

Care Beyond Our Walls

Sharp HealthCare Community Benefit

Fiscal Year 2022



Community. It's a powerful word. It means different things to different people.

At Sharp HealthCare, serving the San Diego community defines our purpose and our commitment to be the best place to work, the best place to practice medicine and the best place to receive care.

This commitment shines through Sharp team members every day as they go above and beyond to provide uninterrupted care, programs and services to community members, even as pandemic-related challenges persist. We continued our COVID-19

Community Vaccination Program in fiscal year (FY) 2022, providing the bivalent booster to our community and workforce, and leveraged lessons learned against new threats, such as mpox (formerly known as monkeypox). Since the beginning of the pandemic, Sharp has cared for more patients with COVID-19 than any other health system in San Diego.

The *Sharp HealthCare Community Benefit Plan and Report*, Fiscal Year 2022 reflects our promise to the community and represents more than \$541 million in community benefit programs and services. This amounts to more than \$1.4 million each day, and \$1 out of every \$8 of our net revenue spent in direct support of the community.

Sharp's community benefit contribution is demonstrated not only by uncompensated care dollars, but also by tens of thousands of hours devoted by Sharp team members to programs and services beyond our medical facilities — including free health screenings, resources and transportation to those in need; training and career pathway programs for students; and education and support to community members.

Sharp is committed to the San Diego community in ordinary and extraordinary times. As we look ahead to the challenges in health care, our dedication is only strengthened. We will continue to go above and beyond to provide care and programs that set standards, exceed expectations, and preserve the health and well-being of our community.

Enclosed is a brief summary of these efforts and their positive impact on members of our community. We also invite you to view the full report and learn more about Sharp's community involvement at sharp.com/community.

In good health,

A handwritten signature in dark ink that reads "Chris Howard". The signature is fluid and cursive.

Chris Howard

President and CEO, Sharp HealthCare



Sharp HealthCare

FY 2022 Total Unreimbursed Community Benefit

TOTAL: \$541,721,997

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| Medical Care Services | \$533,112,400 |
| Other Benefits for Vulnerable Populations | \$3,232,705 |
| Other Benefits for the Broader Community | \$2,523,960 |
| Health Research, Education and Training Programs | \$2,852,932 |



Medical Care Services

Sharp recognizes the financial stress that medical care costs can bring to our patients. We are dedicated to ensuring access to care for those who face financial hardship or lack adequate health care coverage. Through personalized education and enrollment assistance, our Patient Access Services team empowers uninsured and underinsured patients with health insurance options while maintaining their dignity throughout the process.

Sharp covers the unreimbursed costs of public programs such as Medi-Cal and Medicare. Under these programs, the cost of providing services to patients exceeds reimbursement received. In fact, we are the largest Medi-Cal provider in San Diego County. Unreimbursed costs also include charity care as well as the unpaid costs for patients presumed eligible for Sharp financial assistance, had they enrolled. In FY 2022, our uncompensated medical care services totaled more than \$533 million.



Other Benefits for Vulnerable Populations

San Diego's vulnerable community members are of utmost concern to Sharp. In FY 2022, the value of our unreimbursed programs and services for seniors and individuals experiencing homelessness or other socioeconomic hardship surpassed \$3.2 million.

Sharp provided critical screenings and flu vaccinations to seniors throughout San Diego. In addition, we offered education on topics such as Alzheimer's disease and dementia, nutrition, fall prevention, and advance care planning to older adults and their caregivers. Telephone reassurance and safety check calls also helped promote the well-being of isolated or homebound seniors and people with disabilities.

We collaborated with community clinics and social service organizations to address patients' socioeconomic needs and connect them to food assistance, housing, transportation, and other health and social service providers. Sharp also made financial donations to support the invaluable work of these organizations and clinics. And our team members volunteered throughout the year at local hunger-relief organizations, including the Jacobs & Cushman San Diego Food Bank, Feeding San Diego, ProduceGood, and Mama's Kitchen.



Other Benefits for the Broader Community

In FY 2022, Sharp devoted more than \$2.5 million to programs and services that address chronic health conditions and support the broader community.

We provided education, screening and support programs for a range of health needs, including cancer, maternal and prenatal health, unintentional injury, heart disease, stroke, obesity, diabetes, behavioral health, and substance use. In addition, we continued our systemwide COVID-19 Community Vaccination Program by administering bivalent boosters to community members. Sharp also provided financial assistance to community organizations that address health equity and improve the health and well-being of San Diegans. Further, Sharp leaders and team members dedicated their time to community boards, organizations, committees and coalitions, including COVID-19 and mpox task forces.



Health Research, Education and Training Programs

In FY 2022, Sharp contributed more than \$2.8 million to education and development programs for students working toward a career in health care, as well as experienced health care professionals.

Team members supervised, trained and mentored nursing, medical, pharmacy, behavioral health, and allied health students. In FY 2022, these experiences were provided to more than 2,500 students from colleges and universities located in San Diego as well as throughout California and the nation. In addition, Sharp delivered classroom guest lectures to enhance academic learning. This included a semester-long health care course featuring Sharp leaders to students pursuing a master's degree in public health at San Diego State University.

Sharp hosted and participated in conferences and trainings to support continuing education for community health professionals. Through our Outcomes Research Institute, Sharp facilitated research studies to identify and share best practices in health care with the broader health and research communities, including research initiatives related to COVID-19.

Working Together to Address Human Trafficking

Every three years, Sharp participates in a countywide Community Health Needs Assessment (CHNA) facilitated by the Hospital Association of San Diego & Imperial Counties. The CHNA identifies priority health needs for San Diego County and helps guide Sharp's efforts to address them.



The 2022 CHNA shed light on a serious health and safety issue that only became more pervasive during the COVID-19 pandemic: human trafficking. The CHNA further highlighted the relationship between human trafficking and the community's priority health needs, including the well-being of children and youth, behavioral health, community safety, economic stability, and access to health care.

Human trafficking involves the use of force, fraud or coercion to obtain some type of labor or commercial sex act. It is the "business of stealing freedom for profit," according to the National Human Trafficking Hotline. San Diego is ranked by the FBI as one of the top spots for human trafficking in the U.S., with up to 8,000 people affected per year.

Amy Sharpe, an assistant librarian at the Sharp Memorial Hospital Medical Library, was volunteering as a foster youth mentor when she first became aware of the stark effect human trafficking has on members of the San Diego community. Determined to make a difference, Amy researched best practices in addressing human trafficking from a health perspective and organized meetings with community partners. In 2018, Amy founded the Health Subcommittee of the San Diego Regional Human Trafficking & Commercial Sexual Exploitation of Children Advisory Council, where she currently serves as chair.

Through this subcommittee, collective efforts have emerged to address human trafficking. With a focus on protocol development, education and training, Amy and her colleagues have equipped caregivers — both within and outside of Sharp — to use trauma-informed methods to identify patients who have been trafficked. This approach to care promotes safety and healing rather than efforts that may inadvertently re-traumatize the patient. When patients are ready, social workers help to connect them with community support.

"Trauma-informed care helps survivors of human trafficking feel safe and heard," Amy says. "It means we improve the health care experience for everyone involved."

The success of such efforts exemplifies Sharp's commitment to identifying and addressing community needs. "All social determinants of health funnel into human trafficking," Amy says. "It's wonderful to see this recognized as a public health issue and to see Sharp collaborate with its community partners to address it."

Committing to San Diego's Heart Health

Cassandra Crowe, Sharp HealthCare's chief experience officer, recognized that the 2022 San Diego CHNA provided a specific and vital call to action for Sharp and its employees. The CHNA identifies priority health needs for San Diego County and provides critical insight into the community benefit programs Sharp develops and sustains.



Among its findings, the 2022 assessment highlighted the prevalence of heart disease in San Diego, especially in underserved communities. In response, Cassandra and other Sharp leaders decided to engage team members and partner with key community organizations through Sharp's Community Health Partnership program to impact the heart health of people throughout the county.

"Cardiovascular disease impacts so many underserved communities," Cassandra says. "We are committed to helping our community in a new way by thinking bigger than we ever have before."

According to Cassandra, the new efforts will focus on creating or facilitating access to healthy and nutritious food, green spaces, recreational activities, and preventive medical care and health screenings. These goals embody Sharp HealthCare's Community Pillar, one of seven Pillars of Excellence in support of Sharp's vision to transform the health care experience.

"By focusing on a specific disease state and partnering strategically with other community organizations, we can expand our efforts to make wide-reaching and long-lasting changes throughout the San Diego community," Cassandra says.

These programs will be offered alongside other efforts championed by Sharp Lends a Hand, Sharp's volunteer program. This includes food and blood drives, health screenings and park cleanups. Looking forward, Sharp has committed to improving heart health in San Diego's underserved communities by providing 7,000 volunteer hours or food units (defined as 5 pounds of food) in FY 2023.

"When we say we are committed to improving the health of those we serve with a commitment to excellence in all we do, we don't just mean when people need medical treatment or services within the walls of our entities," Cassandra says.

"We recognize it's also vital to ensure San Diegans have access to the necessary resources that help maximize their health wherever they live in the community. *This is what makes Sharp San Diego's health care leader.*"