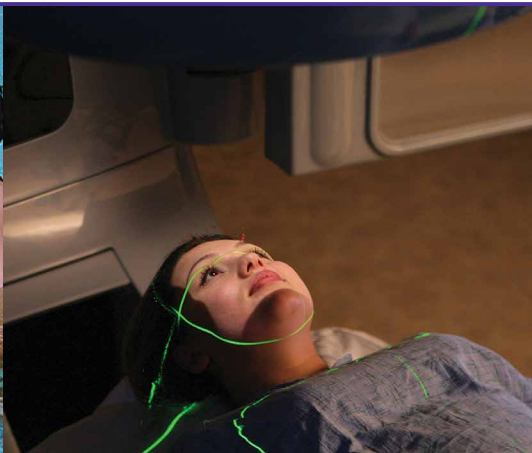


SANTA CLARA VALLEY HEALTH & HOSPITAL SYSTEM

Making Santa Clara County a Healthier Place



Better Health for All



Better Health for All

The Santa Clara Valley Health & Hospital System has been, and will continue to be, Santa Clara County's healthcare safety net. But our public healthcare system must do and be more.

To succeed in a changing healthcare environment, a transformation in the way healthcare is delivered is needed. And to meet the goals of national healthcare reform, the Institute for Healthcare Improvement described an approach to enhance health system performance.

The approach is called the "Triple Aim" and it targets quality, cost and population health. Hospitals and health systems, large and small, have adopted it as framework for improvement.

Over the last five years, Santa Clara Valley Health & Hospital System has made a number of changes and achieved a great deal. You will read about the accomplishments in these pages. But more importantly, you will see examples of how the Triple Aim objectives are being reached.

SCVHHS has undertaken this work for the well-being of our community, and for the health of residents, patients, clients, and employees. Thank you for taking the time to learn about the work of Santa Clara Valley Health & Hospital System.



SCVHHS includes the Behavioral Health Department, Public Health Department and Santa Clara Valley Medical Center, as well as the Emergency Medical Services Agency, Custody Health Department and Valley Health Plan, a local health plan included in Covered CA, the state's health exchange.



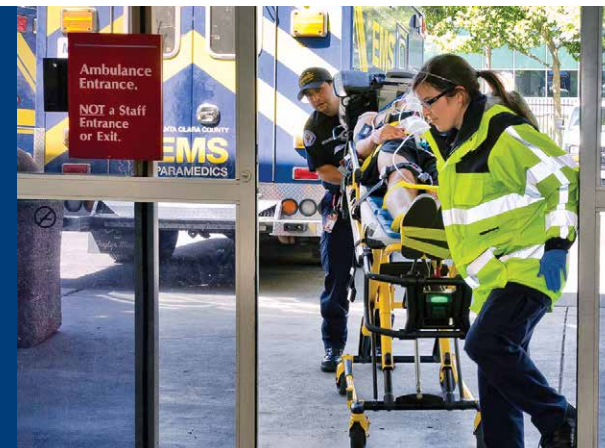
The approach and objectives outlined by the Institute have already generated meaningful change. But there is more work to be done and Santa Clara Valley Health & Hospital System (SCVHHS) is committed to carrying out the Triple Aim objectives:

- Improve the patient experience of care (quality)
- Reduce the cost of healthcare per person (cost)
- Improve the health and well-being of the community (population health)



2010

Better Health for All



Preparing for Health Care Reform

To prepare for the Affordable Care Act, the Low Income Health Program (Valley Care) was established. Patients were moved from costly irregular care to managed care to improve access to care and overall health.

Burn Center Turns 40

As one of only two regional burn trauma centers between Los Angeles and the Oregon border, the Regional Burn Center at Santa Clara Valley Medical Center provides the best care, treatment and rehabilitation of burn injuries.

Landmark Tobacco Ordinances Passed

The Public Health Department worked on three ordinances passed by the Board of Supervisors. Now, in unincorporated areas of the county, tobacco retailers must be licensed, smoking inside multi-unit residences is banned and second-hand smoke protections are stronger.

VHC Milpitas Opens

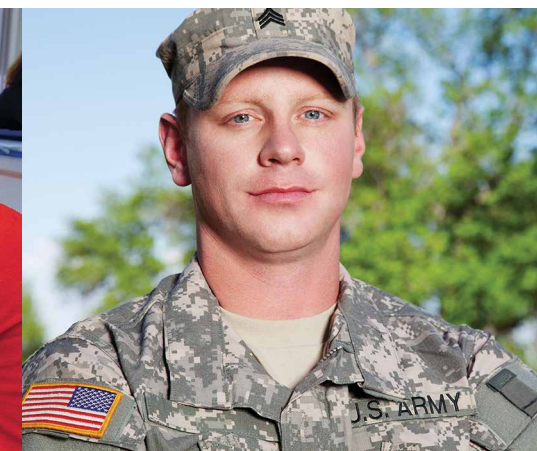
The health center offers Obstetrics and Gynecology, Pediatrics, Internal Medicine and Family Practice Medical Homes, pharmacy and laboratory services.

Free Whooping Cough Vaccines

When whooping cough reached epidemic levels in California, the Public Health Department offered free vaccinations to prevent the spread of this highly contagious disease.

Trauma Center Receives Verification

Recognizing the Trauma Center's dedication to providing the best care for injured patients, the American College of Surgeons re-verified the Center as a Level I Trauma Center and a Level II Pediatric Trauma Center.



Nurse-Family Partnership Program Started

The Public Health and Mental Health Departments combined efforts to help young, low-income, expectant mothers have healthier pregnancies, become better parents and gain greater self-sufficiency.

Nation's First Childhood Obesity Ordinance

Approved by the Board of Supervisors, restaurants can offer toys and other incentive items as long as they are with food that meet national nutritional criteria for children.

NAPH Safety Award

Women's health services were honored for applying a robust improvement model to expand regional prenatal care services. Growing access to these services is an important step in protecting the health of mothers and infants.

Rehabilitation Center Celebrates 40 Years

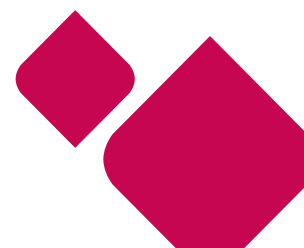
Recognized nationally as a center for excellence, the Rehabilitation Center treats patients with severe brain, spinal cord and stroke related injuries.

Stroke System of Care

The Emergency Medical Services Agency designated SCVMC as a Primary Stroke Center. All stroke centers, including SCVMC, specialize in the treatment of acute stroke patients.

Services for Veterans

The Adult System of Care, with the Drug Treatment Court, created special services for veterans including residential treatment and case management services.



By providing great care, passing local ordinances on limiting tobacco use and preventing childhood obesity, we are improving the health and well-being of the community.

2011

Better Health for All



New Nutritional Standards

The Public Health Department, based on national best practices, develops standards that apply to food and beverages offered, purchased, or served at Santa Clara County facilities, or by the County's departments or agencies.



Burn Center Nationally Verified

The American Burn Association and the American College of Surgeons Committee on Trauma congratulated the center for its commitment to excellence and for providing quality burn care to both adult and pediatric patients.



Ecstasy Drug Prevention

The Department of Alcohol & Drug Services launched outreach to schools. This included lesson plans for teachers and a Train-the-Trainer program to educate youth and their parents about the risks.



Diabetes Center Recognized

The prestigious American Diabetes Association awarded the Education Recognition Certificate to the Diabetes Program for having excellent diabetes self-management education programs.



New Technology Piloted

eLEGS, a wearable robot used by patients with paralysis or weakness in the lower extremities, was tested at SCVMC. The hospital was 1 of 10 rehabilitation centers in the nation to pilot this new technology.



Stem Cell Therapy Trial

SCVMC enrolled the fourth participant, and the first in the Western United States, in the nation's first stem cell trial for spinal cord injuries.



Secondhand Smoke Campaign Launched

A public awareness campaign developed by the Public Health Department drew attention to the dangers of secondhand smoke.



Led Way for Newborn Screening

SCVMC was one of the first hospitals in the nation to screen newborns at 24 hours after birth for possible heart disease and led the way in having this screening added to the Universal Screening Panel for newborns.



5 Star Excellence Awards

The Burn Center and Rehabilitation Center each received a "5 Star Excellence Award" for inpatient services and quality of care. The Professional Research Consultants (PRC) conducts confidential surveys to measure patient's perception of their care.



Medical School Residents Recognize Santa Clara Valley Medical Center

Two Resident Training Programs of Stanford University, School of Medicine awarded three "Best Service" Awards to SCVMC and gave the Pediatric Department inpatient and intensive care units the "Best Overall" rotation.



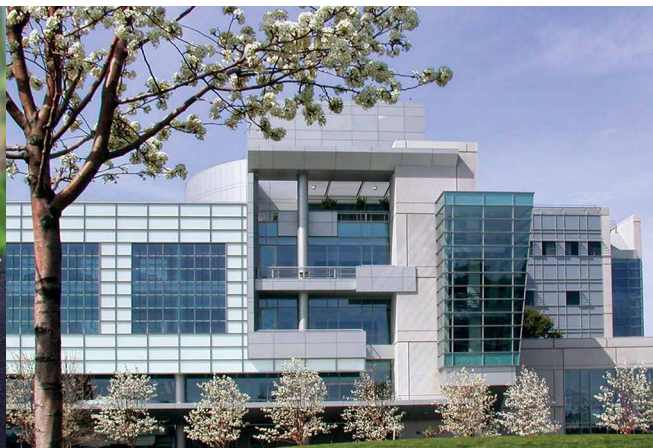
The Diabetes Center's recognition, and patients rating SCVMC as excellent, are just two examples that show we are improving the patient experience.

2012 Better Health for All



Electronic Health Records Launched

The new electronic medical record system started with providers getting information about patients across the health system and to help ensure the delivery of safe, timely and effective care.



SCVMC Ranked a Best Hospital

Santa Clara Valley Medical Center was ranked a best hospital in the San Jose metro area in U.S. News & World Report's 2011-12 Best Hospitals publication.



New Leaders Named

René G. Santiago, Deputy County Executive; Dr. Jeffrey Arnold, Chief Medical Officer; and Paul Lorenz, CEO of Santa Clara Valley Medical Center.



Gage Patient Safety Award

The Neonatal Intensive Care Unit's project on "Eliminating Hypothermia on Admission in Very Low Birth Weight Infants" not only helps save infant lives, it also won a patient safety Honorable Mention from the National Association of Public Hospitals.



Diabetes Center Part of National Research Study

SCVMC was 1 of about 200 screening sites in the United States to conduct new tests to identify diabetes as much as 10 years before symptoms start.



School-Linked Services

This system of coordinated and effective health and social services on school campuses and in the community help children thrive at home, in school, and in their communities.



BRIDGE Program

After being discharged from the hospital, moms and their premature babies get home visits to provide care, access and support to improve the health of these high-risk babies.



Community Health Improvement

The Public Health Department and the Community Health Partnership began to identify the most pressing health priorities facing County residents. They developed a common set of strategies to improve health and well-being.



Excellence in Family/Maternity Care

The California Health Care Safety Net Institute Patient Experience Collaborative showed that SCVMC had a 29% growth in its "Excellent" ratings for its Family Maternity Center care.



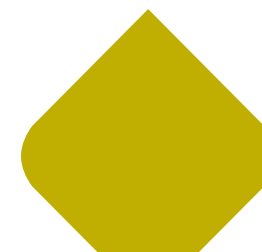
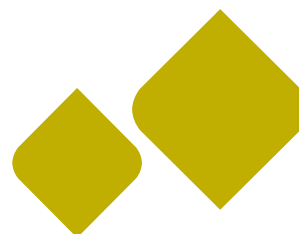
World Leaders in Rehabilitation

The Rehabilitation Center at Santa Clara Valley Medical Center presented at the Spinal Cord Injury and Regenerative Medicine conference at Stanford University. This collaborative conference was an essential step in translating regeneration research into clinical treatments.



Volunteers Celebrate 75 Years of Dedication and Service

Over the years, thousands of volunteers have been part of our team making patients their top priority. In the last 10 years alone, over 2,000 volunteers have given 450,000 hours of service to patients, visitors and staff.



Our electronic medical record system gives physicians and medical staff immediate information about their patients. More timely and effective care is provided, and healthcare costs can be reduced.

2013

Better Health for All



Sobrato Cancer Center Recognized

The Quality Oncology Practice Initiative Certification Program certified SCVMC, the only public/government hospital in California to receive this recognition for demonstrating a commitment to excellence and ongoing quality improvement.



National Public Health Accreditation

In preparing for national accreditation, the Public Health Department is demonstrating performance excellence by delivering exceptional programs and services to the residents of Santa Clara County.



Pharmacy Services Expanded

Community Health Partnership clinics joined the SCVMC network. Now more people can pick up their prescriptions at a number of clinic sites.



Valley Health Plan Selected

Selected as 1 of 13 Covered CA health insurance plans, VHP offers residents affordable, high-quality healthcare. Santa Clara County's local plan has a diverse network of providers with extensive cultural and language capacity.



Groundbreaking for Downtown Health Center

After the closure of a San Jose hospital, the voters of Santa Clara County approved funding for this site when they voted "yes" on Measure A. This state-of-the-art facility will provide primary and urgent care services, expanding access to healthcare in downtown San Jose.



Burn Center Re-Verified

The American College of Surgeons and the American Burn Association agreed the Burn Center met rigorous standards in staff qualifications, resources and medical care. Verification shows that the Burn Center provides high quality patient care.



Community Health Assessment

By compiling new and existing quantitative and qualitative data sources, a comprehensive picture of the health of county residents was completed. This information guides decisions so that the health and well-being of the community can continue to improve.



Burn Center Honored

For the third year in a row the Burn Center was named a PRC 5 Star Excellence Award winner. The Burn Center scored in the top 10% nationally in overall quality of care and being rated as excellent by their patients.



Top Hospital in Breastfeeding Rates

Breastfeeding is a crucial first step in protecting the health of mothers and infants, nourishing infants and building a foundation for a healthy immune system. SCVMC ranked one of the top hospitals in the state for breastfeeding rates.



"Water to Go" Program

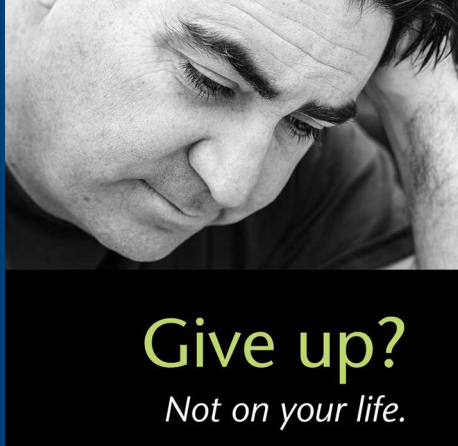
The Public Health Department partnered with FIRST 5 Santa Clara County and the Santa Clara Valley Water District to bring water bottle filling stations to schools, community centers, parks, and other public gathering spaces. Over the next three years, 100 stations will be installed.



Increasing access to care, treating and healing patients, and starting programs like "Water to Go" demonstrate our commitment to helping residents live healthier and longer lives.

2014

Better Health for All



Community Health Improvement

Chronic Disease and Behavioral Health were identified as top priorities in the county's first Community Health Assessment Plan. The plan outlines measurable objectives, evidence-based strategies, and potential partners to achieve the goal to improve the health and well-being of residents.

Preparing for Ebola

The Santa Clara Valley Health & Hospital System prepared for the unlikely event that a person with Ebola might need care in our community. The Public Health Department worked with SCVMC and other local hospitals to properly train staff, monitored travelers returning from the affected countries and put systems in place for a strong public health response.

Preventing Suicides

The Behavioral Health Department ran a campaign to raise awareness about crisis and suicide prevention services. The hotline number 1-855-278-4204 was featured on bus ads, radio spots and outreach materials.

Partnership for Patients

SCVMC was given an award by the Institute for Health Improvement and America's Essential Hospitals. By improving the quality of care and promoting safety, the hospital has shown a reduction in re-admissions of patients with a physical illness and a chronic mental health condition.

Low-Income Health Program Success

19,000 of the 20,000 low-income Santa Clara County residents enrolled in Valley Care Program were successfully transitioned into Medi-Cal on 1/1/2014 as part of the Affordable Care Act.

Women & Children's Center

SCVMC pediatric, birthing, and postnatal services will be moved into a single facility. Through a public-private partnership, this new center will enhance the maternity experience and continue to provide the best care to newborns, moms, and families.

Number of Uninsured Reduced

In December, 2013 there were 35,141 patients without any health coverage or insurance. That number was reduced to 9,237 in October, 2014.



Toni Tullys, New Director, Behavioral Health Services Department

Ms. Tullys will lead activities to integrate the Mental Health Department and the Department of Alcohol & Drug Services into the new Behavioral Health Services Department.

Medical Respite Program Expanded

Homeless patients recently discharged from the hospital are provided a safe, clean environment to recuperate. Increased from 15 to 20 beds, more are served, hospital stays are reduced, the rate of homelessness is decreased, and health outcomes are improved.

Tobacco-Free Communities

The County of Santa Clara and 14 cities have now passed 1 or more tobacco prevention policies to protect youth from access to tobacco sales, and protect residents from exposure to second-hand smoke in workplaces, outdoor areas and multi-unit housing.

UBTs and CLTs Increase Engagement

These programs improve health, services, care, and costs. They support the growth and development of staff, the biggest asset in providing quality care and services to the community.

Behavioral Health Services Department Integration

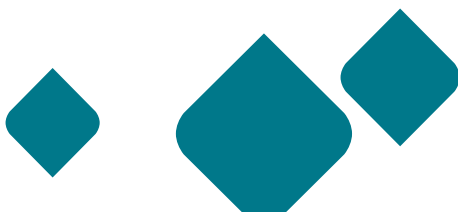
The Mental Health Department and the Department of Alcohol & Drug Services began to merge. The new department will offer better coordination of services, key to improving the health and well-being of the community.

We All Play A Role in a Safe and Peaceful Community

The Violence Prevention Program launched awareness efforts to increase knowledge and skills for building healthy, non-violent relationships with young people ages 11-17.

SCVMC Named One of the Best & Receives 5 Star Award

US News & World Report ranked SCVMC one of the best hospitals in the San Jose area in 2013-14. The Rehabilitation Center was also ranked a high performing specialty. The Burn Center received a 5 Star Excellence Award from PRC for providing exemplary care, demonstrating their commitment to compassionate care at the highest level.



The Medical Respite Program has saved over 2,500 hospital bed days and \$6 million in costs to area hospitals. It plays a critical role in breaking the cycle of homelessness.

2015

Better Health for All



SCVMC Lowest Mortality Rates

SCVMC had the lowest death rates for heart attacks, stroke and pneumonia of the nine hospitals in Santa Clara County according to the Agency for Healthcare Research and Quality.

New Clinical Trial Begins

SCVMC is the first public hospital in the nation designated to provide a regenerative medical treatment for newly injured spinal cord patients.

New Leaders Named

Bruce Butler was named CEO of Valley Health Plan. Dr. Sara Cody, Health Officer for Santa Clara County remained in that position and was named the Director of the Public Health Department.

SCVMC Fetal Care Program Recognized

America's Essential Hospitals named this program a "Remarkable Project." When a birth defect is diagnosed, a genetic counselor meets with the family and arranges appropriate medical and surgical consultations.

Valley Health Plan Earned 3-year Accreditation

The National Committee for Quality Assurance accredited the plan for both Commercial HMO and Marketplace HMO plans.

Chronic Care Model Expanded

More patients with diabetes and cancer have been given Medical Homes. In a Medical Home, physicians and medical teams provide whole person and quality care.



Trauma Center Reaches 20,000+

For 15 years the Trauma Center has participated in the "Every 15 Minutes" Program. Over 20,000 high school juniors and seniors have been challenged to think about drinking, driving, and the impact of their decisions.

Preventing Heart Attacks and Strokes

With a grant from Kaiser Permanente, SCVMC is part of an effort to prevent heart attacks and strokes among people with diabetes. Treatments are kept simple and affordable.

Valley Kids Launched

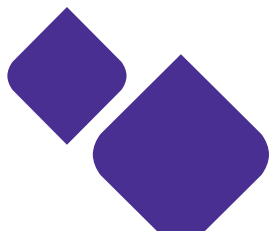
When a family is not eligible for other insurance programs, Valley Kids covers the children of low income families. More kids will be able to see their own doctor and get the healthcare services they need.

Airport Day @ SFO

Airport Day allows SCVMC patients with limited mobility the chance to "practice" the first part of a trip. Activities like this assist patients in developing the skills, knowledge and behaviors they need to rebuild their lives. When they achieve the highest degree of independence possible, the burden of their injury is greatly reduced.

Pull to the Right for Sirens and Lights

Santa Clara County Emergency Medical Services Agency, with the Fire Chief's Association, Fire Departments and Sheriff's Office, introduced this public safety campaign to save lives.



Providing innovative medical treatments; preventing heart attacks and strokes; and supporting efforts to get more children, adults and families healthcare coverage, all contribute to improving the health of the communities we serve.

