

## Sharp Chula Vista Medical Center Implementation Strategy Fiscal Years 2025 – 2028

As a not-for-profit organization, Sharp HealthCare (Sharp) places great value on the health and wellness of the San Diego community. This value is reflected in Sharp’s mission to improve the health of those we serve with a commitment to excellence in all that we do.

Sharp participates in a countywide collaborative to conduct a triennial Community Health Needs Assessment (CHNA) in an effort to identify the priority health needs facing the San Diego community, and also develops a separate CHNA for each individually licensed hospital. To learn more about Sharp's CHNA process and findings please view Sharp’s 2022 CHNAs (including the Sharp Chula Vista Medical Center (SCVMC) CHNA) at: <https://www.sharp.com/about/community/community-benefits/health-needs-assessments.cfm>.

In response to the 2022 CHNA findings, each Sharp hospital, including SCVMC, created an implementation strategy that highlights the programs, services and resources provided by the hospital to address the identified health needs in its community (see graphic below).

### 2022 CHNA Top Community Needs



The graphic above represents the **top identified community needs**, the **foundational challenges**, and the **key underlying themes** revealed through the 2022 CHNA process. The needs identified as the most critical for San Diegans are listed in the center of the circle in alphabetical — not ranked — order. The blue outer arrows of the circle represent the negative impact of two foundational challenges — health disparities and workforce shortages — which greatly exacerbated every identified need at the center of the circle. The orange bars within the outer circle illustrate the underlying themes of stigma and trauma — barriers that became more pervasive during the pandemic. In addition, SCVMC identified Maternal & Prenatal Care, Including High-Risk Pregnancy as a priority health need for its community members.



Sharp has numerous support programs for patients and employees to help address the foundational challenges and underlying themes contributing to these needs and will continue to examine them with a goal to expand and improve offerings.

The following pages detail the strategies designed to address the community needs identified through SCVMC's CHNA process. In addition, the Sharp HealthCare Community Health Needs Assessment Guide (CHNA Guide) provides a general overview of Sharp's CHNA process as well as the programs that address the identified community needs. Please view Sharp's current CHNA Guide at <https://www.sharp.com/about/community/community-benefits/health-needs-assessments.cfm>.

For questions regarding SCVMC's implementation strategy or CHNA, please contact Erica Salcuni, Manager, Community Benefit and Health Improvement, at [Erica.Salcuni@sharp.com](mailto:Erica.Salcuni@sharp.com).

# SCVMC FY 2025 – 2028 Implementation Strategy

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## Sharp Chula Vista Medical Center Community Health Needs Assessment – Implementation Strategy Fiscal Years 2025 – 2028

Identified Community Health Need – Aging Care and Support				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
1. Engage and partner with local community organizations that address senior health issues in order to foster future opportunities for collaboration in provision of education, screening, and other resources to seniors.	a. Maintain active relationships with community organizations serving seniors in the south region, including senior centers.	Ongoing	Program Manager, Sharp Chula Vista Medical Center (SCVMC) Community Relations	<p><b><u>FY 2024 and 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>• Connected with various senior residences and assisting living facilities to find new opportunities for patients               <ul style="list-style-type: none"> <li>○ Sharp Chula Vista Medical Center (SCVMC) has identified more affordable senior residences, assisted living facilities, and services in Mexico that are an option for patients in the SCVMC community</li> </ul> </li> <li>• Hosted events for senior community members at the South Bay YMCA, providing them with community resources and service line information</li> <li>• Shared its emergency department (ED) transformation and information about SCVMC to the City of Chula Vista Health, Wellness, and Aging Commission in 2024</li> </ul> <p><b><u>Evaluation:</u></b> Evaluation of community education programs varies with regard to the collaborating organizations.</p>
	b. Continue to participate in community health fairs for seniors as requested and as opportunities arise.	Ongoing	Program Manager, SCVMC Community Relations	<p><b><u>FY 2024 and 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>• In December 2023, SCVMC participated in a health fair at Paradise Village, an independent living facility               <ul style="list-style-type: none"> <li>○ Provided blood pressure screenings for 40 individuals as well as provided blood pressure information and community resources to 350 attendees</li> </ul> </li> <li>• Provided blood pressure screenings to more than 80 attendees at St. Paul’s Senior Services Annual Senior and Family Resource Fair in June               <ul style="list-style-type: none"> <li>○ Offered health and service line-related resources to more than 300 community members at the event</li> </ul> </li> <li>• Offered various health screenings, assessments and resources at the Sharp Women’s Health Conference</li> </ul>

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				<ul style="list-style-type: none"> <li>Connected with local leaders to find new opportunities for involvement at community events</li> </ul> <p><b>Evaluation:</b> Evaluation of community education programs varies with regard to the collaborating organizations.</p>
2. Increase awareness of aging care and support through education and resources for patients, family members and the broader community.	a. Provide education and resources on issues addressing concerns of aging for patients and their loved ones, and members of the broader community.	Ongoing	SCVMC Lead Medical Social Worker	<p><b>FY 2023 Activities:</b></p> <ul style="list-style-type: none"> <li>In October, SCVMC participated in the Sharp HealthCare Aging Conference: Experience the Spectrum of Care at the Elks Lodge in Chula Vista               <ul style="list-style-type: none"> <li>The free conference for seniors and caregivers addressed how Sharp HealthCare (Sharp) is adapting to the progressive needs of seniors in the community and included education from a SCVMC registered nurse who discussed palliative care</li> <li>More than 110 community members attended the event</li> </ul> </li> <li>In April and in honor of National Health Care Decisions Day in April, Sharp hosted an Advance Care Planning Workshop: Prepare for Landing at the Elks Lodge in Chula Vista               <ul style="list-style-type: none"> <li>The event emphasized the importance of making one’s health care wishes known ahead of time and preparing for an unplanned medical emergency, as well as discussed how to complete an advance health care directive</li> <li>More than 40 community members attended the event</li> </ul> </li> <li>A SCVMC dietitian provided nutrition education to more than 10 senior community members at two Serving Seniors locations               <ul style="list-style-type: none"> <li>Topics included nutrition, dehydration symptoms, common factors that affect nutrition in seniors and more</li> </ul> </li> <li>The Birch Patrick Convalescent Center, a skilled nursing facility at SCVMC, continued its Music and Memory Program to provide interventions to three long-term patients with memory impairments and dementia</li> </ul>

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				<ul style="list-style-type: none"> <li>○ The goal of the program is to improve specific behaviors, such as wandering, mood and agitation, and more</li> <li>● SCVMC provided live webinars on orthopedic topics, including treating knee, hip and shoulder pain, as well as healthy bones and fall prevention to 90 community members               <ul style="list-style-type: none"> <li>○ To date, SCVMC continues to host physician-led webinars on advanced procedures</li> </ul> </li> </ul>
	b. Continue to connect patients to appropriate services to support recovery and healthy aging at home.	Ongoing	SCVMC ED	<p><b><u>FY 2024 and 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>● SCVMC continues to offer screening and support services to seniors admitted through its ED</li> </ul> <p><b><u>Background:</u></b> In FY 2022, Sharp’s four EDs, including SCVMC’s ED, earned Geriatric Emergency Department Accreditation through the American College of Emergency Physicians. A geriatric emergency department assists older patients with navigating the ED environment with the help of a team of physicians, nurses, case managers and social workers that are trained and dedicated to emergency care for older adults. Upon arriving at the ED, seniors receive expedited care to ensure they are quickly seen by a provider, followed by a functionality-at-home screening that screens for syndromes that place older adults at risk for losing their independence. These assessments include confirming the ability of patients to provide care for themselves and identifying memory issues; mobility struggles; uncontrolled pain; and symptoms of chronic illness, depression and abuse. After discharge, SCVMC team members reach out to patients through a telephone call to check on their progress and provide them with additional resources, as needed.</p>
3. Improve access to quality hospice, palliative and end-of-life care.	a. Maintain active relationships with or participate on local, state and national community boards and committees to expand	Ongoing	Various, Sharp HospiceCare	<p><b><u>FY 2024 and 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>● Participated on several local, state and national community boards and committees dedicated to hospice, palliative and end-of-life care, and the needs of seniors. This included, but was not limited to, the Caregiver Coalition of San Diego, Coalition for Compassionate Care of California (CCCC), East County Senior Service Providers, San Diego</li> </ul>



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	access to quality hospice, palliative and end-of-life care.			<p>County Hospice Veteran Partnership, California Hospice and Palliative Care Association (CHAPCA), San Diego County Coalition for Improving End-of-Life Care, California Health Care Foundation’s California Physician Orders for Life-Sustaining Treatment (POLST) eRegistry Implementation Committee, and San Diego County Medical Society Bioethics Commission</p> <ul style="list-style-type: none"> <li>Continued to participate in the Health Services Advisory Group/Sharp Grossmont Care Coordination Collaborative</li> <li>Sharp HospiceCare leadership also continued to serve on the board of directors for CHAPCA</li> </ul>
	b. Collaborate with a variety of experts throughout SDC to provide ethical and equitable crisis care throughout the county.	9/30/2024 (evaluated annually)	Vice President (VP), Sharp HospiceCare  Advance Care Planning (ACP) Coordinator, Sharp HospiceCare	<p><b><u>FY 2023 Activities:</u></b>            As part of the San Diego County Medical Society Bioethics Commission, in FY 2023, Sharp HospiceCare served on the bioethics workgroup for the development of a new framework called the San Diego County Allocation of Scarce Resources During Crisis Care – The Community Standard of Care Consensus. This countywide framework was rapidly developed as a collaborative effort between SDC’s hospital, medical, nursing, bioethics and legal experts to provide ethical and equitable crisis care throughout SDC during the COVID-19 pandemic.</p>
4. Increase the availability of education, resources and support to community members with life-limiting illness and their loved ones.	a. Provide 13 mailings of bereavement support newsletters.	Ongoing (evaluated annually)	Bereavement Department, Sharp HospiceCare	<p><b><u>FY 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>In FY 2023, Sharp HospiceCare mailed an average of 1,660 monthly bereavement support newsletters to community members for the year following the loss of a loved one</li> </ul> <p><b><u>Evaluation:</u></b>            Sharp HospiceCare tracks the number of mailings annually through an internal database.</p>

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	b. Support the unique advanced illness management and end-of-life care needs of military veterans and their families through participation in veteran-oriented community events and services.	Ongoing (evaluated annually)	Bereavement Department, Sharp HospiceCare	<p><b><u>FY 2023 Activities:</u></b> At a variety of community events throughout 2023, Sharp HospiceCare provided resources and information on veteran programs.</p> <p>FY 2023 veteran-specific community work included:</p> <ul style="list-style-type: none"> <li>• Participated in pinning ceremonies for more than 70 veterans throughout SDC, including St. Paul’s Plaza retirement community in Chula Vista and Covenant Living at Mount Miguel</li> <li>• Celebrated 90 community veterans during events at Westmont of La Mesa senior living and Pacifica Senior Living Bonita</li> <li>• Continued to sponsor the facility’s Veterans Honor Wall by arranging photography services and framing veteran residents’ photos at a senior living facility</li> <li>• In celebration of Veterans Day in November, volunteers recognized more than 70 Sharp HospiceCare veteran patients through pinning ceremonies</li> </ul> <p><b><u>Background:</u></b> Since 2010, Sharp HospiceCare has been a member of the San Diego County Hospice Veteran Partnership. Sharp HospiceCare is a Level 4 Partner of We Honor Veterans, a national program developed by the National Hospice and Palliative Care Organization in collaboration with the US Department of Veterans Affairs, to empower hospice professionals to meet the unique end-of-life needs of veterans and their families. To date, Sharp HospiceCare is expanding their services and keeping staff, volunteers and the community engaged with the necessary annual education and outreach. At Level 4 the organization has achieved improved access to and quality of care for community veterans.</p>
	c. Continue to provide community education and resource services throughout San Diego.	Ongoing effort (programs)	Business Development Department,	<p><b><u>FY 2024 and 2023 Activities:</u></b> Sharp HospiceCare supports the San Diego community in the areas of end-of-life care and Advanced Illness Management through the provision of education and resources at community health fairs</p>



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		planned on an annual basis)	Sharp HospiceCare	<p>and events, as well as educational presentations to community groups. In FY 2023, activities served nearly 1,000 community members:</p> <ul style="list-style-type: none"> <li>• Shared information and resources about hospice and palliative care at the Sharp HealthCare Aging Conferences: Experience the Spectrum of Care, held at the Chula Vista Elks Lodge and the Point Loma Community Presbyterian Church</li> <li>• Provided information about hospice, palliative care and advance care planning (ACP) at the 2024 and 2023 Sharp Women’s Health Conferences</li> <li>• Shared information about hospice and palliative care with 370 individuals at community-sponsored health fairs and events               <ul style="list-style-type: none"> <li>○</li> </ul> </li> <li>• Provided phone-based education to 300 community members seeking general information about hospice and palliative care.</li> </ul> <p><b><u>Evaluation:</u></b> Sharp HospiceCare tracks the number of community education events through an internal database.</p>
	d. Continue to offer individual and family bereavement counseling and support groups.	Ongoing (evaluated annually)	Bereavement Department, Sharp HospiceCare	<p><b><u>FY 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>• Sharp HospiceCare’s licensed clinical therapists with specific training in grief and loss devoted time to home-, office-, and phone-based as well as virtual bereavement counseling with people who have lost loved ones               <ul style="list-style-type: none"> <li>○ Referrals to community counselors, mental health services, bereavement support services and other community resources were provided as needed</li> </ul> </li> <li>• Sharp HospiceCare continued to provide a variety of free bereavement education and in-person support groups that served more than 100 members of the community               <ul style="list-style-type: none"> <li>○ Provided four eight-to-ten-week Widows and Widowers counseling groups for individuals who have lost their spouses</li> </ul> </li> </ul>

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				<ul style="list-style-type: none"> <li>○ A Sharp HospiceCare music therapist led a one-time interactive Musical Poem and Songwriting workshop and an expanded five-session version to provide creative opportunities to explore loss of a loved one</li> <li>● Supported community members grieving the loss of a loved one through its Support During the Holiday Season education groups in November and December</li> <li>● Provided bereavement education throughout the year to older adults at San Diego Oasis in La Mesa, Noah Homes staff and members of the CCCC</li> </ul> <p><b>Evaluation:</b> Sharp HospiceCare tracks the number of individual and group counseling sessions through an internal database.</p>
	e. Provide ACP for community groups as well as individual consultations.	Ongoing (evaluated annually)	ACP Department, Sharp HospiceCare	<p>Sharp offers a free and confidential ACP program to support community members as they consider their future health care options.</p> <p><b><u>FY 2024-2025 Plans:</u></b></p> <ul style="list-style-type: none"> <li>● Provide information and education to attendees at the 2025 Sharp Women's Conference</li> <li>● Host a book study focused on ACP at the Grossmont HealthCare District and various ACP 101 presentations at senior residences across SDC</li> </ul> <p><b><u>FY 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>● Hosted various workshops in the community and classes, reaching 325 community members. This included:               <ul style="list-style-type: none"> <li>○ A Legacy Letter Writing Workshop (sharing values, goals, and personal legacy wishes) at Grossmont HealthCare District, Point Loma Community Presbyterian Church and Scripps Miramar Ranch Library, as well as a four-part series at the Grossmont HealthCare District, to nearly 60 community members</li> </ul> </li> </ul>

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				<ul style="list-style-type: none"> <li>• Sharp HospiceCare collaborated with Sharp Grossmont Hospital Community Resource Center to provide two ACP workshops for more than 40 community members at Grossmont HealthCare District and Chula Vista</li> <li>• Engaged community members on an ongoing basis in ACP education, including:               <ul style="list-style-type: none"> <li>○ One in person and two virtual classes centered around spirituality and health care planning served nearly 20 community members</li> <li>○ An interactive, virtual class titled Baseball and Advance Health Care Planning: Play Ball!, which covered information on health care planning and developing a plan</li> <li>○ A three-week book study explored Tuesdays with Morrie, a memoir that shares conversations about life and death with a friend before they passed away</li> <li>○ Virtual and in person ACP 101 presentations throughout the year at various locations, reaching 45 community members</li> </ul> </li> <li>• Offered a variety of free resources on Sharp HospiceCare’s ACP website to the community through PREPARE for Your Care</li> <li>• Provided free consultations to more than 190 community members seeking guidance with identifying their personal goals of care and health care preferences, appointing an appropriate health care agent and completing an advance directive</li> <li>• Participated in an interview for a Kaiser Health News article titled “More Californians Are Dying at Home. Another Covid New ‘New Normal’?”</li> <li>• Reached more than 35 community members through education on POLST, ACP and the End of Life Option Act for the San Diego County Coalition for Improving End-of-Life Care, East County Senior Service Providers and community members at the Coronado Public Library</li> <li>• Shared ACP information at the Sharp HealthCare Aging Conferences: Experience the Spectrum of Care, which were held at the Chula Vista Elks Lodge and the Point Loma Community Presbyterian Church, and reached 200 community members</li> </ul>



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				<p><b>Background:</b></p> <ul style="list-style-type: none"> <li>Since 2014, Sharp has offered the Advance Health Care Directive: A Guide for Outlining Your Health Care Choices. This form uses easy-to-read language to describe what an advance directive is, as well as how and why to complete one.</li> </ul>
<p>5. Provide education and outreach to the San Diego community concerning hospice and palliative services within the care continuum, in order to raise awareness of the choices available toward the end of life and empower community members so that they and their family members may take an active role in their treatment.</p>	<p>a. Provide hospice, palliative care and ACP education and training to physicians, case managers, other health care professionals and health care students.</p>	<p>Ongoing (evaluated annually)</p>	<p>Medical Director, Sharp HospiceCare</p> <p>Business Development Department, Sharp HospiceCare</p> <p>ACP Coordinator, Sharp HospiceCare</p>	<p><b>FY 2023 Activities:</b></p> <ul style="list-style-type: none"> <li>Provided 300 hours of mentorship to students pursuing nursing and advanced practice degrees               <ul style="list-style-type: none"> <li>Academic institution partners included Azusa Pacific University, University of San Diego and West Coast University, Los Angeles</li> </ul> </li> <li>Presented on bioethics, spirituality and medicine to 30 physician assistant graduate students from Point Loma Nazarene University (PLNU)</li> <li>Partnered with San Diego County Coalition for Improving End-of-Life Care to provide monthly education and training on POLST to more than 50 community health professionals and students               <ul style="list-style-type: none"> <li>Included clinicians from local skilled nursing facilities, including Sharp facilities, as well as students from California State University San Marcos</li> <li>These web-based seminars helped develop and enhance participants’ skills for facilitating meaningful conversations with patients and families about their care goals</li> <li>Additional education included a presentation for a CCCC webinar titled, The Turbulent Landscape of End-of-Life Ethics in California; a presentation on current topics in spiritual care to chaplains across California during the CCCC Annual Palliative Care Summit; and a virtual presentation for a National Academies of Sciences, Engineering and Medicine roundtable on quality care for people with serious illness</li> </ul> </li> </ul>

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				<p><b>Evaluation:</b> Presentations provided to the health care community are evaluated through survey and tracked through an internal Excel database. Survey and data tracking serve to evaluate effectiveness and to document activities for Sharp’s annual Community Benefit Plan and Report.</p>
	<p>b. Continue active involvement with and participation on state and national hospice organizations, including presentations on understanding late-stage illness, changing our culture of care to one of partnership and a continuum of care perspective, ACP etc.</p>	<p>Ongoing (evaluated annually)</p>	<p>VP, Sharp HospiceCare  Medical Director, Sharp HospiceCare</p>	<p><b>FY 2024 and 2023 Activities:</b></p> <ul style="list-style-type: none"> <li>• Provides presentations each year in collaboration with state and national organizations</li> <li>• Sharp HospiceCare leadership continues to serve on the California Hospice and Palliative Care Association (CHAPCA) board</li> </ul> <p><b>Evaluation:</b> Community presentations provided through Sharp HospiceCare — including those to professional organizations — are evaluated through survey to evaluate effectiveness and revise program content.</p>
<p>6. Collaborate with community, state and national organizations to develop and implement appropriate services for the needs of the aging population.</p>	<p>a. Explore partnership with community organizations designed specifically to meet the needs of caregivers.</p>	<p>Ongoing (evaluated annually)</p>	<p>Business Development Department, Sharp HospiceCare</p>	<p><b>FY 2024 and 2023 Activities:</b> Sharp HospiceCare will continue to explore collaborations — see line items below.</p> <p>Please refer to <a href="#">line item 4b</a>, <a href="#">line item 4c</a>, <a href="#">line item 4e</a> and <a href="#">line item 5b</a> for additional information on current efforts.</p> <p><b>Background:</b> Sharp’s ACP team partners with San Diego Health Connect, Health and Human Services Agency’s Aging and Independence Services, Health Services Advisory Group, County of San Diego Emergency Medical Services, and various health care providers in SDC to ensure that community providers have access to POLST forms through the San Diego Healthcare Information Exchange, a countywide program that securely connects health care providers and patients to private health information exchanges. The Sharp HospiceCare ACP team participates in this initiative — funded by California</p>



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				Health Care Foundation and supported by the CCCC and California Emergency Medical Services Authority — to create an electronic POLST registry (POLST eRegistry).
	b. Continue to collaborate with a variety of local networking groups and community-oriented agencies to provide caregiver classes, end-of-life programs, ACP seminars, web presentations and community-related information for consumers and health care professionals.	Ongoing (evaluated annually)	Business Development Department, Sharp HospiceCare	<p><b><u>FY 2024 and 2023 Activities:</u></b></p> <p>Please refer to <a href="#">line item 4b</a>, <a href="#">line item 4c</a>, <a href="#">line item 4e</a> and <a href="#">line item 5b</a> for additional information on current efforts.</p>

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Identified Community Health Need – Behavioral Health				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
1. Improve behavioral health outcomes for safety net patients through early assessment, intervention and resource provision.	a. Provide assessment and early intervention of behavioral health issues for safety net patients presenting in the emergency department (ED).	Ongoing (evaluated annually)	Director, SCVMC Case Management & Social Work  SCVMC Lead Medical Social Worker  SCVMC Social Services Staff	<p><b><u>FY 2024 - 2025 Plan:</u></b></p> <ul style="list-style-type: none"> <li>• Continue to offer the Bridge MAT (Medically Assisted Treatment) program</li> </ul> <p><b><u>FY 2024 and 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>• Continued to identify key stakeholders, train staff, and implement processes for the Bridge Medication Assisted Treatment (MAT) program</li> <li>• Trained various staff members to support the Bridge MAT program in its facility               <ul style="list-style-type: none"> <li>○ This included designating a physician champion to spearhead program implementation, provided MAT assessment training for four social workers and hired a Substance Use Navigator to direct patient care</li> </ul> </li> <li>• SCVMC’s social services staff continued to provide safety net patients with comprehensive behavioral health services               <ul style="list-style-type: none"> <li>○ Individuals who presented in the ED with severe mental illness received a mental health evaluation, appropriate placement within the hospital and community and referrals to community resources as needed</li> <li>○ In FY 2023, more than 16,000 social service interventions, including behavioral health interventions, were provided throughout the hospital as well as Birch Patrick Convalescent Center — a SNF at SCVMC</li> </ul> </li> <li>• SCVMC’s efforts to establish medical homes has resulted in a dramatic decrease in the number of vulnerable community members using the hospital’s ED as a primary source of care, indicating improved access and improved quality of care for these individuals</li> </ul> <p><b><u>Background — MAT program:</u></b> The California Bridge Grant was awarded to Sharp Grossmont Hospital and Sharp Memorial Hospital (SMH) with the purpose of better addressing the needs of patients experiencing opioid use disorder. In April 2022, the program was extended throughout the</p>



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				system. SCVMC received the California Bridge Grant in January 2023 and continues to strengthen the program in its facility.



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Identified Community Health Need – Cancer				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
1. Improve navigation of the health care system for cancer patients in San Diego County’s south region through patient navigation services.	a. Continue to offer the cancer patient navigator program to SCVMC cancer patients.	Ongoing	SCVMC Cancer Patient Navigator Coordinator	<p><b><u>FY 2024 - 2025 Plan:</u></b></p> <ul style="list-style-type: none"> <li>• The Cancer Centers of Sharp plan to revamp the current model for navigation and restructure navigator roles and responsibilities to better distribute resources to more disease sites</li> </ul> <p><b><u>FY 2024 and 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>• In FY 2023, the SCVMC navigation team assisted more than 500 patients in-person, virtually and over the telephone               <ul style="list-style-type: none"> <li>○ The consults include a patient distress screening that utilizes a standardized questionnaire                   <ul style="list-style-type: none"> <li>▪ Please see <a href="#">line item 1b</a> for more information.</li> </ul> </li> <li>○ Screening outcomes may result in referral to hospital and community resources, including assistance with health insurance applications, free third-party transportation services, and referrals to mental health services, food banks, state-funded services and support groups</li> <li>○ Patient concerns about financial and food insecurity have increased and resulted in increased pressure on already overburdened hospital and community resources</li> <li>○ Nutrition also plays a vital role in cancer care, where a registered dietitian at the Douglas &amp; Nancy Barnhart Cancer Center at Sharp Chula Vista Medical Center (Barnhart Cancer Center) provides patients with nutritional assessments, group educational classes, ongoing support and referrals</li> </ul> </li> <li>• During an annual review with the navigators from the Cancer Centers of Sharp HealthCare (Cancer Centers of Sharp), which includes SCVMC, Sharp Grossmont</li> </ul>

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Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
				<p>Hospital and SMH, the most significant challenge identified was the shortfall in providing navigation services to all Sharp cancer patients</p> <ul style="list-style-type: none"> <li>○ An analysis of patients navigated by tumor site was completed using Navigation PowerForm documentation</li> <li>○ With the recent addition of the hepatobiliary tumor board, Sharp has increased the support this patient population needs from dedicated navigators and dietitians</li> </ul> <ul style="list-style-type: none"> <li>● The Cancer Centers of Sharp share direct links to community resources and agencies by service needed as well as information on ACP on sharp.com</li> <li>● The Cancer Centers of Sharp also include an online assessment on sharp.com for individuals to assess if at risk and qualify for a lung screening</li> </ul> <p>Representatives throughout the Sharp system are exploring ways to further assist newly diagnosed cancer patients who are particularly anxious at this vulnerable time, including development of accessible community resources and timely support.</p>
	<p>b. Provide and refine SCVMC Cancer Patient Navigation Distress Screening technology to screen, track and respond to psychological, spiritual, practical and other social needs experienced by cancer patients and their families.</p>	<p>Ongoing (evaluated annually)</p>	<p>VP Oncology Service Line</p> <p>SCVMC Cancer Patient Navigation program</p> <p>Oncology Social Worker</p>	<p><b><u>FY 2024 - 2025 Plan:</u></b></p> <ul style="list-style-type: none"> <li>● Expand use of distress screening tool to increase the number of patients screened at least one time, as well as the number of patients screened more than one time, especially at times of care transitions</li> </ul> <p><b><u>FY 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>● From FY 2022 through FY 2023, SCVMC entered into an agreement with the Cancer Support Community’s Research &amp; Training Institute to partner on a project to improve and validate a Spanish version of Cancer Support</li> </ul>

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Identified Community Health Need – Cancer				
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			Sharp Outpatient Oncology Nurses	<p>Community’s Research &amp; Training Institute’s 15-item distress screener and referral tool</p> <ul style="list-style-type: none"> <li>○ SCVMC provided feedback through short qualitative interviews with Cancer Support Community’s Research &amp; Training Institute researchers on the organizational ease of implementing the distress screener, and submit bi-weekly updates on the number of patients screened from May through December 2022</li> </ul> <p><b><u>Distress Screening Background:</u></b> Distress Screening — to assess psychological, social, spiritual and practical issues contributing to cancer patient distress — has been conducted at SCVMC over the past several years. This tool identifies patient needs in greater detail in order to make them actionable and rate them by intensity so that they may be prioritized and addressed appropriately. Routine reports including number of patients screened, information on the issues that are most challenging for patients and the percentage of patients rated in high distress are reported to the Integrated Network Cancer Program (INCP) and to hospital entities annually. The information will drive efforts to target and provide additional support and resources to better meet our patient needs.</p>
2. Increase cancer education and support for community members in the south region with cancer diagnoses.	a. Continue to offer free education, support sessions and community resources for community members with cancer diagnoses and their support networks.	Ongoing	SCVMC Cancer Patient Navigator Coordinator	<p><b><u>FY 2024 and 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>• In FY 2023, the Cancer Centers of Sharp, including the David &amp; Donna Long Cancer Center and Sharp outpatient oncology social workers, continued to provide a variety of free support groups, education classes and workshops for more than 1,800 community members impacted by cancer</li> <li>• Continued to offer virtual educational classes featuring a unique cancer-related topic each month</li> </ul>

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Identified Community Health Need – Cancer				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
				<ul style="list-style-type: none"> <li>○ Several webinars were recorded and shared on sharp.com for community members to view later</li> <li>● Free virtual workshops for patients and community members featuring cancer-related topics and social support               <ul style="list-style-type: none"> <li>○ More than 500 community members attended these classes and workshops</li> </ul> </li> <li>● Offered a free Surviving Cancer: Thriving After a Diagnosis webinar which discussed thriving after a cancer diagnosis, nutrition and exercise for survivors, self-care, the importance of hope and sexual health after cancer</li> <li>● Sharp continues to partner with the American Cancer Society to provide education, support materials, transportation (including gas cards and rides via Lyft), lodging, and other community connections</li> </ul>
	b. Continue to provide meeting space for a program that provides beauty techniques to cancer patients with support from SCVMC auxiliary members.	Ongoing	SCVMC Cancer Patient Navigator Coordinator	<p><b><u>FY 2025 Plan:</u></b></p> <ul style="list-style-type: none"> <li>● This free program offers to teach women with cancer non-medical, brand-neutral beauty techniques to help them manage the appearance-related side effects of cancer treatment</li> </ul>
	c. Continue to provide ongoing support groups to members of the community diagnosed with cancer. This includes general cancer support groups; women’s newly diagnosed cancer support group, women’s survivor support group, men’s support group,	Ongoing	SCVMC Cancer Patient Navigator Coordinator	<p><b><u>FY 2024 - 2025 Plan:</u></b></p> <ul style="list-style-type: none"> <li>● In FY 2024, the Barnhart Cancer Center plans to continue to offer cancer support groups for patients, caregivers and loved ones as well as members of the community, including groups in English and Spanish</li> </ul> <p><b><u>FY 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>● Offered targeted support groups online through The Cancer Centers of Sharp on a monthly and bimonthly basis on a variety of cancer-related topics</li> </ul>

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Identified Community Health Need – Cancer				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
	children’s support group, and advanced cancer support group in English and Spanish.			In FY 2023, over 700 community members participated in one or more of these support groups
	d. Continue to provide a wig and prosthesis bank to cancer patients.	Ongoing	SCVMC Cancer Patient Navigator Coordinator	<p><b><u>FY 2025 and 2024 Activities:</u></b></p> <ul style="list-style-type: none"> <li>The Barnhart Cancer Center continues to provide cancer patients with donated wigs, prosthetic devices and bras at no cost</li> </ul>
3. Increase community education on the signs and symptoms of cancer through education and screening events.	a. Continue to conduct comprehensive community cancer health seminars and health screenings in English and Spanish, as well as offer resources in collaboration with Sharp and community organizations.	Ongoing	VP Clinical Support Services, SCVMC  SCVMC Cancer Patient Navigator Coordinator  Manager, SCVMC Marketing and Communications	<p><b><u>FY 2025 Plan:</u></b></p> <ul style="list-style-type: none"> <li>Host a women’s cancer screening event at the Barnhart Cancer Center in collaboration with La Maestra Community Health Centers and Las Damas de San Diego International Nonprofit Organization</li> </ul> <p><b><u>FY 2024 and 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>Free virtual workshops and educational classes were offered by the Cancer Centers of Sharp               <ul style="list-style-type: none"> <li>Please refer to <a href="#">line item 2a</a> above for details.</li> </ul> </li> <li>In 2023, the Cancer Centers of Sharp, including the Barnhart Cancer Center, offered education on cancer and risk awareness               <ul style="list-style-type: none"> <li>Please refer to <a href="#">line item 3b</a> below for details</li> </ul> </li> <li>The Cancer Centers of Sharp continued to explore the development of a continuum of care and build programming and services for cancer patients experiencing cognitive impairment, more commonly known as chemo brain</li> <li>In addition to workshops on chemo brain for patients and for loved ones, four cohorts of the Out of the Fog MAAT (Memory and Attention Adaptation Training) program were held with 21 participants</li> </ul>

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Identified Community Health Need – Cancer				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
				<ul style="list-style-type: none"> <li>○ This eight-session class is taught by a speech language pathologist and an oncology social worker and offers quarterly reunion classes for graduates</li> <li>○ All participants shared glowing feedback on the experience and degree of support they received</li> </ul>
	b. Provide education and awareness on cancer through participation in community events throughout San Diego’s south region.	Ongoing	Various	<p><b><u>FY 2025 Plan:</u></b></p> <ul style="list-style-type: none"> <li>● The Cancer Centers plan to continue hosting a virtual community event in fall 2024</li> <li>● The Cancer Centers of Sharp, including the Barnhart Cancer Center, plan to participate in the 2025 Sharp Women’s Health Conference</li> </ul> <p><b><u>FY 2024 and 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>● In October 2022, the Barnhart Cancer Center participated in the Sharp HealthCare Aging Conference at The Elks Lodge to offer cancer resources and support as well as shared information about its programs and services</li> <li>● The Cancer Centers of Sharp, including the Barnhart Cancer Center, participated in the Sharp Women’s Health Conference held at the Sheraton San Diego Hotel &amp; Marina in FY 2024 and 2023               <ul style="list-style-type: none"> <li>○ Thousands of community members attended the events</li> <li>○ During the events, the Cancer Centers of Sharp offered education on how to properly perform a breast self-exam and the importance of performing monthly exams; information on cancer support services, including nurse navigation, social work, nutrition, education and available classes; and informational materials on cancer</li> </ul> </li> </ul>



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Identified Community Health Need – Cancer				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
				<ul style="list-style-type: none"> <li>In June, the Cancer Centers of Sharp offered free events to celebrate community members who have experienced cancer, inspire those recently diagnosed and provide support for family members               <ul style="list-style-type: none"> <li>The events were held simultaneously at each cancer center and hundreds of community members attended</li> <li>Participants engaged in a variety of relaxing therapies, and received information on lung cancer prevention, screening, nutrition, holistic therapies and available support services</li> <li>Throughout FY 2023, Sharp cancer specialists appeared in local English- and Spanish-language media as well as articles on Sharp’s website to educate community members about cancer</li> </ul> </li> </ul>
	c. In collaboration with the Cancer Centers of Sharp, participate in a systemwide initiative to improve community cancer screenings to pre-pandemic (COVID-19) levels.	Ongoing	VP Oncology Service Line	<p><b><u>FY 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>In FY 2023, screening initiatives were focused on lung cancer, with a goal to improve the lung cancer screening rate by 10%. Please refer to <a href="#">line item 3d</a> below for details.</li> </ul> <p><b><u>Background:</u></b> The Cancer Centers of Sharp were selected to participate in a national American College of Surgeons (ACS) Commission on Cancer (CoC) research study with a goal of returning to screenings. This systemwide initiative for the Cancer Centers of Sharp engaged major medical groups, marketing and screening services to achieve breast and colorectal cancer screenings.</p>
	d. Continue with an annual, systemwide Integrated Network Cancer Program community	Ongoing (Annual)	VP Oncology Service Line	<p><b><u>FY 2025 Plan:</u></b></p> <ul style="list-style-type: none"> <li>The Cancer Centers of Sharp plan to conduct a systemwide lung cancer screening event in November 2024</li> </ul>

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Identified Community Health Need – Cancer				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
	event for prevention, including the provision of education and screenings.	Calendar Year Event)  In planning stages for Calendar Year 2025 – 2028 events		<p><b><u>FY 2024 and 2023 Activities:</u></b>            In FY 2023, as part of its CoC Quality Improvement project this year, Sharp partnered with the American Cancer Society for a lung cancer screening improvement project aimed to increase lung cancer screenings. The project offered physicians' education on lung cancer screening eligibility, the relatively low nationwide use of it, and several initiatives to improve Sharp's lung cancer screening rates by collaborating with physician partners (pulmonologists) at each Sharp entity. Before the project, Sharp data indicated that roughly 4% of patients who met lung cancer screening eligibility were completing lung cancer screening, consistent with the rate in the state of California. In FY 2023, Sharp has reached its goal to increase the lung cancer screening rate by 10%.</p> <p>Beginning in FY 2022, Sharp participated in a Plan-Do-Study-Act clinical study with the CoC addressing smoking cessation as a means to improve patient cancer risk and treatment outcomes. This study reviewed whether all newly diagnosed cancer patients are being asked about their smoking status and offered cessation resources as appropriate. The initial data collection suggested that Sharp providers are consistently asking this question during consultation appointments (99% of the time), but smoking cessation resources offered to patients varied and were inconsistent across the system. Sharp improved its process by creating a new, Sharp-branded patient resource to be shared with all cancer treatment providers. The resource provides patients with information on the impact that smoking cessation has in improving their treatment outcomes, even after a cancer diagnosis, to emphasize that is it never too late to quit.</p>



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Identified Community Health Need – Cancer				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
				<b>Results:</b> Sharp increased the percentage of patients being asked about their smoking status to 100% of newly diagnosed patients, decreased the number of patients currently smoking to 11% and provided 98% of patients currently smoking with cessation resources.
	e. Increase access to appropriate cancer screenings for high-risk community members through expansion of the Sharp Cancer Genetics Program.	Ongoing (evaluated annually)	VP Oncology Service Line	<p><b>FY 2024 and 2023 Activities:</b></p> <ul style="list-style-type: none"> <li>• The Sharp Cancer Genetics Program provides patients referred to program with individualized assessment and information on their risk of hereditary cancer and its potential impact on cancer treatment options, as well as prevention strategies               <ul style="list-style-type: none"> <li>○ The genetic counselor reviews the information with the patient to confirm assessment results, and if testing requirements are met, testing is completed to confirm the presence of a pathogenic mutation</li> <li>○ Based upon the results, the genetics counselor provides a comprehensive care plan to identify appropriate screening modalities and frequencies and risk prevention strategies</li> </ul> </li> <li>• In FY 2023, Sharp Cancer Genetics Program provided physicians and patients with the most up-to-date research and recommendations on genetic testing, which helps patients and relatives make decisions about their own care</li> <li>• Sharp genetic counselors participated in system cancer conferences and meetings to provide education and ensure Sharp patients receive the best care</li> </ul> <p><b>Results:</b> From 2022 to 2023, the program’s referral base increased by 343% and the number of patients receiving genetic counseling increased by 86%.</p>
	f. Continue to explore the development of a continuum of	Ongoing	Cancer Centers of Sharp	<b>FY 2023 Activities:</b> In addition to workshops on chemo brain for patients and for loved ones, four cohorts of

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Identified Community Health Need – Cancer				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
	care and build programming and services for cancer patients experiencing cognitive impairment, more commonly known as chemo brain.		Licensed Clinical Social Worker	the Out of the Fog MAAT (Memory and Attention Adaptation Training) program were held with 21 participants. This eight-session class is taught by a speech language pathologist and an oncology social worker and offers quarterly reunion classes for graduates. All participants shared glowing feedback on the experience and degree of support they received. This continuum of care is the first of its type in the country. In June, two oncology social workers presented on the program at the 2023 Association of Oncology Social Work 39th Annual Conference held in New Orleans, Louisiana.
4. Increase support and ongoing education for cancer survivors.	a. Develop a survivorship program in concert with INCP accreditation standards that meets the ongoing needs of cancer survivors and supports family members as well.	Ongoing (evaluated annually)	Survivorship Program Coordinator Program Manager for Cancer Quality and Outcomes	<p><b>FY 2025 Plan:</b></p> <ul style="list-style-type: none"> <li>• The Sharp Survivorship program plans to host the annual Survivorship conference in November 2024</li> <li>• Host the 5<sup>th</sup> annual Survivorship Webinar in November 2024</li> </ul> <p><b>FY 2024 Activities:</b></p> <ul style="list-style-type: none"> <li>• In 2024, the Sharp Survivorship program hosted the second annual Cancer Survivors Day celebration at a Sharp system office               <ul style="list-style-type: none"> <li>○ More than 200 community members attended the event</li> <li>○ Providing patient and physician education regarding the signs of lymphedema and exercise prevention as well as rehab access to lymphedema</li> <li>○ Webpage development, including exercise resources for cancer patients</li> </ul> </li> </ul> <p><b>FY 2023 Activities:</b></p> <ul style="list-style-type: none"> <li>• In June, the Cancer Centers of Sharp offered free events to celebrate community members who have experienced cancer, inspire those recently diagnosed and</li> </ul>

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Identified Community Health Need – Cancer				
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				<p>provide support for family members through its Cancer Survivors Day celebrations</p> <ul style="list-style-type: none"> <li>○ The events were held simultaneously at each hospital</li> <li>○ Sharp shared “Look Good, Feel Better” fashion and makeup tips, as well as information on lung cancer awareness and cancer prevention, screening, nutrition, holistic therapies and available support services</li> <li>○ Hundreds of community members attended the events</li> </ul> <ul style="list-style-type: none"> <li>● Launched a breast cancer resource <a href="#">page</a> on sharp.com for newly diagnosed cancer patients, as there was no single location or resource for these patients to prepare for the treatment journey.               <ul style="list-style-type: none"> <li>○ <b>Result:</b> This was completed in 2022 (FY 2023)</li> </ul> </li> <li>● Provided Survivorship Webinar for oncology patients and family members in November 2022               <ul style="list-style-type: none"> <li>○ <b>Result:</b> This was completed in 2022. A survey was shared prior to the event to approximately 2,000 patients via e-mails, a social media platform and patient flyers to determine the top four topics of interest to be addressed in the seminar. A total of 72 community members registered for the event, and 53 community members attended the event.</li> </ul> </li> <li>● Provided a new Sharp HealthCare Cancer Patient Community Group on Facebook for cancer patients and their loved ones to create a sense of community and connection, provide reliable information, thoughtful content, live discussions, and current program and service updates</li> </ul>

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Identified Community Health Need – Cancer				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
				<ul style="list-style-type: none"> <li>○ <b>Result:</b> In 2023, more than 200 community members participated in the online group. To join, prospective members must complete a few screening questions prior to being admitted to the private group.</li> </ul> <p><b>Background:</b> In 2020, Sharp implemented a Survivorship planning committee to develop a survivorship program. The goal of this programming is to grow resources for cancer survivors. Each year, the Cancer Centers of Sharp outline and evaluate at least three services within the program and provide a report at years end.</p>

## Sharp Chula Vista Medical Center Community Health Needs Assessment – Implementation Strategy Fiscal Years 2025 – 2028

Identified Community Health Need – Cardiovascular Disease				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
<p>1. Increase community education around heart health to San Diego County (SDC) south region community members.</p>	<p>a. Continue to provide or participate in community events focused on cardiovascular care, targeting Spanish-speaking SDC south region community members.</p>	<p>Ongoing</p>	<p>Manager, SCVMC Cardiac Services</p> <p>Program Manager, SCVMC Community Relations</p> <p>VP Clinical Support Services, SCVMC</p>	<p><b><u>FY 2024 – 2025 Plan:</u></b></p> <ul style="list-style-type: none"> <li>• Continue offering annual free community webinars on heart valve disease and atrial fibrillation</li> <li>• Continue sharing information about prevention and treatment options via media, social media and sharp.com</li> </ul> <p><b><u>FY 2024 and 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>• Offered a free community webinar on heart valve disease and atrial fibrillation               <ul style="list-style-type: none"> <li>○ More than 200 people attended and received follow-up information via email</li> </ul> </li> <li>• Participated in two events to offer both blood pressure screenings and health and service line-related resources to more than 800 community members in honor of Hispanic Heritage Month               <ul style="list-style-type: none"> <li>○ El Grito Celebration at Memorial Park in Chula Vista</li> <li>○ Otay Ranch Town Center’s Celebration and Family Festival</li> </ul> </li> <li>• Provided fundraising and team participation for the American Heart Association’s 2023 San Diego Heart &amp; Stroke Walk</li> <li>• Participated in and provided fundraising support for the 2023 and 2024 Sharp Women’s Health Conference               <ul style="list-style-type: none"> <li>○ During the event, various hospital departments engaged attendees in educational videos, health risk assessments and live chat sessions with clinical experts on a range of health topics, including cardiovascular health and stroke, as well as provided community resources</li> </ul> </li> <li>• Participated at the Sharp Aging Conference at the Elks Lodge in Chula Vista               <ul style="list-style-type: none"> <li>○ Registered Nurses and Nurse Practitioners provided educational materials and one-on-one education on sepsis, stroke, and heart disease</li> <li>○ Reached over 70 attendees</li> </ul> </li> </ul>

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Identified Community Health Need – Cardiovascular Disease				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
<p>2. Empower patients/ community members living with cardiovascular and cerebrovascular disease through education and support; promote accountability and behavioral change through education on chronic disease self-management. Facilitate and improve post-care processes.</p>	<p>a. Continue to provide education and support to SDC south region community members living with heart disease.</p>	<p>Ongoing</p>	<p>Senior Cardiac Specialist, SCVMC Cardiac Services</p> <p>Director, SCVMC Marketing &amp; Communications</p>	<p><b><u>FY 2024 - 2025 Plan:</u></b></p> <ul style="list-style-type: none"> <li>• In FY 2024, SCVMC’s Stroke Program plans to develop an in-person stroke support group</li> </ul> <p><b><u>FY 2024 and 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>• Sharp-affiliated cardiovascular physicians and other experts appeared in local English and Spanish media to educate community members on a variety of heart health topics</li> <li>• All appropriate heart patients are offered cardiac rehabilitation as an outpatient and are encouraged to attend regardless of ability to pay               <ul style="list-style-type: none"> <li>○ The in-person supervised cardiovascular exercise, a key component of cardiac rehab resumed but much of the educational component of cardiac rehab is now conducted online</li> <li>○ All heart failure patients receive bedside education about managing heart failure including a “heart card” that contains key information about the disease for their follow-up appointment</li> </ul> </li> <li>• SCVMC conducts daily interdisciplinary rounds for post-cardiac surgery patients which allows patients to ask specific questions about their disease, condition, and plan of care to recovery, as well as post-acute care management and follow-up plans</li> </ul>
<p>3. Increase access to stroke education and health screenings for SDC south region community members.</p>	<p>a. Continue to provide community members with stroke, blood pressure and cholesterol screenings and education in SDC’s south region.</p>	<p>Ongoing</p>	<p>Manager, SCVMC Cardiac Services</p> <p>VP Clinical Support Services, SCVMC</p> <p>Program Manager –</p>	<p><b><u>FY 2024 - 2025 Plan:</u></b></p> <ul style="list-style-type: none"> <li>• Offer community classes at SCVMC, focusing on stroke recognition, treatment and rehabilitation</li> <li>• Participate in the annual Sharp Women’s Health Conference in 2025 to provide community members with screenings and health education on a variety of health topics, including heart health and stroke</li> <li>• Continue sharing stroke education through media, social media and sharp.com</li> <li>• Continue holding annual free community webinars about atrial fibrillation and reducing the risk of stroke</li> </ul>

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Identified Community Health Need – Cardiovascular Disease				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
			Ortho/Neuro Service Line  Program Manager, SCVMC Community Relations	<p><b><u>FY 2024 and 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>• Participated in and provided blood pressure screenings as well as heart health and stroke education through a variety of events in FY 2023               <ul style="list-style-type: none"> <li>○ Health and wellness fair at St. Paul’s Plaza in Banker’s Hill – attended by 300 community members, including 80 whom received blood pressure screenings</li> <li>○ Health and wellness fair at the San Ysidro Civic Center – attended by 200 community members; 60 attendees received blood pressures screenings</li> <li>○ Sharp Aging Conference at The Elks Lodge in Chula Vista – attended by 70 seniors and caregivers; heart and stroke education provided</li> <li>○ Sharp Women’s Health Conference – provided stroke education and resources to 300 attendees as well as conducted blood pressure screenings and provided risk assessments</li> </ul> </li> <li>• Sharp’s systemwide stroke program developed educational newsletters and social media content to educate the community on identifying stroke risks and symptoms using BE-FAST in FY 2023</li> </ul>
4. Collaborate with other health care organizations in San Diego on stroke education and prevention efforts.	a. Continue participation in San Diego County Stroke Consortium — a collaborative effort to improve stroke care and discuss issues impacting stroke care in SDC.	Ongoing	VP, Sharp Ortho/Neuro Service Line  Director, Sharp Neuroscience Service Line  Program Manager –	<p><b><u>FY 2024 - 2025 Plan:</u></b></p> <ul style="list-style-type: none"> <li>• In FY 2024, consortium education goals include a focus on Large Vessel Occlusion, or blockages of the proximal intracranial anterior and posterior circulation, identification in the field</li> <li>• In collaboration with the San Diego County Stroke Consortium, educate and train EMS and fire department professionals</li> </ul> <p><b><u>FY 2024 and 2023 Activities:</u></b></p>

## Sharp Chula Vista Medical Center Community Health Needs Assessment – Implementation Strategy Fiscal Years 2025 – 2028

Identified Community Health Need – Cardiovascular Disease				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
			Ortho/Neuro Service Line	<ul style="list-style-type: none"> <li>SCVMC actively participated in the quarterly San Diego County Stroke Consortium, a collaborative effort with other SDC hospitals to improve stroke care and discuss issues impacting stroke care in SDC</li> <li>In FY 2023, the San Diego County Stroke Consortium, including Sharp, provided stroke awareness at the Padres vs. the Rockies baseball game at Petco Park               <ul style="list-style-type: none"> <li>Sharp offered education about the warning signs of stroke and how to respond using BE-FAST to approximately 150 community members</li> <li>Stroke education was displayed on the Jumbotron to the entire stadium of nearly 42,000 community members</li> </ul> </li> </ul> <p><b>Background:</b> SCVMC continued its 18-year collaboration with the County of San Diego Emergency Medical Services to provide data for the SDC stroke registry, where data is tracked to identify gaps and determine trends. SCVMC also continued to actively participate in the quarterly San Diego County Stroke Consortium, a collaborative effort with other SDC hospitals to improve stroke care and discuss issues impacting stroke care in SDC.</p> <p><b>Evaluation:</b> Sharp’s systemwide stroke program participated in submitting data on stroke codes to SDC on a monthly basis. As a result, data is tracked to determine trends and gap identification in the County of San Diego EMS/hospital arena.</p>
5. Provide heart health education to health care professionals in the community.	a. Provide expert speakers on heart disease, heart failure and stroke at professional conferences and events.	Ongoing	Various	<p><b>FY 2024 - 2025 Plan:</b></p> <ul style="list-style-type: none"> <li>Sharp’s systemwide stroke program, including SCVMC, will continue to participate at professional conferences and events as opportunities arise</li> </ul> <p><b>FY 2024 and 2023 Activities:</b></p>





**Sharp Chula Vista Medical Center**  
**Community Health Needs Assessment – Implementation Strategy**  
**Fiscal Years 2025 – 2028**

Identified Community Health Need – Cardiovascular Disease				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
				<ul style="list-style-type: none"><li>• In FY 2023, SCVMC provided health education at conferences and events</li><li>• Sharp’s systemwide stroke program managers provided training to EMS and fire departments throughout San Diego County<ul style="list-style-type: none"><li>○ Training included BE-FAST for large vessel recognition, risk factors, protocol updates and stroke code prehospital training</li></ul></li></ul>



**Sharp Chula Vista Medical Center**  
**Community Health Needs Assessment – Implementation Strategy**  
**Fiscal Years 2025 – 2028**

Identified Community Health Need – Diabetes				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
1. Increase education of signs and symptoms of diabetes throughout the south region, particularly among underserved and minority populations in the community.	a. Participate in educational forums, health fairs and events throughout SDC’s south region.	Ongoing	Sharp Diabetes Leadership Team	<p><b>FY 2024 - 2025 Plan:</b> The Sharp Diabetes Education Program plans to:</p> <ul style="list-style-type: none"> <li>• Provide health education to the South Bay community through a partnership with SunCoast Market Co-Op</li> <li>• Collaborate with Olivewood Gardens in National City to provide diabetes education</li> <li>• Provide fundraising and team participation for the annual San Diego Heart &amp; Stroke Walk</li> <li>• Offer diabetes education and support at the annual Sharp Women’s Health Conference</li> </ul> <p><b>FY 2024 and 2023 Activities:</b></p> <ul style="list-style-type: none"> <li>• Provided fundraising and team participation for the 2023 San Diego Heart &amp; Stroke Walk through the Sharp Diabetes Education Program</li> <li>• Offered diabetes education and support to attendees at the annual Sharp Women’s Health Conference in 2024 and 2023</li> <li>• Program director participated in a career panel discussing careers in dietetics, including outpatient diabetes care, to approximately 50 dietetics students at the 2023 California Academy of Nutrition and Dietetics Career Fair at PLNU</li> </ul> <p><b>Evaluation:</b>            Feedback is collected from community members on educational courses provided, in order to improve and refine educational resources for community member needs.</p> <p>In addition, the Sharp Diabetes Leadership Team meets annually to evaluate the programs over the previous year.</p>
	b. Explore internal and external opportunities to provide additional resources and education to patients in need.	Ongoing (evaluated annually)	VP, Sharp Diabetes Leadership Team	<p>The Sharp Diabetes Education Program continues to explore opportunities with new community groups in FY 2024.</p> <p><b>FY 2024 and 2023 Activities:</b></p>

## Sharp Chula Vista Medical Center Community Health Needs Assessment – Implementation Strategy Fiscal Years 2025 – 2028

Identified Community Health Need – Diabetes				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
			Clinical Support Services, SCVMC	<ul style="list-style-type: none"> <li>• Provided in-person diabetes education at community events</li> <li>• Provided support for regional community health fairs with a focus is on the comorbidities of diabetes and heart disease</li> <li>• Continued to serve as an insulin pump training center</li> </ul> <p><b>Background:</b> Since 2020, the Sharp Diabetes Education Program has served as an insulin pump training center to support endocrinologists and primary care physician groups throughout SDC. Through this effort, the Sharp Diabetes Education Program trains community providers to use diabetes technology, including insulin pumps, continuous blood glucose monitors and blood glucose meters, to improve patient care and health outcomes. In FY 2021, the Sharp Diabetes Education Program implemented an enhanced electronic medical record system to improve care coordination with more than 300 community endocrinologists and primary care physician groups. This partnership has allowed for higher quality patient care and health outcomes. In FY 2024, the systemwide transition to the Epic electronic health record system will allow for the Sharp Diabetes Education Program and other Sharp programs and services to enhance communication with community providers.</p>
	c. Continue to provide education to students in local high schools and colleges as well as health professionals.	Ongoing	Sharp Diabetes Leadership Team	<p><b>FY 2024-2025 Plan</b></p> <ul style="list-style-type: none"> <li>• The Sharp Diabetes Education Program plans to continue to provide education to local students and health professionals in FY 2025</li> </ul> <p><b>FY 2024 and 2023 Activities:</b></p> <ul style="list-style-type: none"> <li>• Sharp Diabetes Education Program director participated in a career panel for San Diego State University (SDSU) dietetics program in March 2024, reaching 20 students</li> <li>• Provided virtual diabetes education on different types of diabetes, diagnoses, current technology and medication, community resources for patients, and careers in diabetes to 20 dietetic students at SDSU</li> </ul>

## Sharp Chula Vista Medical Center Community Health Needs Assessment – Implementation Strategy Fiscal Years 2025 – 2028

Identified Community Health Need – Diabetes				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
				<ul style="list-style-type: none"> <li>Mentored two dietetic interns from the SDSU Research Foundation’s San Diego Women, Infants, and Children (WIC) Dietetic Internship program</li> <li>Sharp Diabetes Education Program director served as a board member of the San Diego WIC Dietetic Internship program and provided a presentation on diabetes care, the role of the dietitian, the different types of diabetes, nutrition and meal planning, diabetes and technology and more to all six interns in the program</li> <li><b>Evaluation:</b> Attendance taken at these events and provided in summary spreadsheet.</li> </ul>
	d. Utilize findings in the FY 2022 CHNA to assess existing community resources and explore areas where additional diabetes education and resources are available in SDC’s south region.	12/31/2024 (annual evaluation until the next CHNA)	Sharp Diabetes Leadership Team	<p><b>FY 2024 and 2023 Activities:</b></p> <ul style="list-style-type: none"> <li>In FY 2023, the Sharp Diabetes Education Program started using Rfoodx, a company that provides meals for those with diabetes and have Medi-Cal free of charge</li> <li>Continued efforts focus on:               <ul style="list-style-type: none"> <li>Clinic collaborations — Exploring the possibility of a clinic collaboration is in process</li> <li>Exploring partnerships to address food insecurity as part of nutrition education and incorporating food insecurity screening into patient diabetes education and counseling</li> </ul> </li> </ul>
	e. Provide diabetes education to high-risk women with gestational diabetes, through collaboration with community clinics.	Ongoing – evaluated Annually	Sharp Diabetes Leadership Team	<p><b>FY 2024 and 2023 Activities:</b></p> <ul style="list-style-type: none"> <li>Continued to provide gestational services and resources to underserved pregnant women, both at the hospital and in collaboration with community clinics</li> <li>Provided services and education to more than 985 underserved pregnant and breastfeeding women with diabetes at SCVMC in FY 2023</li> </ul> <p><b>Background:</b> The Sharp Diabetes Education Program is an affiliate of the California Diabetes and Pregnancy Program’s Sweet Success Program, which provides comprehensive technical support and education to medical personnel and community liaisons to promote improved outcomes for</p>

## Sharp Chula Vista Medical Center Community Health Needs Assessment – Implementation Strategy Fiscal Years 2025 – 2028

Identified Community Health Need – Diabetes				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
				high-risk pregnant women with diabetes. As an affiliate, the Sharp Diabetes Education Program educates underserved pregnant women and breastfeeding mothers with Type 1, Type 2 or gestational diabetes (diabetes developed during pregnancy) on how to manage their blood sugar levels. In collaboration with community clinics, the team provided these patients with a variety of education and resources. Clinic patients also received logbooks to track and manage their blood sugar levels. In addition, the Sharp Diabetes Education Program evaluated patients’ management of their blood sugar levels and collaborated with community clinics’ obstetrician/gynecologists to prevent complications.
2. Improve access to diabetes educational resources for underserved populations in SDC’s east region.	a. Explore partnerships with community clinics in order to offer diabetes classes at clinic locations.	Ongoing (evaluated annually)	Sharp Diabetes Leadership Team	<p><b><u>FY 2024-2025 Plan:</u></b></p> <ul style="list-style-type: none"> <li>• The Sharp Diabetes Education Program plans to provide discharged patients with resources to connect with a local physician upon discharge to promote care continuity</li> </ul> <p><b><u>FY 2024 and 2023 Activities:</u></b></p> <p>The Sharp Diabetes Education Program continues to explore potential partnerships with community clinics in FY 2024. The Sharp Diabetes Education Program continues to serve patients referred by community clinics, and provides consultation to providers at community clinics, such as FHCS, as needed.</p>
	b. Create language-appropriate and culturally sensitive diabetes educational materials.	Ongoing (evaluated annually)	Sharp Diabetes Education Leadership Team	<p><b><u>FY 2024 and 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>• Continued to provide educational resources               <ul style="list-style-type: none"> <li>○ Resources are provided in Arabic, Somali, Tagalog, Vietnamese and Spanish, and food diaries and logbooks are distributed for community members to track blood sugar levels</li> </ul> </li> <li>• Provided live interpreter services, available in more than 200 languages via the Stratus Video Interpreting iPad application</li> <li>• Sharp team members receive education regarding the different cultural needs of diverse communities, including health equity</li> </ul>

## Sharp Chula Vista Medical Center Community Health Needs Assessment – Implementation Strategy Fiscal Years 2025 – 2028

Identified Community Health Need – Obesity				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
1. Increase education and awareness of nutrition and healthy lifestyle options for south region community members.	a. Provide nutrition/healthy lifestyle educational resources and screenings to south region community members at community events throughout the year.	Ongoing (evaluated annually)	<p>Program Manager, SCVMC Community Relations</p> <p>Senior Specialist, Sharp Multicultural Community Relations</p> <p>VP, Sharp Integrated Care Management (ICM)</p> <p>Manager, Sharp Community Benefit and Health Improvement</p>	<p><b><u>FY 2024 – 2025 Plans:</u></b></p> <ul style="list-style-type: none"> <li>Provide two presentations on healthy living at the Otay Mesa-Nestor Branch in 2024</li> <li>Continue providing community health education on nutrition and other topics</li> </ul> <p><b><u>FY 2024 and 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>Provided two presentations at local public libraries in the south region on heart health and nutrition in FY 2023. Please refer to <a href="#">Identified Community Health Need – Access to Health Care 7b</a> for more information</li> <li>In 2024, an SCVMC-affiliated cardiothoracic surgeon provided a presentation on heart-healthy living and cardiovascular health at St. Paul’s Plaza_retirement community in Chula Vista</li> <li>Provided community health education on nutrition and other topics in FY 2024 and FY 2023</li> </ul> <p>SCVMC provides general nutrition and exercise education for obesity, as well as programs that address a healthy lifestyle as part of care for heart disease, cancer, diabetes and other issues influenced by healthy weight and exercise.</p> <p><b><u>Evaluation:</u></b> Each education and screening program provided by SCVMC and on its campus is evaluated by participants through survey.</p>
2. Continue to provide care management in support of	a. NA	NA	NA	SCVMC provides general nutrition and exercise education for obesity, as well as programs that address a healthy lifestyle as part of care for heart disease, cancer, diabetes and other issues



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Community Health Needs Assessment – Implementation Strategy  
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Identified Community Health Need – Obesity				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
weight loss and healthy lifestyle choices for San Diego community members.				<p>influenced by healthy weight and exercise. In general, though, resource limitations restrict growth beyond current programs and services that specifically address obesity at this time.</p> <p>However, free Be Well for Life Program (formerly known as New Weigh) classes are provided to community members through Sharp’s medical group, Sharp Rees-Stealy. The free ten-week class emphasizes nutrition education and healthy lifestyle development. Classes offer access to a registered dietitian for continued support and accountability and are offered at various locations around SDC as well as online. To create a semi-structured food plan, participants will have the choice of using either their own foods or meal replacements.</p>

**Sharp Chula Vista Medical Center**  
**Community Health Needs Assessment – Implementation Strategy**  
**Fiscal Years 2025 – 2028**

Identified Community Health Need – Maternal & Prenatal Care, Including High-Risk Pregnancy				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
<p>1. Improve education and support for mothers-to-be and their families in the south region.</p>	<p>a. Continue to offer free support groups, events and educational classes for mothers to-be, as well as support community organizations that address maternal and child health.</p>	<p>Ongoing (evaluated annually)</p>	<p>SCVMC Perinatal Educator</p>	<p><b><u>FY 2024 – 2025 Plan:</u></b></p> <ul style="list-style-type: none"> <li>• Sharp Chula Vista Center for Women &amp; Newborns plans to continue collaborating with Sharp Mary Birch Hospital for Women and Newborns and Sharp Grossmont Hospital for Women &amp; Newborns to offer pregnancy planning webinars</li> <li>• Participate at the annual Sharp Women’s Health Conference in 2025</li> </ul> <p><b><u>FY 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>• Sharp Chula Vista Center for Women &amp; Newborns’ Women’s &amp; Infants’ Health Services led a free, weekly breastfeeding support group in both English and Spanish               <ul style="list-style-type: none"> <li>○ The hospital’s certified lactation educators provided breastfeeding education, support and guidance to new mothers</li> </ul> </li> <li>• Sharp-affiliated physicians led four Planning for Pregnancy webinars for community members, which discussed diet, prenatal vitamins, reproductive planning, fertility challenges, finding the right doctor and more               <ul style="list-style-type: none"> <li>○ This webinar was offered in collaboration with Sharp Mary Birch Hospital for Women and Newborns and Sharp Grossmont Hospital for Women &amp; Newborns</li> </ul> </li> <li>• Offered webinars in both English and Spanish titled Baby Care Basics, Childbirth Preparation, and Breastfeeding for a nominal fee</li> <li>• Sharp Chula Vista Center for Women &amp; Newborns provided several classes and support groups on a variety of maternal and child health topics</li> <li>• In FY 2024 and FY 2023, SCVMC staff participated in the Sharp Women’s Health Conference held at the Sheraton San Diego Hotel &amp; Marina, serving over 1000 community members               <ul style="list-style-type: none"> <li>○ During both events, various hospital departments engaged attendees with a variety of health information and resources as well as breakout sessions with clinical experts on a range of health topics, including women’s health and more</li> </ul> </li> </ul>



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Community Health Needs Assessment – Implementation Strategy  
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Identified Community Health Need – Maternal & Prenatal Care, Including High-Risk Pregnancy				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
	b. Collaborate with community-based organizations who support the needs of new mothers and families.	Ongoing (evaluated annually)	Lead SCVMC Medical Social Worker	<p><b><u>FY 2024 and 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>• In FY 2023, SCVMC distributed more than 13,000 diapers to more than 260 families in need through this partnership, serving more than 270 children in the community</li> <li>• Further, SCVMC distributes baby wipes to families in need</li> </ul> <p><b><u>Background:</u></b> Beginning in FY 2019, SCVMC collaborated with San Diego Food Bank’s Diaper Bank Program, designed to help solve a critical challenge (namely, the expense of diapers, often required to enroll/keep a child in daycare) for young parents living in poverty. In addition, in FY 2022, SCVMC began distributing packs of baby wipes to high-need families. Through this program, SCVMC serves as a diaper distributor for high-need mothers/patients in need of this economic support.</p>



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Identified Community Health Need – Access to Health Care				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
1. Increase coverage for patients seen in the emergency department (ED) by providing assistance to secure health coverage for all individuals entitled to the benefit; also provide payment options for individuals that chose not to secure coverage or are not currently eligible for health benefits. Secure benefit concurrent with stay when Medi-Cal Presumptive Eligibility rules apply.	a. Continue to provide services to help every unfunded patient received in the ED find coverage options.	Ongoing (evaluated annually)	Supervisor, Patient Assistance Navigators	<p><b>FY 2023 Activities:</b></p> <ul style="list-style-type: none"> <li>Sharp secured Presumptive Eligibility for 5,670 unfunded patients in the ED</li> <li>Used PointCare to assist more than 8,200 self-pay patients</li> </ul> <p><b>Evaluation:</b> Continued unknowns in understanding the efficacy of efforts include the increase in the patient out of pocket responsibility resulting from health plan coverage purchased off the exchange; and the transition of qualified unfunded patients directly to Medi-Cal. Sharp has initiated a process of trending straight self-pay collections separate from balance after insurance collections to closely monitor these two distinct populations. Sharp will continue to monitor results.</p> <p><b>Background:</b> At Sharp, patients use PointCare’s simple online questionnaire to generate personalized coverage options that are filed in their account for future reference and accessibility. The results of the questionnaire enable Sharp staff to have an informed and supportive discussion with the patient about health care coverage and empower them with options. The PointCare program continues to collect metrics on a number of individuals served and cost savings. From October 2015 to September 2023, Sharp helped more than 94,000 self-pay patients through PointCare, while maintaining each patient’s dignity throughout the process.</p>
2. Provide payment options, education and support to vulnerable, uninsured, underinsured, and patients admitted to hospital facilities with an inability to pay their	a. Provide the Maximum Out of Pocket Program to patients who express an inability to pay their financial responsibility after health insurance.	Ongoing	All Revenue Cycle Staff	<p><b>FY 2023 Activities:</b></p> <ul style="list-style-type: none"> <li>Maximum Out of Pocket Program provided more than \$406,000 in adjustments to patient bills</li> </ul> <p><b>Background:</b></p>

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Identified Community Health Need – Access to Health Care				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
financial responsibility after health insurance.				Sharp assists underinsured and vulnerable individuals unable to meet their financial responsibility after health insurance. Through the program, team members meet with patients at all Sharp hospitals to help them better understand their health insurance benefits, payment options and how to access care during their hospital stay.
	b. Provide Certified Application Counselors to assist both patients and community members with Covered California assistance.	Ongoing	Patient Financial Services (system-level)  Certified Application Counselors	<p><b><u>FY 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>In support of Covered California’s annual open-enrollment period, Sharp’s registration staff included 20 Certified Application Counselors to better assist both patients and the general community with navigating the Covered California website and plan enrollment</li> </ul>
	c. The Patient Assistance Team and SCVMC will continue to assist patients in need of assistance gain access to free or low-cost medications.	Ongoing	Supervisor, Patient Assistance Navigators  Manager of Pharmacy Finance & Regulatory Compliance  Director, SCVMC Case Management & Social Work	<p><b><u>FY 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>Patient Assistance Program helped under- and uninsured patients access medications worth a total of \$14.5 million</li> </ul> <p><b><u>Evaluation:</u></b></p> <ul style="list-style-type: none"> <li>Cost savings for replacement drugs is monitored through the pharmacy. The patient accounting staff remove the charges from the patient’s statement, as needed.</li> <li>Sharp also tracks each individual that has applied for financial assistance. The patient account is noted with the findings, and a specific adjustment code is used to track the dollars associated with these reviews.</li> </ul> <p><b><u>Background:</u></b> Patients are referred by population health teams, physicians, pharmacists, case managers, social workers, nurses and at times, other patients. Team members research all available options for these patients, including programs offered by drug manufacturers, grant-based programs offered</p>



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Identified Community Health Need – Access to Health Care				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
				by foundations, co-pay assistance and other low-cost alternatives. Eligible patients receive assistance that may help reduce readmissions and the need for frequent medical services resulting from the lack of access to medications.
	d. Continue to participate in the 340B Drug Pricing Program.	Ongoing	Manager of Pharmacy Finance & Regulatory Compliance	<p><b><u>FY 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>• Sharp continued its participation in the 340B Drug Pricing Program and provided cost savings to help expand programs and medication access to Sharp’s patients in need</li> <li>• Annual savings totaled more than \$108.5 million to help expand programs and medication access to Sharp's patients in need</li> </ul> <p>Through participation in this federal program, three Sharp hospitals — SMH, Sharp Grossmont Hospital and SCVMC — are permitted to purchase outpatient drugs at reduced prices.</p>
	e. Continue to offer ClearBalance — a specialized loan program for patients facing high medical bills.	Ongoing	Supervisor, Patient Assistance Navigators  Manager Patient Access Services, Self-Pay Patients	<p><b><u>FY 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>• Since 2010, ClearBalance has assisted more than 9,100 Sharp patients</li> <li>• Through this collaboration with San Diego-based CSI Financial Services, both insured and uninsured patients can secure small bank loans to help pay off their medical bills in low monthly payments and prevent unpaid accounts from going to collections</li> </ul>
	f. Continue to provide Project HELP funds for pharmaceuticals, transportation vouchers and other needs for patients with financial barriers.	Ongoing	SCVMC Chief Financial Officer  Director, SCVMC Case Management & Social Work	<p><b><u>FY 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>• In FY 2023, SCVMC Project HELP funds totaled more than \$59,300 in free medications and transportation</li> </ul> <p><b><u>Evaluation:</u></b> Project HELP funds are tracked though an internal database.</p>



## Sharp Chula Vista Medical Center Community Health Needs Assessment – Implementation Strategy Fiscal Years 2025 – 2028

Identified Community Health Need – Access to Health Care				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
3. Improve access to health and social services for vulnerable patients and community members, particularly San Diego’s homeless population.	a. Explore and expand Sharp integrated delivery system access to post-acute recuperative care services.	Ongoing	VP, Sharp ICM	<p><b><u>FY 2024 - 2025 Plan:</u></b></p> <ul style="list-style-type: none"> <li>Resolve gaps in care through community outreach efforts to identify opportunities as they become available</li> </ul> <p><b><u>FY 2024 and 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>Integrated Care Management (ICM) has created a System Social Work Educator role to advance Medical Social Work and build upon community partnerships</li> <li>Sharp is seeking to identify short-term solutions for immediate needs as they occur, in addition to long-term, sustainable solutions. Each patient is independently considered for exact care need, likely term for the need, and various care setting options immediately available. Sharp continues to coordinate care efforts in partnership such as Whole Person Wellness, PATH (People Assisting the Homeless) and 211 San Diego’s (211) Community Information Exchange (CIE). Likewise in support of Unhoused Discharge Plan Law (formerly California Senate Bill 1152), patients experiencing homelessness are screened for insurance and provided weather appropriate clothing, meal prior to discharge, prescriptions and community resources when needed.</li> </ul>
4. Seek to provide health care funding options, education, and/or support to the vulnerable, uninsured/underinsured patients admitted to hospitals of the Sharp system.	<p>a. Sharp Integrated Care Management and Patient Financial Services support education and access to:</p> <ul style="list-style-type: none"> <li>Medi-Cal for CalFresh (Food Stamps)</li> <li>Hospital Outstation Program (collaboration with the County of San Diego)</li> </ul>	Ongoing (evaluated annually)	<p>Manager, Patient Financial Services</p> <p>VP, Sharp ICM</p>	<p><b><u>FY 2024 - 2025 Plan:</u></b></p> <ul style="list-style-type: none"> <li>Expand Sharp ICM ability to leverage 211’s CIE by enrolling individuals in the CIE program if not already completed in the community, allowing for hand-off to community organization and timely post-discharge care</li> <li>Explore new electronic medical record features such as social determinants of health screening</li> <li>Continue to seek and identify opportunities to engage payers through the CalAIM (California Advancing and Innovating Medi-Cal) program</li> </ul> <p><b><u>FY 2024 and 2023 Activities:</u></b></p>

## Sharp Chula Vista Medical Center Community Health Needs Assessment – Implementation Strategy Fiscal Years 2025 – 2028

Identified Community Health Need – Access to Health Care				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
	<ul style="list-style-type: none"> <li>Enrollment of qualified patients in CalFresh</li> <li>San Diego Community Information Exchange (CIE) / 211 San Diego's (211) Collaboration</li> </ul>			<ul style="list-style-type: none"> <li>Expanded efforts for patient education related to funding options/access to health care, as well as San Diego community resources. This largely occurred in concert with Unhoused Discharge Plan Law (Senate Bill 1152)</li> <li>Continued to finetune and improve identification of individual's experiencing homelessness, especially for treat and release patients seen through Sharp EDs</li> <li>Renewed efforts with their relationship and utilization of 211. In conjunction with the initial patient assessment, individuals are considered for benefit of a 211 referral (please refer to <a href="#">Identified Community Health Need – Access to Health Care 9a</a> for details). ICM case managers make referrals as needed across all Sharp sites.</li> </ul>
	b. Continued partnership and collaboration with recuperative care units.	Ongoing (evaluated annually)	Sharp Clinical Social Workers  VP, Sharp ICM	<b>FY 2024 - 2025 Plan:</b> Continue to seek and optimize opportunities with recuperative care units to serve the needs of patients experiencing homelessness
5. Continue to explore opportunities for collaboration with community organizations to enhance access as appropriate for individuals experiencing homelessness to: <ul style="list-style-type: none"> <li>Medical care</li> <li>Financial assistance</li> <li>Psychiatric and social services</li> </ul>	a. Ongoing assessment of homeless data to identify interventions though analysis of trends and key indicators. To guide assessment and planning for: <ul style="list-style-type: none"> <li>Allocation of internal resources</li> <li>Possible expansion of existing external relationships</li> <li>Identification of new opportunities for partnership and/or collaboration</li> </ul>	Ongoing	VP, Sharp ICM	<b>FY 2024 - 2025 Plan:</b> Continue to progress data collection to concurrently advance care opportunities. To that end, and in addition to current efforts, Sharp ICM anticipates: <ul style="list-style-type: none"> <li>Exploring opportunities for introduction of a risk index via the incoming electronic medical record (Epic) that will include consideration of individuals experiencing homelessness to more quickly pair assessment with appropriate intervention</li> <li>Introduce methods for considering/distinguishing homelessness as a comorbidity versus social determinants of health</li> <li>Sharp has included a 211/CIE database in its new electronic medical record to improve the provision of person-centered care for patients experiencing homelessness as well as success of community referrals for housing and other social needs</li> </ul>

## Sharp Chula Vista Medical Center Community Health Needs Assessment – Implementation Strategy Fiscal Years 2025 – 2028

Identified Community Health Need – Access to Health Care				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
6. Collaborate with organizations in San Diego to serve individuals experiencing homelessness.	a. Assist vulnerable patients and patients experiencing homelessness by collaborating with community organizations as well as referring them to local community organizations and resources.	Ongoing	Director, SCVMC Case Management & Social Work  SCVMC Lead Medical Social Worker  SCVMC Patient Support Services and Development Program Manager, SCVMC Community Relations	<p><b><u>FY 2024 and 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>• Provided referrals to various community organizations that serve individuals experiencing homelessness, including the Homeless Resource Center and the Neil Good Day Center, in partnership with the Alpha Project and Father Joe's Villages</li> <li>• Established a partnership with Community Research Foundation's Extended Case Management program that helps homeless adults with ongoing case management needs, including linkages to medical homes, housing resources, &amp; substance use programs (FY 2023)</li> <li>• To date, SCVMC continues to partner with FHCSO to establish medical homes for patients experiencing homelessness</li> <li>• Established partnerships with the City of Chula Vista to refer adults experiencing homelessness to city-specific housing and homeless services</li> <li>• Continued to collaboratively establish outpatient treatment plans with safety net patients who frequent the ED and provide these patients with education on the proper use of the ED (FY 2023)               <ul style="list-style-type: none"> <li>○ More than 1,300 patients were treated specifically for issues related to homelessness, and many of those patients also received substance use treatment</li> </ul> </li> </ul> <p><b><u>Evaluation:</u></b> SCVMC's efforts to establish medical homes has resulted in a dramatic decrease in the number of vulnerable community members using the hospital's ED as a primary source of care, indicating improved access and improved quality of care for these individuals.</p>
	b. Explore partnership with Healthcare in Action to provide	June 2025	Sharp VP ICM	<p><b><u>FY 2024 - 2025 Plan:</u></b></p> <ul style="list-style-type: none"> <li>• Explore a model that will provide these services if the patient does not have an in-network payer</li> </ul>

## Sharp Chula Vista Medical Center Community Health Needs Assessment – Implementation Strategy Fiscal Years 2025 – 2028

Identified Community Health Need – Access to Health Care				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
	medically necessary outpatient care to unhoused individuals.			<b><u>FY 2023 Activities:</u></b> Leveraged Healthcare in Action for unhoused individuals and Molina Medi-Cal
7. Increase community education and awareness on various health topics.	a. Continue to share relevant health-related information through various community news outlets.	Ongoing	Various	<b><u>FY 2023 Activities:</u></b> <ul style="list-style-type: none"> <li>Helped raise community awareness about important health issues through informational segments with local and national news media in English and Spanish</li> <li>Experts included SCVMC-affiliated physicians, nurses and ancillary health professionals</li> </ul>
	b. Host free speakers at local public libraries to educate and increase awareness of various health topics among the community.	Ongoing	Program Manager, SCVMC Community Relations	<b><u>FY 2024 – 2025 Plan:</u></b> <ul style="list-style-type: none"> <li>Provide two presentations at local public libraries in the south region on heart health and nutrition in summer and fall</li> </ul> <b><u>FY 2023 Activities:</u></b> In FY 2023, Sharp, including SCVMC, resumed efforts to connect with the City of San Diego’s Public Library to allow Sharp Health Care to provide community presentations, conferences as well as health and wellness screenings in person at their 36 library locations. Further, this effort will allow SCVMC and other Sharp entities to host free speakers on various health topics for the community.
8. Participate in community activities and events throughout the year.	a. Offer education, resources and screenings at community events.	Ongoing	Various	<b><u>FY 2024-2025 Plan:</u></b> Provide community members with education, resources and screenings at community events
				<b><u>FY 2023 Activities:</u></b> <ul style="list-style-type: none"> <li>SCVMC participated in and provided year-round fundraising and support for the American Heart Association 2023 San Diego Heart &amp; Stroke Walk</li> <li>Provided free blood pressure screenings and educated community members on managing blood pressure at home as a participant of the Love Your Heart Event</li> </ul>





**Sharp Chula Vista Medical Center**  
**Community Health Needs Assessment – Implementation Strategy**  
**Fiscal Years 2025 – 2028**

Identified Community Health Need – Access to Health Care				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
				<ul style="list-style-type: none"> <li>• Sponsored South County Economic Development Council’s Annual Economic Summit, which gathered over 500 business and community leaders and discussed various industry topics</li> <li>• Offered health resources and information on its services to over 200 community members at Assemblymember David Alvarez’s AD-80 Health and Wellness Fair held at San Ysidro Civic Center</li> <li>• Participated in the Sharp Women’s Health Conference held at the Sheraton San Diego Hotel &amp; Marina               <ul style="list-style-type: none"> <li>○ During the event, various hospital departments engaged attendees with a variety of health information and resources, including ACP, behavioral health, cancer, dermatology, diabetes prevention and care, lymphedema, nutrition, pelvic health, senior health, stroke symptoms and risk modification strategies, women’s health from pre-conception to post-menopause, as well as bone density and stroke screenings and diabetes risk assessments</li> <li>○ There were more than 20 breakout sessions that discussed a range of health and lifestyle topics with clinical experts, including a SCVMC licensed clinical social worker who discussed how to engage with kids and teens, establishing successful communication as well as strategies and tips for meaningful conversations</li> </ul> </li> <li>• Offered blood pressure screenings and health and service-line related resources to more than 800 community members at two events in September – El Grito Celebration at Memorial Park in Chula Vista and Otay Ranch Town Center’s Celebration and Family Festival</li> </ul>
9. Improve care management and clinical-community linkages that address social determinants of health	a. Sharp HealthCare will continue data sharing and collaboration with CIE/211 to improve access to care and mitigate adverse	June 2025	VP, Sharp ICM  Manager, Sharp	<p><b><u>FY 2024 – 2025 Plans:</u></b></p> <ul style="list-style-type: none"> <li>• In FY 2024, Sharp ICM intends to expand their ability to leverage San Diego CIE/ 211 by enrolling individuals in the CIE program if not already completed in the community, allowing for hand-off to community organization and timely post-discharge care</li> </ul>

**Sharp Chula Vista Medical Center  
Community Health Needs Assessment – Implementation Strategy  
Fiscal Years 2025 – 2028**

Identified Community Health Need – Access to Health Care				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
through implementation of a new technology platform that shares health and social services data across health care and social service sectors.	outcomes related to social determinants of health.		Community Benefit and Health Improvement  VP, Sharp HospiceCare	<ul style="list-style-type: none"> <li>• Sharp is engaged with 211 leadership to explore opportunities to leverage data captured as a part of the CIE               <ul style="list-style-type: none"> <li>○ This data exploration includes consideration for integration of data as well as extraction of data identified as pertinent for activities managed through the ICM team</li> </ul> </li> </ul> <p><b><u>FY 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>• As of May 2023, there are 8,997 Sharp patients that have a matching client record in the CIE               <ul style="list-style-type: none"> <li>○ Of those patients, 3,404 are Sharp Health Plan members</li> </ul> </li> <li>• Housing, utilities, and nutrition are the top three domains of need</li> </ul> <p><b><u>Background:</u></b> Sharp HealthCare implemented data sharing and collaboration with the 211’s CIE team to improve access to care and mitigate adverse outcomes related to social determinants of health, with pilot rollout and training beginning in 2019.</p>

## Sharp Chula Vista Medical Center Community Health Needs Assessment – Implementation Strategy Fiscal Years 2025 – 2028

Identified Community Health Need – Children and Youth Well-Being				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
1. Collaborate with local high schools and elementary schools to support and inspire health care careers.	a. Provide career pathway programs and early professional development for elementary, middle and high school students.	Ongoing	Various	<p><b><u>FY 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>Continued its collaboration with Health Sciences High and Middle College, with 45 students in grades nine, 11 and 12. The students began their internship experience with an orientation and spent 450 hours rotating through instructional pods in specialty areas</li> <li>A SCVMC nurse visited 25 10th grade students in a science class at Health Sciences High and Middle College to share information about the field of nursing, the different pathways to becoming a nurse, and the nursing positions available at SCVMC, as well as answered students’ questions</li> </ul>
2. Provide health education on unintentional injury, safety and violence to community members through collaborations.	a. Through the ThinkFirst/Sharp on Survival program, continue to collaborate with local organizations to increase unintentional injury, violence prevention and associated health career awareness.	Ongoing (evaluated annually)	Sharp Community Health Educator	<p><b><u>FY 2023 Activities:</u></b></p> <p>Sharp’s ThinkFirst program offered numerous educational opportunities for community students and residents:</p> <ul style="list-style-type: none"> <li>Through the partnership with the San Diego County Office of Education’s College and Career Readiness program, Sharp’s ThinkFirst program provided injury prevention education to nearly 200 students in grades nine through 12 from Castle Park, Chula Vista, San Diego and Kearny high schools, as well as Monarch School, which serves students who are unhoused in SDC</li> <li>The San Diego County Office of Education programs consisted of one- to two-hour virtual classes on topics including the modes of injury; disability awareness; the anatomy and physiology of the brain and spinal cord; and career opportunities in physical rehabilitation. Between one and six presentations were conducted for each school</li> <li>These programs were enhanced by powerful testimonies from Sharp’s VIPs (Voices for Injury Prevention). Virtual presentations included a longer VIP portion and a lengthier question-and-answer segment to enhance the feeling of connectedness between the students and the VIP speakers.</li> </ul>

**Sharp Chula Vista Medical Center  
Community Health Needs Assessment – Implementation Strategy  
Fiscal Years 2025 – 2028**

Identified Community Health Need – Children and Youth Well-Being				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
				<ul style="list-style-type: none"> <li>• Even in a virtual format, students showed great engagement and participation in the presentations</li> </ul> <p><b>Background:</b> Sharp’s ThinkFirst/Sharp on Survival program is a chapter of the ThinkFirst National Injury Prevention Foundation, a nonprofit organization dedicated to preventing brain, spinal cord, and other traumatic injuries through education, research and advocacy.</p> <p>The San Diego County Office of Education’s College and Career Readiness program connects school learning to the world of work. This is accomplished through project and work-based learning as well as developing career technical education programs designed to prepare students for careers in high-wage, high-growth industries.</p>
	b. Increase knowledge and awareness of the causes and risk factors of brain and spinal cord injury and injury prevention measures.	Ongoing	Sharp Community Health Educator	<p><b>FY 2024 Plans:</b></p> <ul style="list-style-type: none"> <li>• Continue to expand services and partnership with the San Diego County Office of Education’s College and Career Readiness program to provide educational presentations to schools in the South Bay</li> <li>• Partner with the San Diego County Office of Education’s College and Career Readiness program through participation in conferences, round table events and collaborative projects</li> </ul> <p><b>FY 2023 Activities:</b> In FY 2023, Sharp’s ThinkFirst program continued to offer numerous educational opportunities for community students and residents. Please see <a href="#">line item 1a</a> above for additional details.</p>



**Sharp Chula Vista Medical Center**  
**Community Health Needs Assessment – Implementation Strategy**  
**Fiscal Years 2025 – 2028**

Identified Community Health Need – Community Safety				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
<p>1. Increase education and awareness of health care professionals and community members in San Diego around violence and trauma, including human trafficking.</p>	<p>a. Collaborate with community organizations and health care professionals to share best practices and provide education around human trafficking.</p>	<p>Ongoing</p>	<p>Sharp Memorial Hospital (SMH) Assistant Librarian</p> <p>Sharp Coronado Hospital and Healthcare Center Medical Social Worker</p> <p>Trauma-Informed Care team at Sharp Mesa Vista</p>	<p><b><u>FY 2024 and 2023 Activities:</u></b>            In FY24, Sharp joined the SoCal Safe Shelter Collaborative to help improve access to community resources and promote trauma-informed best practices. All Sharp hospitals were onboarded and trained to provide referrals through this system.</p> <p>As part of the Health Subcommittee for the San Diego Regional Human Trafficking and Commercial Sexual Exploitation of Children Advisory Council (Health Subcommittee), the SMH assistant librarian and Sharp Coronado Hospital and Healthcare Center medical social worker contributed to trainings and other events that helped equip community health care professionals and students with best practices to identify and support patients who have experienced human trafficking. This included:</p> <ul style="list-style-type: none"> <li>• Fourth year as Facilitator for the Health, Education, Advocacy, Linkage Trafficking Train the Trainer Academy to more than 40 public health professionals and health educators</li> <li>• Shared trauma-informed care continuing medical education series with 575 community healthcare professionals</li> <li>• Provided education on trauma-informed approaches to human trafficking to more than 120 physician assistant and nursing students from PLNU and National University</li> <li>• Reached community members through monthly Health Subcommittee meetings, which were also recorded and shared on YouTube, as appropriate. Overall, more than 600 community members received meeting details, best practices, and resources related to the variety of topics covered throughout the year</li> <li>• Updated the Welcome Packet: A Guide to Best Practices and Resources to support healthcare providers and systems in implementing best practices</li> <li>• Partnered with HT-RADAR (PLNU Center for Justice &amp; Reconciliation) Healthcare and Human Trafficking Summit, where two Sharp team members shared information on a panel to 100 attendees in October</li> </ul>

**Sharp Chula Vista Medical Center**  
**Community Health Needs Assessment – Implementation Strategy**  
**Fiscal Years 2025 – 2028**

Identified Community Health Need – Community Safety				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
				<p><b>Background:</b>            In 2018, the SMH assistant librarian created the Health Subcommittee. This multidisciplinary group — including physicians, nurses, mental health professionals, social workers, executives and community stakeholders — was established to support health care systems in addressing human trafficking through best practice sharing, protocol development and education.</p> <p>To equip Sharp and community health systems with trauma-informed care skills, Sharp collaborated with the Health Subcommittee, Palomar Health and the Institute on Violence, Abuse and Trauma to create a trauma-informed care continuing medical education series for physicians, physician assistants, nurse practitioners, nurses, licensed marriage and family therapists, licensed clinical social workers, and other interested individuals within and outside the medical profession.</p> <p>Sharp’s Continuing Medical Education Department has supported these efforts by providing numerous continuing medical education activities targeted to Sharp and non-Sharp community physicians and providers related to human trafficking and trauma-informed care.</p> <p>To date, the SMH assistant librarian has provided trauma-informed care trainings for Palomar Health’s California Clinical Forensic Medical Training Center, Sharp Nursing Grand Rounds, Sharp Metropolitan Medical Campus’s Rehabilitation department, Sharp’s Social Work department, PLNU School of Nursing, PLNU’s Physician Assistant Program, National University School of Nursing, and San Diego County public health nurses</p>
	b. Collaborate with community organizations to improve data	Ongoing	SMH Assistant Librarian	<p><b>FY 2023 Activities:</b>            Currently, Sharp diagnoses and treats non-fatal strangulation to reduce the number of stroke and homicide events, which is prevalent in patients who have experienced domestic violence, sex</p>

## Sharp Chula Vista Medical Center Community Health Needs Assessment – Implementation Strategy Fiscal Years 2025 – 2028

Identified Community Health Need – Community Safety				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
	collection and assessments for non-fatal strangulation.			trafficking and prostitution. Sharp plans to train clinicians in this area to prioritize safety planning for these patients.
	c. Implement human trafficking and trauma-informed care trainings and protocols at Sharp.	Ongoing	SMH Assistant Librarian  SMH Emergency Department Leadership  Sharp’s Continuing Medical Education Department	<p><b>Sharp FY 2024 – 2025 Plans:</b> In FY 2024 and FY 2025, Sharp’s plans include:</p> <ul style="list-style-type: none"> <li>• Creating a corporate workgroup to establish trauma-informed care as “standard work” and protocols centered around best practices</li> <li>• Teaching trauma-informed care as an extension of person-centered care</li> <li>• Implementing completed protocols, which include replacing previously used screening tools with the PEARR Tool, teaching trauma-informed care as a universal precaution and hiring a survivor consultant to review protocols and make recommendations.</li> <li>• Lead the “clinical validation” of the PEARR Tool</li> <li>• Speak at the “Nurse Appreciation Event” a continuing education event for San Diego County public health nurses. Follow up with resources to adopt best practices. Integrating best practices on human trafficking and trauma-informed care into new nurse orientations</li> <li>• Update the personal safety questions with the EPIC customization</li> </ul> <p><b>FY 2024 and 2023 Activities:</b> In FY 2024, Sharp plans to expand implementation of trauma-informed care protocols for Sharp Mesa Vista Hospital, Sharp Mary Birch Hospital for Women and Newborns, Sharp Grossmont Hospital, SCVMC, Sharp Rees-Stealy Medical Centers and Sharp Community Medical Group clinicians to support patients who have been trafficked or have experienced similar exploitation/abuse. The SMH and Sharp Coronado Hospital and Healthcare Center ED currently have protocols in place for clinicians identifying patients who have been trafficked.</p>



**Sharp Chula Vista Medical Center  
Community Health Needs Assessment – Implementation Strategy  
Fiscal Years 2025 – 2028**

<b>Identified Community Health Need – Community Safety</b>				
<b>Objectives/Anticipated Impact</b>	<b>Strategy/Action Items</b>	<b>Target Completion Date</b>	<b>Responsible Party/ies</b>	<b>Evaluation Methods, Measurable Targets, and Other Comments</b>
				Sharp Coronado Hospital and Healthcare Center developed a protocol for identification of trafficked persons, responses within the healthcare system, and resources to provide to patients. Responsible parties plan to create a mandatory staff training in the Sharp Coronado Hospital and Healthcare Center ED for domestic violence and human trafficking, which will take place in July 2024 and will be overseen by a survivor consultant.



## Sharp Chula Vista Medical Center Community Health Needs Assessment – Implementation Strategy Fiscal Years 2025 – 2028

Identified Community Health Need – Economic Stability				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
<p>1. Improve outcomes for vulnerable, underfunded patients and community members through facilitated referral and connection to social, practical and other services in the community.</p>	<p>a. Connect vulnerable, underfunded patients and community members to local resources and organizations for low-cost medical equipment, housing options and follow-up care.</p>	<p>Ongoing</p>	<p>Director, SCVMC Case Management &amp; Social Work</p> <p>SCVMC Lead Medical Social Worker</p>	<p><b><u>FY 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>• Continued to provide specialized programming to support low-income, uninsured and medically underserved patients in SDC’s south region who receive care from SCVMC hospitalists               <ul style="list-style-type: none"> <li>○ Programs provided patients with access and timely referrals to primary care and behavioral health services, as well as facilitated the establishment of medical homes at community clinics, including Chula Vista Family Health Center and San Ysidro Health locations</li> </ul> </li> <li>• Provided care and community resources to safety net patients with chronic conditions to help them better manage their pain, diseases and overall health               <ul style="list-style-type: none"> <li>○ This included providing affordable medications through low-cost generic prescriptions available at Costco and Walmart, as well as discount cards for select medications</li> <li>○ Additional pharmaceutical assistance was provided through referrals to Sharp’s pharmacy assistance program, which helps patients enroll in discount programs through pharmaceutical companies</li> <li>○ Patients received additional resources including but not limited to medication assistance through community clinics and programs for various conditions through County of San Diego Public Health Services</li> <li>○ SCVMC provided assistance and resources for patients with limited access to transportation</li> </ul> </li> </ul> <p>This strategy also addresses <a href="#">Identified Community Health Need – Behavioral Health 1a</a> and Identified Community Health Need – Access to Health Care line items <a href="#">2d</a>, <a href="#">2f</a> and <a href="#">6a</a>. Please refer to those sections for details.</p>

**Sharp Chula Vista Medical Center**  
**Community Health Needs Assessment – Implementation Strategy**  
**Fiscal Years 2025 – 2028**

Identified Community Health Need – Workforce Development				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
1. Collaborate with local colleges/universities to support and inspire health care careers.	a. Continue to provide internships to college/university students.	Ongoing	Varies – Preceptors throughout SCVMC	<p><b><u>FY 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>• Collaborated with local, state and national schools, colleges and universities to provide hospital-based opportunities for students to explore and train for a variety of careers in health care</li> <li>• Provided more than 82,300 hours of training and supervision for over 470 students pursuing health care careers               <ul style="list-style-type: none"> <li>○ Students came from colleges and universities throughout the community, including Azusa Pacific University; California State University, San Marcos; California State University, Long Beach; Chapman University; Colorado Technical University; Concorde Career College; Glendale Career College; Grand Canyon University; Grossmont College; Grossmont Health Occupations Center; Hight Desert Medical College; Keck Graduate Institute; National University; Pima Community College; PLNU; Purdue Global; San Diego City College; San Diego Mesa College; SDSU; San Joaquin Valley College; Southwestern College; University of Massachusetts Global; University of San Diego; Utah State University; and Western University of Health Sciences</li> <li>○ This included nearly 20 advanced practitioner students who dedicated more than 2,000 hours at SCVMC and more than 120 ancillary students who devoted more than 35,000 hours at SCVMC</li> </ul> </li> <li>• Continued to partner with Midwestern University in Glendale, Arizona, to provide physician-led mentorship opportunities for medical students, serving 15 students</li> <li>• More than 330 nursing students dedicated approximately 45,000 hours to clinical rotations and individual training with hospital preceptors</li> </ul>

**Sharp Chula Vista Medical Center  
Community Health Needs Assessment – Implementation Strategy  
Fiscal Years 2025 – 2028**

Identified Community Health Need – Workforce Development				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
				<ul style="list-style-type: none"> <li>○ Nursing students sought degrees ranging from associate level to Master of Science in Nursing and represented a range of specialties, including social work, dietetics, clinical or medical laboratory science, health informatics and more</li> <li>● Continued its partnership with Southwestern College by training nursing students enrolled in the Integrative Therapies Collaborative, an innovative externship program developed between the two organizations and offered as an elective by Southwestern College               <ul style="list-style-type: none"> <li>○ Through the program, students receive training for relaxation therapies, including hand massage, aromatherapy and music for healing</li> <li>○ Students visit patient rooms on each nursing unit as well as hospital waiting areas, where they nurture and interact with patients to help create a relaxing environment</li> <li>○ SCVMC trained 15 students, who offered 450 hours of service, through the Integrative Therapies Collaborative in FY 2023</li> </ul> </li> <li>● Provided more than 800 hours of supervision, training, lectures and support to pharmacy students               <ul style="list-style-type: none"> <li>○ The hospital invited 28 pharmacy students in advanced pharmacy practice to participate in rotations as well as provided over 1,000 hours of training to eight post-graduate year one Doctor of Pharmacy residents</li> <li>○ Provided information to hundreds of Doctor of Pharmacy candidates, residents, students and interns about the education and training opportunities offered by the hospital’s residency program                   <ul style="list-style-type: none"> <li>▪ Education was provided through participation in virtual showcases, educational sessions, poster presentations and lectures at various schools and state and national conferences</li> </ul> </li> </ul> </li> </ul>

**Sharp Chula Vista Medical Center**  
**Community Health Needs Assessment – Implementation Strategy**  
**Fiscal Years 2025 – 2028**

Identified Community Health Need – Workforce Development				
Objectives/Anticipated Impact	Strategy/Action Items	Target Completion Date	Responsible Party/ies	Evaluation Methods, Measurable Targets, and Other Comments
				<ul style="list-style-type: none"> <li>• Social Services Department annually offers a nine-month internship for Master of Social Work students through a longtime partnership with SDSU, California State University, San Marcos and University of Southern California; hosted four Master of Social Work students               <ul style="list-style-type: none"> <li>○ Students worked alongside licensed medical social workers to provide counseling, crisis intervention, bereavement, emotional support, psychosocial assessment and problem solving, referrals to community agencies and much more</li> <li>○ Students rotated through various hospital units and participated in and facilitated rounds and conferences to understand the social, emotional and developmental functions of patients and their environment</li> </ul> </li> </ul>
	b. Provide education to and share best practices with community health professionals in the San Diego community.	Ongoing	Various	<p><b><u>FY 2023 Activities:</u></b></p> <ul style="list-style-type: none"> <li>• In October, two SCVMC ED nurses, alongside one Sharp team member, participated in the Emergency Nurses Association Emergency Nursing 2022 event in Denver, Colorado               <ul style="list-style-type: none"> <li>○ During the event, the three team members shared information about Sharp, including SCVMC, as well as health and career-related resources and information</li> </ul> </li> <li>• In May, a SCVMC team member spoke on a panel at SDSU’s Diversity Equity Inclusion Speaker Series, which highlighted the work and challenges of underrepresented communities in the health and human services job sector</li> <li>• As a part of Healing Touch California, a network for all Healing Touch energy therapy practitioners and students, SCVMC offered a monthly Healing Touch practice/support group for community members who have taken Healing Touch Level 1 or higher               <ul style="list-style-type: none"> <li>○ On average, six to 10 people participated each month</li> </ul> </li> </ul>
	c. Through the ThinkFirst/Sharp on Survival program, continue to collaborate with local organizations to increase unintentional injury, violence	Ongoing (evaluated annually)	Sharp Community Health Educator	<p><b><u>FY 2023 Activities:</u></b></p> <p>This strategy also addresses <a href="#">Identified Community Health Need – Children &amp; Youth Well-Being 2a</a>. Please refer to that section for details.</p>



**Sharp Chula Vista Medical Center  
Community Health Needs Assessment – Implementation Strategy  
Fiscal Years 2025 – 2028**

<b>Identified Community Health Need – Workforce Development</b>				
<b>Objectives/Anticipated Impact</b>	<b>Strategy/Action Items</b>	<b>Target Completion Date</b>	<b>Responsible Party/ies</b>	<b>Evaluation Methods, Measurable Targets, and Other Comments</b>
	prevention and associated health career awareness.			
	d. Continue to provide education to college students as well as health professionals.	Ongoing	Sharp Diabetes Leadership Team	This strategy also addresses Identified Community Health Need – <a href="#">Diabetes 1c</a> . Please refer to that section for details.