



Quarterly Report | OCTOBER - DECEMBER 2021

Better Health for All



COUNTY OF SANTA CLARA
Health System

The County of Santa Clara Health System is leading the way in providing person-centered care so that patients can actively participate in their own treatment in cooperation with health professionals. The Health System has always included behavioral health services and now the federal and state governments are making these services available to more people. We know that this model of care and providing non-traditional services can help people improve health and well-being.

In this Quarterly Report you will see examples of both inclusive and expanded care, and new kinds of services. Your public healthcare system is enhancing and improving operations, access to care, quality of services, all at a better value, so that we can realize our vision of Better Health for All.



Symphanee's Story

Symphanee is an energetic, independent woman. She left home at age 16, and couch-surfed and lived in her car while finishing high school. When she became pregnant, her life perspective changed—things got serious. She saw a flyer for the Roots Clinic and joined the Whole Person Care program.

“I’m very prideful, so I don’t like anyone to tell me what I need to do or should be doing. But I am so happy that I took the time actually to listen”.

Whole Person Care (WPC) recognizes that the best way to care for people with complex challenges is to get them what they need, whether its medical, behavioral, social, or economic. A care coordinator works with each participant to find and access specific services. WPC focuses on the unique needs of the patient and the resources that can help to improve overall health and well-being.

The Roots Clinic made health education available and helped Symphanee with transportation and her educational and employment goals. With the support provided by WPC and the Roots Clinic, Symphanee and her children found an apartment.

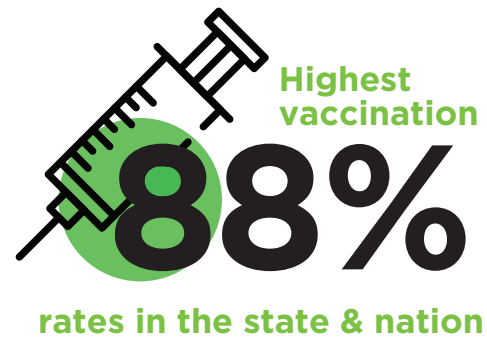


“I went from sleeping in my car to being a chef on Santana Row!”

See Symphanee's story

Protecting the Community's Health

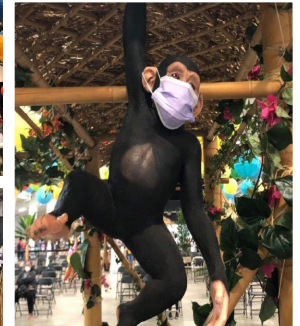
After another year of fighting COVID-19, the holidays came with rising numbers of COVID cases. Led by Santa Clara Valley Medical Center, more people are vaccinated, more boosters and test were given, and more patients have been cared for and treated - saving thousands of lives. Our county has one of the highest vaccination rates in the state and nation with nearly **88% of our residents over the age of 5 years vaccinated.**



The County of Santa Clara, Public Health Department, Behavioral Health Services Department, Emergency Medical System Agency, our public hospitals and clinics have risen to the challenges of the pandemic. While deaths due to omicron are less dramatic than for other variants, the unvaccinated remain those most at risk of ending up in a hospital and dying.

Here are few highlights on our response to the pandemic:

- In the first 12 days the COVID-19 vaccine was authorized for children 5 to 11 years old, the County of Santa Clara administered nearly **34,000 doses** or about 20% of the age group. And a kid-friendly mass vaccination site was opened at the Fairgrounds to encourage more families to get the vaccine and protect their health.
- **5,000 calls** requesting mental health crisis support were made in 2021, a **47% increase**. In response, the Behavioral Health Services Department added Mobile Crisis Response Teams to be able to serve more residents and decrease response times.
- Thanks to the County's efforts, we had a lower death rate than the state or nation, which meant fewer people died from COVID-19 in Santa Clara County. If our county had a death rate like the state's or nation's, more than 2 times as many people would have died.
- The California Association of Public Hospitals featured the Health System in its [blog](#) for rising to the challenge of the pandemic and providing care to those experiencing homelessness. The County of Santa Clara, Santa Clara Valley Medical Center and the Valley Homeless Healthcare Program were recognized for accomplishing a rare and difficult feat in dealing with the significant stressors that those experiencing homelessness face by providing safe housing, food, medical care, and behavioral health services.



The employees of the Health System are dedicated to the health of this community and because of their work, and the work of many others, our county protects the health of this community.

Delivering Better Access, Care, and Service

The first Santa Clara County Vietnamese American Service Center opened its doors in October. The center, located in East San Jose, offers over 40 services in Vietnamese and Spanish. This long-awaited hub brings more health and human resources to the county's diverse residents, and in culturally competent ways. Services include a behavioral health clinic, a primary care center, dental clinic, pharmacy, social services, senior nutrition program, on-site child supervision, and programs to wellness and more.



O'Connor Hospital became the only public hospital in Northern California to perform an innovative heart procedure. The new **Transcatheter Aortic Valve Replacement** procedure is minimally invasive and lowers the risk of complications. It results in patients recovering faster and spending fewer days in the hospital.



The **Primary Care Clinic** at O'Connor opened, providing primary care, family practice specialties, OB/Gyn services, and bariatrics. The newly renovated space totals 2,900 square feet with five exam rooms, consult rooms and offices for physicians and other providers, delivering convenient access to care.



Increasing Access to a High-Quality Healthcare System

The acquisition of O'Connor Hospital and St. Louise Regional Hospital (SLRH) was strategically important. Adding these hospitals, as well as De Paul Health Center, supports our goals of:

- Making sure residents of our county have access to essential healthcare services, especially in the South County.
- Maintaining acute bed capacity so that all members of the community, including individuals who are uninsured, underinsured, or on government-subsidized healthcare, can get a hospital bed when needed.
- Ability to serve a growing number of patients efficiently and geographically with comprehensive, integrated, and accessible healthcare.

O'Connor Hospital's average daily census has grown by 37.5%. In FY18-19 the average daily census was 116, and as of September 2021 (FY21-22) it was 159! Here are some highlights of O'Connor's growth:

- **More deliveries.** Based on the first three months of FY21-22 compared to FY 18-19.
- **Inpatient surgical cases** were up 11.1% since FY18-19.
- **Outpatient surgical cases** also increased in FY21-22 compared to FY20-21.



St. Louise Regional Hospital also continued year-over-year growth, with an incredible increase of 35.7% in average daily census. In FY18-19 it was 29, going to 39 in FY21-22 as of September 2021. Other growth highlights:

- **More deliveries.** Based on the first three months of FY21-22 compared to FY18-19.
- **Inpatient surgical cases** increased 28.4% since FY18-19.

Santa Clara Valley Medical Center has continued to deliver over 2,500 babies and provide over 8,900 surgeries a year. The Emergency Department has seen an incredible increase this past year, going from 52,117 visits in fiscal year 20-21 to an estimated 70,044 visits in fiscal year 21-22.

In Santa Clara County, 118,900 adults have diabetes mellitus, 257,000 adults and children have asthma, and 21,600 individuals are prescribed epinephrine auto-injectors. **The MedAssist Program** launched to help pay the high out-of-pocket costs for these life-saving medications. Qualifying residents get grants to ease the financial burden of these medications. Go to our [MedAssist](#) page to learn more.



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Hospital & Clinics

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COUNTY OF SANTA CLARA

Honors and Recognition

In the area of Social Responsibility, Santa Clara Valley Medical Center ranked 4 out of 241 hospitals in California and 20th out of 3,010 hospitals nationwide in the hospitals nationwide in the Lown Institute. Santa Clara Valley Medical Center received an “A” (the highest ranking) in the areas of Equity, Value and Outcomes. The score reflects performance across health equity value, and outcomes. The hospital was also recognized for providing excellent care and bringing value to the community.



Santa Clara Valley Medical Center was recognized in the first edition of US News & World Report’s Best Hospitals for Maternity. The hospital was recognized as High Performing out of 2,700 hospitals nationwide. High Performing is the highest level of achievement possible. This award acknowledges it is one of the best local hospitals for maternity care, and performed well with fewer newborn complications, fewer early deliveries and fewer C-sections compared to other hospitals.

St. Louise Regional Hospital and Santa Clara Valley Medical Center received the 2021 Maternity Honor Roll Award from The California Health and Human Services (CHHS) Agency, Hospital Quality Institute and Cal Hospital Compare. The Honor Roll recognizes hospitals for their performance in reducing births via c-section in first time mothers with risk pregnancies.

The Joint Commission gave full Primary Stroke Center certification to Santa Clara Valley Medical Center, O’Connor Hospital, and St. Louise Regional Hospital. The hospital delivery system performed exceptionally well and was recognized for the outstanding efforts being made to improve patient outcomes. From The Joint Commission: “It’s a signal to your community that the quality of care you provide meets the unique and specialized needs of stroke patients.”



According to data tracked by Epic Systems, over 53 million COVID-19 vaccines were given by hospitals and clinics in their system. Santa Clara Valley Medical Center Hospitals and Clinics were in the top 5 of all Epic organizations for administering COVID-19 vaccines. Using Epic’s electronic medical record system, and providing vaccines, is helping people get and stay well.

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