



# QUARTERLY REPORT

July  
through  
September  
2021

Better Health for All



COUNTY OF SANTA CLARA  
Health System



## Introduction

For over a year and a half we have lived with COVID-19. We know more today than when it started. We know that we can live with it and will get to a new normal. We know the new normal is more than working remotely and social distancing in public; it may also mean more of us remain anxious and uncertain. And mental health experts know that the stress we have been experiencing impacts our mental health and well-being.

For all of us to realize better mental and physical health, it is important that we take care of ourselves and each other. In today's unusual world, our mental health is even more important than ever. For that reason, our Behavioral Health Services Department is in the spotlight of this report.

Behavioral Health has been transforming, expanding, and enhancing the care, services, and resources they provide. Their mission is to help people in our community affected by substance and alcohol use, mental illness, and serious emotional issues to achieve their hopes, dreams, and quality of life goals. They are dedicated to **improving the health and well-being** of their clients and those in our community in need of their services.

If you or someone you know needs the support and care that mental health professionals can bring, please reach out. It is critical to your overall health and well-being.

**Mental Health Services**  
**1-800-704-0900**

# Spotlight: Behavioral Health Services Department

The vision of the Behavioral Health Services Department is to support the residents of our county in being physically and emotionally healthy, happy, and thriving. Direct services are provided to those in the public's care, and prevention and other programs reach and assist many other Santa Clara County residents.



*“Mental health, a state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community.”*

- World Health Organization

# Spotlight: Behavioral Health Services Department



**Drinking alcohol can cause lifelong physical, mental, or behavioral disabilities to your unborn child. Why risk it?**

LEARN ABOUT Fetal Alcohol Spectrum Disorders (FASD) @ NotEven1.org

FIRST 5 SANTA CLARA COUNTY  
COUNTY OF SANTA CLARA Behavioral Health Services



The Mission Street Recovery Station (previously the Sobering Center) expanded to provide access to mental health and substance use treatment services. The Recovery Station can be a **first step in reaching better health**. When a person is interested in recovering from drug or alcohol use, they are immediately connected to services and providers. The Recovery Station will also provide participants with access to mental health services and will screen them to find out about their housing needs. Since the program started in late 2017, over 3,250 people have benefited from their service.

2020 saw the largest gain in alcohol consumption in nearly 20 years, which raised concerns that more women may be having an alcoholic drink during pregnancy. A new community campaign was launched to raise awareness of Fetal Alcohol Spectrum Disorders (FASDs) and the health risks to an unborn child. The campaign featured English and Spanish social and digital media, bus signs, and other outreach activities. The goal was to raise understanding that there is no safe amount of alcohol to drink during pregnancy, not even one drink. Digital ads were seen by nearly 5 million people, and digital ads delivered to mobile devices near selected locations (like a baby store), acquired over 5.5M impressions. Over 2.5M people viewed either the English or Spanish video on YouTube. The campaign supports efforts to bring **better value to our community**.

**5.5 million**  
FASD Digital Ad Views

**2.5 million**  
FASD Video Views

# Spotlight: Behavioral Health Services Department



The County of Santa Clara Board of Supervisors approved nearly \$28 million in Mental Health Services Act funding to expand **crisis prevention services**. By looking through a race equity and social justice lens, more services will be made available that can help the unserved and underserved. For communities that are historically unserved, underserved, or inappropriately served, interacting with law enforcement can be a frightening, distressing, and even deadly experience. The program's response model includes community residents, mental health workers, and emergency medical services personnel. These teams will respond to mental health crisis events and provide an alternative to a law enforcement response. Crisis prevention services **bring better care and value to the community**.



In September the cities of San Jose, Palo Alto, and Cupertino proclaimed September as **Suicide Prevention Awareness Month**. The Suicide Prevention Program also worked with the cities of Campbell and Cupertino to adopt suicide prevention policies, so that now a total of 9 cities, who represent about 86% of the population of Santa Clara County, have these types of policies. These policies help to overcome the stigma associated with mental illness. They raise awareness through trainings, presentations, and the distribution of information so **more people get the care, support, and treatments they need**. In addition, all Santa Clara County school districts have student suicide prevention policies.



The Suicide Prevention Program began offering **two new and unique trainings**. *Be Sensitive, Be Brave (BSBB): Mental Health* and *BSBB: Suicide Prevention*. Each culturally competent training is designed for anyone in the community who is interested. The training is in partnership with Palo Alto University and will help **more people realize better health**.

# Spotlight: Behavioral Health Services Department

## Delivering better care, service, and health to our schools

As students returned to school, BHSD partnered with the Santa Clara County Office of Education to increase and expand services for all schools. Trainings were offered to all school districts and included Mental Health 101, Mental Health First Aide, Trauma Informed Care 101, Substance Use Prevention – A Parent’s Guide, and Suicide Prevention.



### SCHOOL LINKED SERVICES

School Linked Services (SLS) provides students and families with school-based coordinated services to **improve health and wellbeing** through a community participatory approach. These services improve protective factors like family relationships, decrease risk-factors such as behavioral and emotional problems, and enhance service accessibility and links to resources. The goal is to support success in school and in life.

School Linked Services **Family Engagement Program** was expanded to add additional school districts. For previously established SLS sites, services increased by 10% to serve more students. The capacity of the Mobile Crisis Response was also increased by 10% to serve any student in need of crisis services.



The **Child Intensive Full-Service Partnership** has been working in two school districts: Alum Rock Union School District and Campbell Union School District. The County Office of Education conducted a survey and learned that these two school districts expressed a need for intensive services to support students and their families affected by various tragic community events. These efforts brought **better care and services to school communities**.

*Behavioral Health is here to help 24 hours, 7 days a week including holidays!*

Mental Health Services  
1-800-704-0900

Substance Use Services  
1-800-488-9919

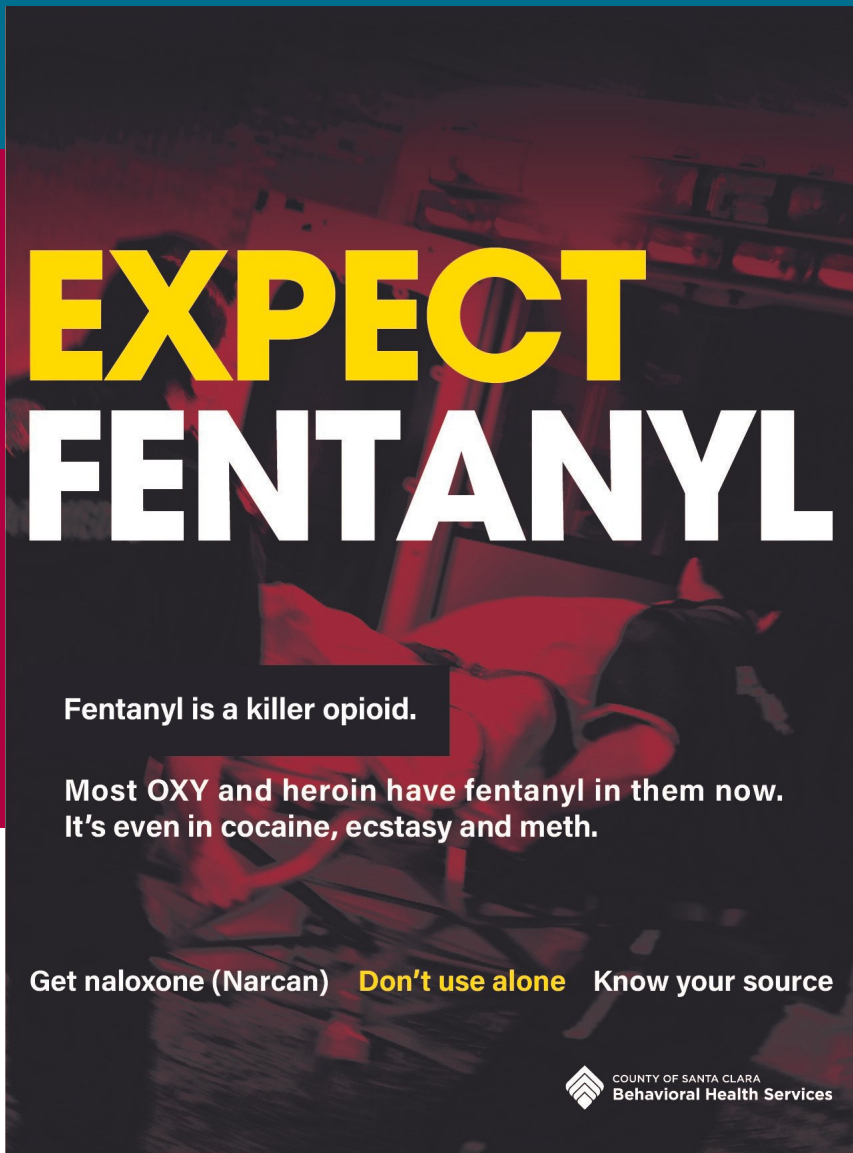
Suicide & Crisis Hotline  
1-855-278-4204

# Spotlight: Behavioral Health Services Department

## Saving lives through opioid overdose prevention activities

Because of an increase in the number of fentanyl overdoses in Santa Clara County, the Behavioral Health Services Department (BHSD) continued to conduct campaigns to raise awareness about the danger of fentanyl. By raising awareness of this issue, the department and its partners are helping to bring better care, service, and value to the community.

The “Fentanyl Takes Friends” campaign started in 2020 and continued in 2021. Primarily a social media effort, it focused on younger adults using Snapchat, Facebook, Instagram, and Twitter. The initial campaign had over 3 million impressions. A second campaign, “Expect Fentanyl,” launched in August 2021 and will continue through November 2021. Research conducted with individuals between 25 and 39 years who take opioids provided insights on visuals, messaging, and outlets for this effort. The campaign is taking place on social media (Snapchat, Facebook, and Twitter), as well as audio placements on Spotify.



# EXPECT FENTANYL

**Fentanyl is a killer opioid.**

**Most OXY and heroin have fentanyl in them now. It's even in cocaine, ecstasy and meth.**

**Get naloxone (Narcan) Don't use alone Know your source**

COUNTY OF SANTA CLARA  
Behavioral Health Services

BHSD has also developed an **opioid prevention toolkit** and offers informational presentations about alcohol and other drugs, including opioids. Presentations have taken place throughout the community. In addition, the department funds seven Community-Based Organizations in Santa Clara County to offer trainings and healthy, alternate activities to divert youth from substance use, build leadership and healthy coping skills, and build connectedness with trusted adults and the community.

# Spotlight: Behavioral Health Services Department

## Saving lives through opioid overdose prevention activities



The Santa Clara County Opioid Overdose Prevention Project (SCCOOPP) is a coalition of health care professionals and volunteers that promotes opioid safety throughout the community. The coalition provides public education and has formed a support group to help parents who have lost a child to an overdose to cope with their grief. SCCOOPP also supports these parents in reaching out to other parents who are struggling with their child's addiction issue.



The BHSD's Addiction Medicine Clinics offer free education and free Narcan kits to all residents of Santa Clara County. The free Narcan kits are available at all Addiction Medicine Clinics in the East, South, and North regions of the County, and Central San Jose. In the last 3 years, close to 10,000 kits have been distributed. Narcan kits are also being distributed at the Santa Clara Valley Medical Center Pharmacy to anyone with an opioid prescription of 50mg or above. The **Needle Exchange Program**, **Valley Homeless Healthcare Program**, and **Custody Health** also distribute kits to their patients or clients. Narcan kits are also used in all the County of Santa Clara hospitals' emergency departments to treat patients who have overdosed.



The Addiction Medicine Treatment Division of BHSD has been leading efforts to expand treatment capacity for opioid addiction through the **Medication Assisted Treatment (MAT) Program**. In the last two years, MAT services have opened in:

- Santa Clara Valley Medical Center's Emergency Department
- Inpatient units at SCVMC
- Ambulatory Care clinics
- Community Health Partnership clinics

In the last year, AMT launched its first **Youth Opioid Treatment Clinic**, focusing on providing treatment to youth and young adults. This summer O'Connor and St. Louise Hospitals' Emergency Departments opened treatment services for opioid addiction; and this fall, the Public Health Department's Needle Exchange Program will open its MAT program with support from BHSD.

# The public healthcare system enhances quality care, services, and programs

As the work of the pandemic continues, so do many other projects and activities. Here are some examples of the work being done to provide high quality care; improved access; better service; and ultimately, better health to the people we serve.



Santa Clara Valley Medical Center (SCVMC) is now providing physical health services at allcove sites, located in the San Jose and Palo Alto areas. In partnership with the Behavioral Health Services Department, these centers serve the needs of young people ages 12 to 25. Services include family planning, counseling, sexually transmitted infections testing and treatment services, referrals, and linkage to ongoing care. In addition to the physical health services, allcove centers also provide mental health, substance use, peer and family support, and supported education and employment services. These centers are providing youth in our community easy access to a wide range of services.

A new SCVMC Multi-Specialty Medical Clinic and Outpatient Pharmacy is in development. It will be operated by Planned Parenthood Mar Monte in the City of Mountain View. The clinic delivers to the local community additional services that complement primary care offered by Planned Parenthood and Valley Health Center Sunnyvale. The new clinic will start with cardiology services, since those services were identified as the most important specialty support needed for patients. Other specialties strategically identified were endocrinology, pulmonary, and ophthalmology. The site is on track to open with cardiology and pharmacy services by the end of this year.



The Pediatric Urgent Care Clinic at O'Connor Hospital has seen growth since opening earlier this year. The clinic is open Monday through Friday, from 3 pm to 10 pm, and staffed by pediatric nurse practitioners and local pediatricians. Parents can call to make an appointment or simply walk-in. The new clinic makes it easier for families to access high quality care.

Black and Indigenous women are 2-3x more likely than white women to die from complications of pregnancy and birth and are also more likely to experience near misses or severe complications.

One in three people of color giving birth in a hospital reported that they experienced disrespectful care or mistreatment.

An icon of three pregnant women in different colors (orange, black, and brown).

The Public Health Department joined four other Bay Area public health departments to conduct a regional #DeliverBirthJustice public awareness campaign. The campaign puts birth justice for Black families front and center in the fight for racial justice in the Bay Area and highlights racism as a crisis that results in the deaths of Black women and infants at a disproportionate rate compared to other racial groups. The campaign is part of the Perinatal Equity Initiative, a statewide effort by the California Department of Public Health that identifies best practices to address the causes of persistent inequity and health disparities that threaten Black maternal and infant health in order to bring better health to the community.

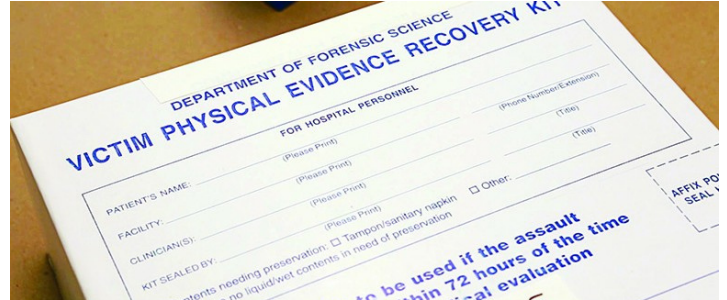


# The public healthcare system enhances quality care, services, and programs

At St. Louise Regional Hospital, the **Emergency Department's Bridge Program** went live. This program helps patients with opioid use disorder get into medication assisted treatment, with patient navigators helping patients access treatments for substance use disorders. The hospital also started a **New Leaders Academy** for those who recently joined the team. They have developed a curriculum that highlights and maps out a foundation of knowledge and resources. This academy will provide new leaders with the tools they need to be successful and **deliver high quality care**.

---

Valley Specialty Center **Peritoneal Dialysis Clinic** has expanded to **improve access and serve more patients** with end stage renal disease requiring life-sustaining renal replacement. They went from four to nine exam rooms to serve the growing population of end stage renal disease patients. In-home dialysis is the preferred mode of treatment because it increases patient well-being and quality of life. The expansion will help to increase the number of Renal Care Center patients and improve patient engagement by allowing for regular appointment times with nursing staff, as well as patient education and preparation for in-home dialysis.



St. Louise Regional Hospital continues to move forward with opening a **Sexual Assault Forensic Exam (SAFE)** Program in South County. Administration and staff have reviewed SAFE workflow needs and medical screening protocols. They have also identified a dedicated space for SAFE exams. With final approval from the California Department of Public Health, the program will bring the **specialized care and services** to the South County.

---



The Public Health Department has recommended the establishment and implementation of a **health equity agenda** that will determine key health equity metrics and address local health disparities. The project will focus on specific populations served by Community Health Partnership, Santa Clara Family Health Plan, community health centers, and the County of Santa Clara Health System, bringing us closer to our vision of **Better Health for All**.



# Healthcare workers protect the health of the community

From the front lines to behind the scenes, our workforce continues to rise and face the unique challenges of the pandemic. Having been on the front lines of the pandemic since the beginning, they continue to make a difference and work tirelessly to bring better care, service, value, and health to our community.

By the end of September 2021, a total of 1,521,560 Santa Clara County residents over the age of 12 years had received at least one dose of a COVID-19 vaccine. That substantial number represents 88.7% of the local population. Of the over 1.5M residents being vaccinated, 1,438,159 of them had completed their doses, which is 83.8%. **The County of Santa Clara Health System provided close to half the vaccinations given to people in this community.** At the same time, the Health System also provided half of all COVID-19 tests in the county.

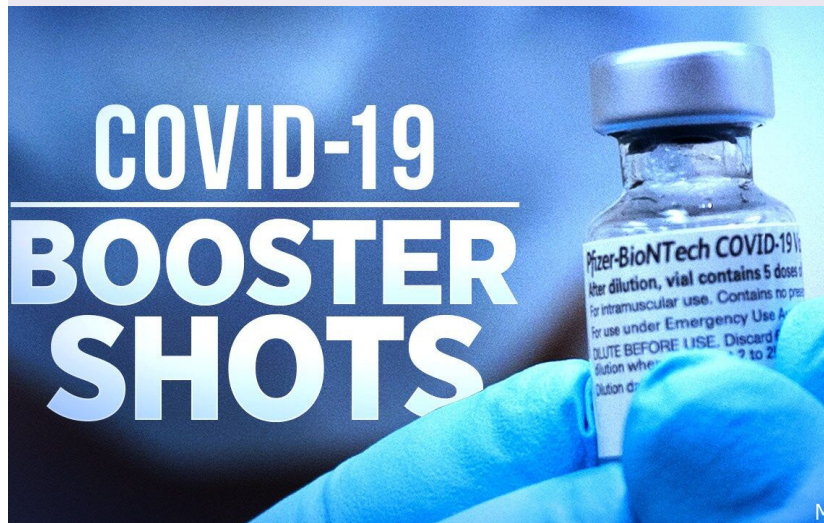
In preparation for the authorization of additional **booster doses for adults and vaccines for children** ages 5 to 12 years of age, the County and Health System began planning to meet the increase in vaccine demand. Some existing sites will be expanded, and additional sites have been secured. Both clinical and non-clinical staff have been identified and trained.

With these preparations in place, the Health System will be able to offer booster doses within 24 hours of authorization by the FDA and the CDC. Because vaccinations offer the best protection against COVID-19, these efforts help us **provide better health and wellness to the community.**

**At least 1 vaccine dose:**  
**1,521,560**  
**88.7%**  
of county population

**2 vaccine doses:**  
**1,438,159**  
**83.8%**  
of county population

The County of Santa Clara Health System continued to **operate multiple community-based mass vaccination sites** for ongoing first and second COVID-19 vaccine doses. These sites also began providing approved third doses for moderately to severely immunocompromised individuals. All eight Valley Health Centers, and Valley Specialty Center, continue to offer vaccinations as well. In September, to increase accessibility, Santa Clara Valley Medical Center opened new vaccination sites at DePaul Health Center, an animal shelter in San Martin, and a community center in Mountain View.



# Achievements and Recognition

Awards, achievements, and recognitions reveal the dedication of our staff, programs, and departments. They also show the progress of our organization, recognize exceptional work, and demonstrate our commitment to better care, service, and health.



The Santa Clara Valley Medical Center Diagnostic Imaging Department fulfilled the requirements to be designated a **Breast Imaging Center of Excellence**. The American College of Radiology gives this

designation to breast imaging centers that demonstrate they have achieved excellence by being fully accredited in mammography, stereotactic breast biopsy, breast ultrasound, and breast MRI.



SCVMC's Physical Medicine & Rehabilitation team received a **Spinal Cord Injury Model System** grant from the National Institute on Disability, Independent Living, and Rehabilitation Research. The grant, totaling \$2.3 million, provides five years of funding for research. The team will be conducting a site-specific study, a collaborative module research project, and continued longitudinal data collection aimed at improving our understanding of outcomes for individuals with a spinal cord injury.



The American Heart Association featured a **research study** led by **Susan X. Zhao, M.D.**, a SCVMC cardiologist. The study brought attention to a growing form of severe heart failure from the use of methamphetamine. Methamphetamine-related heart failure rose a staggering 585% between 2008 and 2018 in California, and costs associated with methamphetamine-related hospitalizations jumped even higher to 840%. Researchers called for a public health response since most of the heart failure cases related to methamphetamine use are in adults younger than 65.

Santa Clara Valley Medical Center is proud to share that it has been recognized, once again, by Cal Hospital Compare for its high-quality care of mothers and babies. Cal Compares recognized SCVMC for **reducing cesarean rates among low risk, first births**. SCVMC has received this award for the past six consecutive years - every year since the recognition program.

# Achievements and Recognition



Proud to be  
**Baby-Friendly**  
DESIGNATED

Our hospitals also celebrated World Breastfeeding Week in August. They were designated as **Baby-Friendly Hospitals** by Baby-Friendly USA for recognizing the philosophy that breastfeeding is the optimal way for infants to be nourished with human milk. At SCVMC, 98% of mothers want to breastfeed their newborns at the time of birth, which leads to better health for mom and baby. Our maternity nurses provide education and support, and certified lactation consultants get involved for more complex patient needs.

*Beginning on August 23, 2021, a new tradition was established at SCVMC. Whenever a baby is born at the hospital, a chime plays overhead. The chimes remind us to take a moment and be reminded that with each new life, hope is reborn.*



In July, St. Louise Regional Hospital hosted the second annual **Gilroy Garlic Festival Day of Remembrance**. This event is held in memory of the shooting tragedy that took place two years ago. The event included executive team, staff, community members, and religious leaders. The District Attorney and the Gilroy Strong Resiliency Center dedicated their “Act of Kindness” to the hospital’s staff.



Facebook [@cschealthsystem](https://www.facebook.com/cschealthsystem)



YouTube [@County\\_of Santa Clara Health System](https://www.youtube.com/County_of_Santa_Clara_Health_System)



Twitter [@cschealthsystem](https://twitter.com/cschealthsystem)



Health System web page: <https://www.sccgov.org/sites/hhs/>

**Better Health for All**



**COUNTY OF SANTA CLARA  
Health System**