



COUNTY OF SANTA CLARA
Health System

QUARTERLY REPORT

JANUARY - MARCH, 2024



Tobacco-free communities grant

School wellness centers



Expanded clinic at shelter

Best-quality care awards



Mission-inspired, data-driven:

The County of Santa Clara Health System by-the-numbers

The County of Santa Clara Health System and all of our departments continue to improve the patient and customer experience, maximize the value of the services and care we provide, and improve the health of the community. We are committed to Better Health for All. Here are some highlights from the first quarter of 2024.



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INCREASING ACCESS TO CARE

Opened new and expanded clinics to bring better health to more people, when and where they need it.

- ★ NEW Valley Health Center Morgan Hill
- ★ EXPANDED Valley Health Center HomeFirst

2



ADVANCING HEALTH EQUITY

Our Office for Health Equity and Improvement refined a set of **five questions** for assessing patient's social drivers of health; now, all inpatients are screened to connect people to the services they need.

5



FASTER CARE WHEN YOU NEED IT MOST!

"The doctor will see you now" takes less time in our Emergency Departments. At SCVMC's ED, the door-to-provider time decreased more than 60% from Jan. 2023 to Nov. 2023

60



CREATING TOBACCO-FREE COMMUNITIES

The Public Health Department received a **\$1.2 million federal grant** to address illegal sales of tobacco products to minors and increase compliance with local tobacco control policies.

1.2



EXPANDING SCHOOL WELLNESS CENTERS

To improve access to mental health resources for students, the County and private donors have dedicated \$13.2 million to create or improve **40 school-based wellness centers**.

40



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CELEBRATING FIVE
YEARS TOGETHER

Five years ago, two local hospitals and a health center were threatened with closure — until the County of Santa Clara stepped in and **secured the vital resources** for public use.

5



SURVEY SAYS: BEST
CARE AND QUALITY

Among many honors, Santa Clara Valley Medical Center's Acute Rehabilitation Units are in the **top 10% nationally** for overall quality care, and the hospital's 6 Medical unit scored in the top 10% nationally for overall hospital quality.

10



Celebrating new health services in South County

Community leaders and elected officials joined Santa Clara Valley Healthcare staff at the opening ceremony of Valley Health Center Morgan Hill on March 15, 2024. The center provides urgent care, a pharmacy, and a wide range of primary and specialty services.

Left to right: Santa Clara Valley Healthcare (SCVH) CEO Paul E. Lorenz, Morgan Hill Mayor Mark Turner, Santa Clara County Executive James R. Williams, Santa Clara County District 1 Supervisor Sylvia Arenas, SCVH Primary Care Medical Director Dr. Agnela Suarez, SCVH Director of Primary Care Operations Serena Sy, Santa Clara County Chief Operating Officer Greta Hansen, Morgan Hill City Council Member Yvonne Martínez Beltrán and Valley Health Center Morgan Hill Clinic Manager Ruth Raymundo.

LEARN MORE



Click these links to get details on our recent accomplishments:

Learn more about **School Wellness Centers**, which will help address the significant mental health challenges facing Santa Clara County students.

Read about **Valley Health Center at HomeFirst**'s expansion to provide up to 3,000 health care visits to an especially vulnerable population.

Here's more on how O'Connor Hospital, St. Louise Regional Hospital and the DePaul medical facility are **thriving** as part of Santa Clara Valley Healthcare, including the recent opening of **Valley Health Center Morgan Hill**.

The Public Health Department's **Better Health Pharmacy** in downtown San Jose collects donations of surplus medications and distributes them free of charge to underserved residents. Since opening in 2015, it has helped nearly 15,000 people.



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