicians and clinicians who will provide youth MAT services.



In 2024, the Behavioral Health team will explore creating a direct phone number to reach the Trusted Response Urgent Support Team (TRUST). This direct line would supplement 9-8-8, the County's crisis and suicide prevention hotline and connect callers to a Behavioral Health crisis team response.

EASIER ACCESS TO SUPPORT AND CRISIS RESPONSE

- 988 is the new national **suicide and mental health crisis hotline** number. In our County, 988 calls are answered by crisis counselors trained and certified by the Behavioral Health Services Department's Crisis and Suicide Prevention Lifeline. In 2023, the team answered **more than 23,000 calls made directly to the 988 number** and more than **35,000 calls to the local Crisis and Suicide Prevention number**.
- The County's five mobile response programs provide effective and compassionate crisis intervention to people who exhibit mental health symptoms and may be at risk for self-harm or harm to others. In 2023, the **Mobile Crisis Response Teams expanded program offerings by doubling the staffing for the Psychiatric Emergency Response Team (PERT)**, which now has 11 positions. A **new Mobile Crisis Response Team was established in Mountain View** to better serve North County; Mobile Response Stabilization Services (MRSS), which provides stabilization and support services for young people, now offers services in the north, south, and central parts of the County. The **Trusted Response Urgent Support Team (TRUST)**, the County's 24/7 non-law enforcement mobile crisis response team, is **expanding services to the West Valley area of the County** and aims to provide dedicated services to this area by the spring of 2024.

WELLNESS CENTERS IN SCHOOLS

The **Behavioral Health Services Department** has implemented a behavioral health wellness grant program. The program will create **new school-based wellness centers** and enhance existing centers to ensure that students with behavioral and emotional needs have easily accessible, timely services. Valley Health Foundation will administer the grant program.

Wellness centers are in operation at Milpitas High School, Elliott Elementary School, Lakewood Elementary School, Ohlone Middle School, LeyVa Middle School and Cupertino High School. Each wellness center is fully staffed with a clinical specialist and a wellness center liaison.





ADDING CAPACITY FOR BEHAVIORAL HEALTH TREATMENT

- A new **28-bed adult residential treatment (ART)** center in San Jose for people with serious mental illnesses will welcome residents in 2024.
- **34 community residential beds, 3 social detox beds, and 3 youth substance use treatment beds** were added in our fiscal year 2022-2023.
- We are contracting with San Jose Behavioral Health, a provider currently staffing **53 additional acute-care beds** estimated to become operational in Spring 2024.
- A new **77-bed Behavioral Health Services Center** at Santa Clara Valley Medical Center will open in 2025. It will include embedded urgent care services and a wing specifically for children.
- Staff are evaluating 15 county properties as potential sites for **bed capacity expansion**.
- The department created a grant program to establish new **school-based behavioral health wellness centers** in Santa Clara County schools and enhance existing centers.

INCREASING AVAILABILITY OF LIFE-SAVING MEDICATIONS

- In 2023, the Santa Clara County Opioid Overdose Prevention Project (SCCOOPP) installed five **naloxone (Narcan) vending machines** at the two County jails, Juvenile Hall, Santa Clara University, and Mission College. Nearly 8,000 doses of naloxone were distributed through these vending machines. SCCOOPP is working closely with more area colleges to place vending machines and plans to install more machines at local community centers, health centers, clinics, and non-profit organizations.
- Santa Clara Valley Healthcare has also begun providing **free naloxone through nine of its Valley Health Center primary care clinics**.
- In December 2023, SCCOOPP began **mailing naloxone for free to any County resident** who requested it. This expanded access will add to the 25,000 naloxone kits the County has distributed since 2017.



Award-winning care

We are honored to receive recognition for our Health System's high-quality patient care and services. These awards are crucial in promoting excellence, innovation, and trust in our public healthcare, benefiting both patients and the community. They inspire us to keep our standards high and continuously enhance our services.

By spotlighting successful practices, these awards help to create a culture of quality improvement and help us attract talented professionals and more resources. For these reasons and more, we are pleased to share news of the recognition our programs, services and people received in 2023.



ONE OF THE HEALTHIEST COUNTIES IN CALIFORNIA

Santa Clara County once again ranked in the **top 5 healthiest counties in our state** in the 2023 "County Health Rankings and Roadmap" from the University of Wisconsin's Population Health Institute. Our county consistently ranks in the top 5 California counties for overall health, maintaining the healthy-county status, even during the COVID-19 pandemic.



OUR PUBLIC HOSPITALS RATED AMONG AMERICA'S 250 BEST

Santa Clara Valley Medical Center, O'Connor Hospital and St. Louise Regional Hospital were ranked in the **top 5% of all US hospitals** by Healthgrades, a marketplace to help people find doctors and hospitals that **consistently deliver clinical quality**. All three hospitals also received Healthgrades' **Critical Care Excellence Award™** for 2023.

HIGHEST HONORS FOR MATERNITY CARE

Santa Clara Valley Medical Center (SCVMC) has been named as a **2024 High Performing Hospital for Maternity Care**, the highest award a hospital can earn from U.S. News' Best Hospitals rankings. SCVMC earned this high-performance designation in recognition of its maternity care as measured by factors such as newborn complication rates. Altogether, our three public hospitals welcomed more than 4,500 babies in 2023.



Honored for excellence

CERTIFIED PATIENT-CENTERED MEDICAL HOMES

The National Committee of Quality Assurance recognized our Primary Care clinics at the Valley Health Centers in Downtown San Jose, East Valley, Gilroy, Milpitas, Moorpark, San Jose, Sunnyvale and Tully Road as **"Patient-Centered Medical Homes."** These clinics emphasize access, health information technology and **coordinated care focused on patients** to create a true medical home for care.



SETTING HIGH STANDARDS FOR PATIENT CARE

In May, St. Louise Regional Hospital's Intensive Care Unit (ICU) received the prestigious **Silver Beacon Award for Excellence** from the American Association of Critical-Care Nurses (AACN.) The ICU was recognized for setting standards for excellence in patient-care environments by collecting and using evidence-based information to **improve patient outcomes, patient and staff satisfaction, and credibility with consumers.**



A LEADER IN STROKE CARE

Our three public hospitals received the **most advanced level of recognition** awarded by the American Heart Association — the Stroke GOLD PLUS Award. Santa Clara Valley Medical Center also was awarded U.S. News & World Report's designation as a 2022-2023 **"High Performing Hospital for Stroke."** St. Louise Regional Hospital was the first hospital in the Bay Area to achieve Joint Commission certification as a **Primary Stroke Center**; all three public hospitals are now Primary Stroke Centers.



ACCREDITED HEALTH PLAN

In August, Valley Health Plan (VHP) was awarded **accreditation for three years by the Accreditation Association for Ambulatory Health Care (AAAHC)**, the leader in ambulatory health care accreditation with more than 6,700 organizations accredited.



HONORED FOR HEALTH EQUITY

Valley Health Plan (VHP) earned **Health Equity Accreditation** from the National Committee for Quality Assurance (NCQA) in December 2023. This notable achievement **demonstrates VHP's dedication to ensuring that all individuals, irrespective of their backgrounds, have equal access to high-quality healthcare services.** VHP will file for full NCQA Health Plan accreditation in mid-2024 and has been working towards this goal for the past year.

2023 by the numbers

Behind every data point is a person. A patient — one of more than 318,000 who came to us for care last year — or one of our 10,000+ dedicated staff. Whatever the measure, these numbers add up to Better Health for All in Santa Clara County. Here, at a glance, are some “numbers to note” from the past year.



139,726
Emergency Ambulance Responses

The County of Santa Clara Emergency Medical Services Agency works to provide safe, quality, and effective prehospital care.

172,000+
Emergency Department Visits

O'Connor Hospital, St. Louise Regional Hospital, Santa Clara Valley Medical Center and the Valley Health Centers provide a wide array of critical health services.



SANTA CLARA VALLEY
HEALTHCARE

2 million+
Primary Care Visits

Santa Clara County
PUBLIC HEALTH

18,000+
Monthly Participants

The County of Santa Clara Public Health Department's Women, Infant, and Children (WIC) Special Supplemental Nutrition Program provides food, health care referrals, and nutrition education to low-income women and kids.



213,000+
People Covered

Valley Health Plan is the only locally-based commercial health plan serving Santa Clara, San Benito, and Monterey Counties.

988
CRISIS & SUICIDE
PREVENTION
LIFELINE
COUNTY OF
SANTA CLARA

57,000+
Calls Answered
and Support Provided

In 2023, the Behavioral Health Call Center team answered more than 23,000 calls made directly to the 988 number and more than 35,000 calls to the local Crisis and Suicide Prevention number.



COUNTY OF SANTA CLARA Health System

The County of Santa Clara Health System includes the Behavioral Health Services Department, Custody Health Services Department, Emergency Medical Services Agency, Public Health Department, Santa Clara Valley Healthcare's three public hospitals and network of clinics and Valley Health Plan.



COUNTY OF SANTA CLARA
Behavioral Health Services



SANTA CLARA VALLEY
HEALTHCARE

Santa Clara County
**PUBLIC
HEALTH**



Valley Health Plan



COUNTY OF SANTA CLARA
Emergency Medical System Agency

Follow our progress on social media:



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