



*This is Santa Clara Valley Healthcare's brand-new, state-of-the-art **Valley Health Center (VHC) Lundy** primary care clinic in San Jose. A ribbon-cutting event was held here on August 30, 2023, and the clinic began welcoming patients on October 10. VHC Lundy is well-positioned to provide essential care to the community as the new home to the Tuberculosis (TB) Clinic, Refugee Health Assessment Program and the Travel and Immunization Clinic.*

Santa Clara County faces the third highest case rate for TB among California jurisdictions. The new clinic is a state-of-the-art, completely airborne isolation facility designed to prevent transmission of TB and other airborne transmitted diseases and provides a safe, welcoming care environment for patients and staff.

The Refugee Health Assessment Program provides dedicated space for care and counseling to families who often utilize the program as their first entry point into the health care system.

We are proud to note our progress in promoting **Better Health for All** through our integrated and collaborative system of care.

IN THIS REPORT

New tools and teamwork to combat fentanyl abuse and overdoses

School Wellness Center grants

New focus on diversity and equity

Better access to care: new clinics and programs

Awards and recognition

A COMPREHENSIVE, INTEGRATED SYSTEM OF CARE

Our departments work together to provide the care and services our community needs. Santa Clara County, like many communities, faces an evolving and deepening crisis around fentanyl abuse and overdose. To meet the emergency and meet our community's needs on substance abuse disorders, our Behavioral Health Services Department is coordinating programs based on four countywide strategies – **Prevention, Harm Reduction, Recovery, and Treatment**. By addressing behavioral health issues alongside medical and social conditions, we can help our patients, clients and our community achieve better health outcomes and improve the health and well-being of our community — **Better Health for All**.

Working together to address fentanyl abuse

According to the Office of the [Medical Examiner-Coroner](#), there were 138 fentanyl-related deaths in our county between January 1 and September 30, 2023. The **Behavioral Health Services Department, Public Health Department, Santa Clara Valley Healthcare's hospitals and clinics and Custody Health Services** will collaborate on prevention and harm reduction strategies and to expand treatment options and support for people in recovery. With input and feedback from key stakeholder groups and community partners, our teams will work to:

- Get **more and better data** on the problem and use it in program activities
- **Enhance public awareness** and reduce stigma
- **Raise awareness** about the risks of fentanyl
- **Expand treatment choices**, connect people to treatment and help them stay in treatment
- Widen access to and distribution of **naloxone**

BHSD will update the plans and timelines for each department's work on implementing these strategies later this year.

LEARN MORE

Read the [Report to the Board of Supervisors](#) on our countywide efforts to address fentanyl abuse and overdoses.

EXPANDING OUR REACH

The County of Santa Clara Health System serves as the **healthcare safety net** and provider of comprehensive care, service and programs to the residents of our county. Our departments protect the public's health, prevent disease, provide behavioral health services and support, respond to emergencies, and provide high-quality, compassionate care; our Health System served more than 282,000 people in the fiscal year 2022-2023. We have thoughtfully developed plans to expand access to care by **opening new clinics, treatment centers and care programs** throughout Santa Clara County.

We are growing to serve more people in more ways to bring **better health for all**.

Open and welcoming people in need:

Sexual Assault Forensic Exam (SAFE) Program in Gilroy

The new location expands services for survivors of sexual violence, intimate partner violence and domestic violence in south Santa Clara County and nearby areas.

Valley Health Center Lundy in San Jose

New home for the Tuberculosis Clinic, Refugee Health Assessment Program, Travel and Immunization Clinic and a pharmacy.

Opening later this year:

Adult Residential Treatment

New 28-bed **residential treatment center** in San Jose for people with serious mental illnesses will open later in 2023.



ADVANCING EQUITY, HONORING DIVERSITY

In August 2023, Santa Clara Valley Healthcare (SCVH) launched **two new programs** to drive change that positively impacts lives and shapes the future of healthcare in our region.

The **Office for Health Equity & Improvement (OHEI)** will address health disparities, ensure equitable access, and equip our workforce with skills for team-based improvement. This office works closely with the community, uses data-driven insights to support our healthcare facilities and staff, and advocates for policies that promote health equity. Leilani Jones is the Executive Director of Health Equity for SCVH and will lead a team dedicated to health equity and diversity.

The **Office for Wellness & Experience**, led by Chief Experience Officer Dr. Jennifer Tong, will work to holistically enhance the well-being of Santa Clara Valley Healthcare's patients, employees, and staff by improving patient and employee experiences.



Doulas promote health equity

Reducing health disparities for families and babies is a top priority for Santa Clara Valley Healthcare. An early initiative of the OHEI is a collaboration with Roots Community Health Center, our Public Health Department and Santa Clara Valley Healthcare to bring doulas to our three hospitals using an equity-driven, evidence-based model. Doulas act as patient advocates and partners during pregnancy, labor and delivery, helping parents achieve their birth plans and make informed decisions about their health care.

PLANNING FOR A HEALTHIER COMMUNITY

In July 2023, the County of Santa Clara **Public Health Department** released its [2023-2026 Strategic Plan](#), which sets the direction for the organization for the next three years. The objectives and strategies laid out provide a roadmap that will help achieve the department's mission to protect and improve the health and well-being of the community. It also helps prioritize resources like budgets, staff, and time spent on projects.

Protecting and improving the health of our residents

The Public Health Department's new Strategic Plan highlights the department's priorities for the next three years in five areas:

- **Racial and Health Equity**
- **Policy**
- **Partnerships**
- **Data and Technology**
- **Workforce Development and Staff Engagement**



“After being in emergency mode for so many years due to COVID, we’re grateful to have the opportunity to broaden the focus once more to core public health functions. We have much exciting work to look forward to in the next three years, all of which will support our mission to protect and improve the health and well-being of the community.”

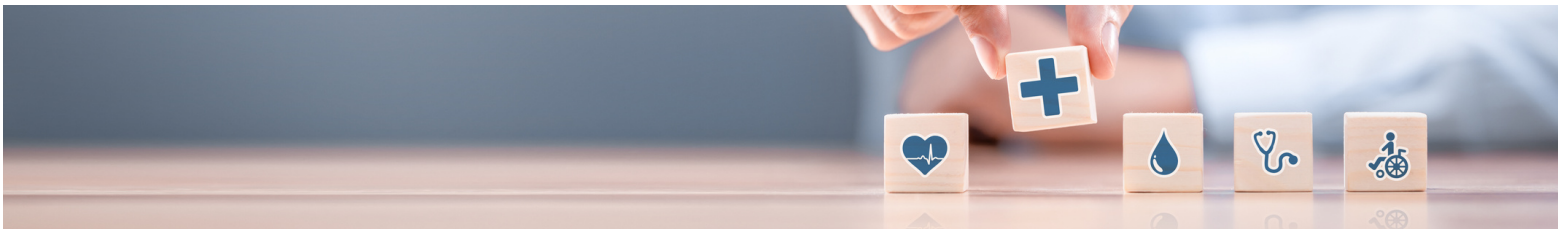
*Dr. Sarah Rudman, Deputy Health Officer
County of Santa Clara Public Health Department*

LEARN MORE

Read the Public Health Department's new [Strategic Plan](#).

PROGRESS: BEHAVIORAL HEALTH

In January 2022, the County of Santa Clara Board of Supervisors declared a public health crisis on behavioral health and substance abuse issues in our community. Here are a few examples of the actions being taken by our Behavioral Health Services Department to enhance facilities and increase bed availability to meet the needs of our community.



Increasing access to behavioral health treatment, services and care:

- ◆ Adding **53 acute-care beds** at San Jose Behavioral Health, expected to be available in spring 2024
- ◆ Raising **contracted rates to maintain access** to highly sought-after subacute beds and discussing the possibility of adding 11 more subacute beds
- ◆ Opening a **new 28-bed Adult Residential Treatment facility** in San Jose in fall 2023. Forty community residential beds were added in the 2022-2023 fiscal year!
- ◆ Supporting efforts by a provider to construct a **new 30-bed substance use treatment facility**
- ◆ Evaluating 15 county properties as **potential sites for bed capacity expansion**, leveraging \$12.6M in capital funding allocated for behavioral health treatment facility expansion

LEARN MORE

See the [Report to the Board of Supervisors](#) for details on the Behavioral Health Services Department's progress.

INVESTING IN STUDENTS: BEHAVIORAL HEALTH WELLNESS CENTERS

The **Behavioral Health Services Department** has developed and designed a new school-based [behavioral health wellness grant program](#) to be administered by **Valley Health Foundation**. The grants will create new wellness centers in Santa Clara County schools and enhance existing wellness centers to make sure students with behavioral and emotional needs have easily accessible, timely services. All school districts and local education agencies in the county are encouraged to apply for grants.

\$12.1 million in grants to create behavioral health wellness centers on school campuses.



LEARN MORE

See [Valley Health Foundation's website](#) for details on the grant program.

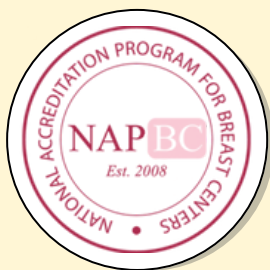


EXCELLENCE IN ACTION

We're proud of the recognition we receive as our teams work together to provide award-winning **Better Health for All**.



Santa Clara Valley Healthcare has earned “**Most Wired**” status from the College of Healthcare Information Management Executives (CHIME). The CHIME Digital Health Most Wired program measures how effectively healthcare organizations improve community health and care by applying core and advanced technologies to their clinical and business programs.



The **Breast Care Program at Santa Clara Valley Medical Center** has achieved its first accreditation by the National Accreditation Program of Breast Centers (NAPBC). Accreditation by the NAPBC signifies that our Breast Care Center of Excellence is committed to maintaining levels of excellence in the delivery of comprehensive, patient-centered, multidisciplinary care.



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.

This is an important milestone in the continuing growth and success of the organization. This accreditation ensures that VHP has met nationally recognized standards for providing quality health services set by AAAHC.

“VHP is proud to have met the challenge of accreditation and is determined to consistently offer quality, affordable health coverage plans to individuals and families residing in Santa Clara, San Benito and Monterey Counties.”

*Laura Rosas, Chief Executive Officer
Valley Health Plan*



PROGRESS REPORT

JULY TO SEPTEMBER 2023

The County of Santa Clara Health System is our local healthcare safety net and provider of comprehensive care, services and programs to the residents of our county. The Health System includes the Behavioral Health Services Department, Public Health Department, Santa Clara Valley Healthcare's network of hospitals and clinics, Emergency Medical Services Agency, Custody Health Services Department and Valley Health Plan.



COUNTY OF SANTA CLARA

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