



Sharp Mesa Vista Hospital Implementation Strategy Fiscal Years 2024 – 2027

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) 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 Mesa Vista Hospital (SMV) 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 SMV, created an implementation strategy that highlights 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.



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 SMV'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 most current CHNA Guide at: <https://www.sharp.com/about/community/community-benefits/health-needs-assessments.cfm>.

For questions regarding SMV's implementation strategy or CHNA, please contact Erica Salcuni, Manager, Community Benefit and Health Improvement at Erica.Salcuni@sharp.com.



SMV FY 2024 – 2027 Implementation Strategy

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| Identified Community Health Need – Aging Care & Support | | | | |
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| 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 seniors through culturally competent outreach services to vulnerable seniors, including those in San Diego’s disadvantaged communities, and through education targeting stigma reduction and healthy aging strategies. | a. Reduce stigma through education for community members and community providers on senior behavioral health issues. | Ongoing (evaluated annually) | Lead Clinical Psychologist, Sharp Mesa Vista Hospital (SMV) Senior Intensive Outpatient Program (SIOP) | <p><u>Fiscal Year (FY) 2023 - 2024 Plan:</u> Sharp Mesa Vista Hospital (SMV) plans to re-engage the community through education offerings as opportunities arise.</p> <p><u>FY 2023 and 2022 Activities:</u> Initially, SMV intended to provide several classes in FY 2023 and FY 2022, however due to the COVID-19 (coronavirus disease 2019) pandemic, many activities were severely limited. This included plans for SMV’s Senior Intensive Outpatient Program (SIOP) to provide education and support to community members around senior behavioral health issues.</p> <ul style="list-style-type: none"> In FY 2022, clinicians from SMV’s SIOP provided education and outreach to community members to help debunk myths associated with older adulthood <ul style="list-style-type: none"> Clinicians delivered both in-person and virtual presentations on topics such as depression and aging; loss and pain during aging; maintaining a healthy brain; mental health during the holidays; mental health for older adults; self-care tips for caregivers; and brain health during the aging process Presentations were delivered to community groups, including San Diego Oasis and the John D. Spreckels Center and Bowling Green (Spreckels Center) in Coronado In FY 2022, SMV recognized Suicide Awareness Month in September with a variety of offerings, including virtual lectures, behavioral health screenings and community events <ul style="list-style-type: none"> A clinician from SMV’s SIOP provided a lecture and question-and-answer session on the intersection of suicide risk and substance use In FY 2022, an SMV clinician also provided a webinar to participants in the Emeritus Program at San Diego City College, which provides adults ages 55 and older with a variety of learning and socialization opportunities |

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| | | | | <ul style="list-style-type: none"> The webinar included information about SMV’s research programs and memory screens, as well as general information about the importance of clinical trials Reached approximately 1,300 Emeritus Program enrollees |
| | b. Continue to participate in community health fairs and events for seniors. | Ongoing (evaluated annually) | Lead Clinical Psychologist, SMV SIOP | <p><u>FY 2023 - 2024 Plan:</u></p> <ul style="list-style-type: none"> In FY 2023, SMV’s SIOP plans to continue to participate in community health fairs and events to support seniors in San Diego County (SDC) <p><u>FY 2022 Activities:</u></p> <ul style="list-style-type: none"> Throughout FY 2022, SMV’s SIOP provided behavioral health resources and information about the hospital’s senior services at virtual senior health fairs and community events, including: <ul style="list-style-type: none"> Presentations from SIOP clinicians in on topics such as caring for one’s mental health and caring for the caregiver in FY 2022 to approximately 35 community members at both the Spring into Healthy Living event at McGrath Family YMCA in Spring Valley and the Caregiver Coalition of San Diego’s virtual Let’s Talk About Mental Health conference in May In FY 2022, SMV clinicians provided memory screenings, educational materials on Alzheimer’s research and information on opportunities to enroll in clinical research studies to attendees the Sharp HealthCare Aging Conference as well as the City of National City’s Senior Saturday event |
| | c. Continue to provide 16 hours each week to senior community centers (Gary and Mary West Center) as well as eight hours each week to Potiker Family Senior Residence, offering | Ongoing (evaluated annually) | Chief Medical Officer, Sharp HealthCare (Sharp) Behavioral Health | <p><u>FY 2022 Activities:</u></p> <ul style="list-style-type: none"> In FY 2022, SMV clinicians collaborated with Serving Seniors to provide more than 700 hours of clinical services to clients at the Gary and Mary West Senior Wellness Center. <ul style="list-style-type: none"> Seniors received a variety of early intervention services, including health assessments; referrals for prescriptions or medication adjustment; referrals or counseling to reduce the risk of hospitalization or homelessness; and behavioral |

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| | screening and referrals to low-income, at-risk seniors. | | Manager, SMV Intake | <p>health screenings, including Montreal Cognitive Assessments, which detect cognitive impairment</p> <ul style="list-style-type: none"> ○ When appropriate, seniors also received crisis intervention and initiation of treatment at a higher level of care <ul style="list-style-type: none"> ▪ While community members were able to begin receiving services on-site, SMV continued to use telemedicine to provide behavioral health services to clients and to offer home-based outreach and services to seniors living at various senior living facilities • In FY 2022, SMV continued to collaborate with the Gary and Mary West Senior Wellness Center by providing free prevention and early intervention initiatives for vulnerable, culturally diverse seniors both on-site and virtually <ul style="list-style-type: none"> ○ Programs were designed to improve the utilization and effectiveness of behavioral health services and address barriers to accessing behavioral health care, including stigma, isolation and lack of available services ○ Services were enhanced by case management, free psychoeducation and support for staff, seniors and families, and a support group ○ A weekly healthy aging support group was led by an SMV clinician and focused on aging and behavioral health issues, including depression, anxiety and coping with loss. Held at three sites, the support group served nearly 510 community seniors <p><u>Evaluation:</u> SIOP referrals are tracked on SMV’s internal dashboard.</p> |
| | d. Continue community collaboration efforts to provide education and screenings to at-risk senior community members. | Ongoing (evaluated annually) | SMV Business Development Specialist | <p><u>FY 2022 Activities:</u></p> <ul style="list-style-type: none"> • Throughout FY 2022, SMV provided free memory screenings to more than 200 community members who were concerned about memory loss or interested in establishing a baseline to detect future changes |



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| | | | SMV Clinical Research Lead | <ul style="list-style-type: none">○ Clinicians continued to provide screenings at various other community sites, including SMV’s Clinical Research Center, the Alzheimer’s San Diego office, Bay Terraces Community and Senior Center, Chula Vista Public Library, Consulate General of Mexico San Diego Office, Nestor Community Park, Scripps Ranch Library, San Ysidro Public Library, Coronado Library and Mission Valley YMCA• In FY 2022, SMV clinicians provided memory screenings, educational materials on Alzheimer’s research and information on opportunities to enroll in clinical research studies to more than 800 community members at several community events<ul style="list-style-type: none">○ Events included the Sharp Women’s Health Conference, the City of National City’s Senior Saturday event, the Aloha Run, Gente Bonita magazine’s Healthy Living Expo 2022 and the Sharp Aging Conference |

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| Objectives/ Anticipated Impact | Strategy/Action Items | Target Completion Date | Responsible Party/ies | Evaluation Methods, Measurable Targets, and Other Comments |
| 1. Improve outcomes for seniors through culturally competent outreach services to vulnerable seniors, including those in San Diego’s disadvantaged communities, and through education targeting stigma reduction and healthy aging strategies. | a. Reduce stigma through education for community members and community providers on senior behavioral health issues. | Ongoing (evaluated annually) | Lead Clinical Psychologist, SMV SIOP | FY 2023 and 2022 Activities: This strategy also addresses Identified Community Health Need – Aging Care & Support 1a . Please refer to that section for details. |
| | b. Continue to provide 16 hours each week to senior community centers (Gary and Mary West Center) as well as eight hours each week to Potiker Family Senior Residence, offering screening and referrals to low-income, at-risk seniors. | Ongoing (evaluated annually) | Chief Medical Officer, Sharp Behavioral Health Manager, SMV Intake | FY 2023 and 2022 Activities: This strategy also addresses Identified Community Health Need – Aging Care & Support 1c . Please refer to that section for details. |
| | c. Continue community collaboration efforts to provide education and screenings to at-risk senior community members. | Ongoing (evaluated annually) | SMV Business Development Specialist SMV Clinical Research Lead | FY 2023 and 2022 Activities: This strategy also addresses Identified Community Health Need – Aging Care & Support 1d . Please refer to that section for details. |

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| 2. Advocate for the improvement of housing options and living conditions for community members with behavioral health issues. | a. Continue collaboration with community behavioral health providers and provide education to independent living facilities (ILF). | Ongoing (evaluated annually) | SMV Business Development Specialist | <p><u>FY 2023 and 2022 Activities:</u> In FY 2023 and 2022, SMV continued its involvement in and support of an initiative to improve housing conditions for community members living with serious, persistent mental illness.</p> <p><u>Background:</u> The Independent Living Association (ILA) is an initiative of Community Health Improvement Partners (CHIP) Behavioral Health Work Team, in which SMV actively participates. ILA continues to improve their process to collaborate and promote quality experiences for community members in need of services.</p> |
| | b. Explore and expand collaborations with law enforcement and housing planning committees to improve outcomes for community members living with behavioral health issues. | Ongoing (evaluated annually) | SMV Lead Psychiatric Evaluation Team Manager, SMV Intake | <p><u>FY 2023 and 2022 Activities:</u></p> <ul style="list-style-type: none"> In FY 2022, SMV continued to attend community meetings and anticipates increased engagement, pandemic guidelines permitting. In addition, SMV continued to collaborate with the Psychiatric Emergency Response Team, ILA and the CHIP Behavioral Health Work Team to improve services for the community |
| 3. Increase access to behavioral health evaluations and referral sources to members of the general community. | a. Continue to provide free psychiatric evaluations and referrals for the general community. | Ongoing (evaluated annually) | Manager, SMV Intake | <p><u>FY 2022 Activities:</u> In FY 2022, SMV provided several behavioral health and substance use screening opportunities for the community: on-site, virtually and in partnership with local organizations. Throughout the year, SMV psychiatric evaluation and intake teams provided approximately 15,200 free psychiatric evaluations and referrals for the general community To date, SMV continues to conduct these assessments both in person and via telemedicine.</p> <p><u>Evaluation:</u> Referrals are tracked; community members are referred to SMV outpatient or inpatient programs, Sharp McDonald Center (SMC), Sharp Grossmont Hospital (SGH) or another Sharp entity, or an</p> |

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| | | | | inpatient psychiatric facility. In addition, evaluated patients receive referrals to other inpatient and outpatient community resources, which also includes SMV’s chemical dependency programs. |
| 4. Reduce stigma and improve outcomes for individuals with behavioral health issues by community integration through community service activities. | a. Continue participation in key behavioral health events alongside patients. | Ongoing (evaluated annually) | SMV Business Development Specialist | <p><u>FY 2023 and 2022 Activities:</u></p> <ul style="list-style-type: none"> In FY 2023, SMV continues to maintain a Client Advisory Board, which obtains feedback from the hospital’s outpatients, former patients and employees on how to improve programs, empower patients, promote advocacy and better serve the community <ul style="list-style-type: none"> Due to challenges associated with the ongoing COVID-19 pandemic, patient participation in the Client Advisory Board was limited throughout FY 2022; however, the group resumed in-person meetings in FY 2023 Despite these challenges, members of the Client Advisory Board continued its walking team in the National Alliance for Mental Illness’ 2022 NAMIWalks Your Way event to raise awareness and reduce stigma around behavioral health <p>SMV clinicians have been present at both in person and virtual community events to further increase engagement and connect community members to helpful resources.</p> |
| 5. Raise awareness and reduce stigma through the provision of behavioral health education for patients, their loved ones, health care providers and the broader community. | a. Continue to host community speaking engagements and provide a variety of educational opportunities addressing various behavioral health topics. | Ongoing (evaluated annually) | SMV Business Development Specialist Identified Content Expert, SMV Clinicians | <p><u>FY 2023 and 2022 Activities:</u></p> <p>In FY 2023 and 2022, SMV and SMC participated in a variety of community behavioral health educational events, health and wellness fairs, conferences and fundraisers. Throughout FY 2022, many programs were offered virtually to ensure safe, ongoing education for the community during the COVID-19 pandemic.</p> <ul style="list-style-type: none"> In FY 2023, SMV hosted a resource table at the Sharp HealthCare Aging Conference: Experience the Spectrum of Care at the Point Loma Community Presbyterian Church In FY 2023, along with Sharp Coronado Hospital and Healthcare Center (SCHHC), SMV participated in the Sharp Health & Wellness Fair at the Spreckels Center <ul style="list-style-type: none"> At the event, SMV hosted a booth and offered mental health screenings |

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| | | | | <ul style="list-style-type: none"> At the Sharp Women’s Health Conference in FY 2022, <ul style="list-style-type: none"> SMV and SMC hosted a mindful meditation room at the event, where over 200 attendees had the opportunity to relax on chairs and yoga mats while listening to a guided mindfulness session SMV team members hosted a booth offering mood screenings at the event Throughout FY 2022, SMV clinicians participated in the YMCA of San Diego’s Be Well webinar series, in which industry experts provided education on mindfulness and mental wellness <ul style="list-style-type: none"> Topics included mental well-being in the workplace, living with mental illness, the youth mental health crisis and mental fitness In FY 2022, an SMV clinician continued to serve as the co-chair of CHIP’s Suicide Prevention Council, an inter-agency council committed to preventing suicide and its devastating consequences in SDC, enabling SMV to increase its engagement with suicide prevention efforts countywide <ul style="list-style-type: none"> To date, SMV continues to be an active partner with CHIP in working to address the stigma surrounding mental health and reduce suicide events to zero. SMV recognized Mental Health Awareness Month in FY 2022 by providing a variety of behavioral health resources and screenings to Sharp team members and the community <ul style="list-style-type: none"> This included virtual Check Your Mood screenings conducted through an online questionnaire and a variety of educational articles through Sharp’s intranet SMV was the presenting sponsor at the San Diego Padres baseball team’s Mental Health Awareness Night at Petco Park, where several SMV team members hosted a resource table to provide attendees with education on mental well-being and SMV Sluggers softball team was given the opportunity to throw the first pitch during the game |

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| | | | | <ul style="list-style-type: none"> ○ At Kearny High Educational Complex’s mental health fair, SMV clinician provided a behavioral health resource table ● Throughout FY 2022, SMV collaborated with SCHHC to provide an educational series at the Spreckels Center <ul style="list-style-type: none"> ○ This included a relaxation session with a music therapist from SCHHC, which combined music with other stress reduction techniques, such as breathing and progressive muscle relaxation |
| | b. Continue to host speaking engagements for community health professionals and students on various topics in behavioral health. | Ongoing (evaluated annually) | SMV Business Development Specialist Manager, Outpatient – SMV/East Manager, Specialty Outpatient Programs, SMV | <p>FY 2023 and 2022 Activities: In FY 2023 and 2022, many educational offerings continued to be provided virtually</p> <ul style="list-style-type: none"> ● In FY 2022, SMV and SMC provided continuing education and training for behavioral health care professionals and students <ul style="list-style-type: none"> ○ In FY 2022, an SMV nurse participated in a panel discussion titled Mental and Neurological Health: Nurses as Health Advocates at the Philippine Nurses Association of San Diego County’s virtual Fall Education Day, reaching approximately 100 event attendees ○ SMV provided a webinar titled COVID-19: Burnout and Fatigue in Essential Workers to more than 90 essential workers ○ SMV also provided behavioral health resources to approximately 260 social work and behavioral health students at virtual internship fairs hosted by Azusa Pacific University (APU), California State University San Marcos (CSUSM), National University (NU), Point Loma Nazarene University (PLNU), SDSU, University of California (UC) San Diego and University of San Diego (USD) ● In FY 2022, SMV continued to assist with the development of geriatric behavioral health and dementia care curricula for SDSU’s Responsive Integrated Health Solutions, a County of San |

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| | | | | <p>Diego Behavioral Health contracted program within SDSU’s Academy for Professional Excellence</p> <ul style="list-style-type: none"> In FY 2022, clinicians and patients from SMV’s SIOP continued to participate in research to help graduate psychology students from SDSU better understand the needs of people with serious mental illness, as well as barriers preventing this population from accessing cancer screenings <p><u>Evaluation:</u> Education and screening programs are evaluated by participants through survey. The goal is to educate and raise awareness for community members and physicians. To date, the overall response is that community members request more education. Thus, SMV is working on additional opportunities that will include board and care facilities, ILAs and sober living facilities.</p> |
| | c. Participate in outreach activities across different Sharp HealthCare (Sharp) entities to increase community awareness of behavioral health services. | Ongoing (evaluated annually) | SMV Business Development Specialist | <p><u>FY 2022 Activities:</u> In FY 2022, SMV and SMC offered two videos on child and adolescent/parenting and substance abuse, and a live virtual chat area discussing services and programs at the Sharp Women’s Health Conference.</p> <p><u>Evaluation:</u> Education programs are evaluated by participants through survey. The goal is to educate and raise awareness for community members and physicians.</p> |
| | d. Share information and educate the community through media. | Ongoing | Senior Specialist, Outpatient Behavioral Health, SMV | <p><u>FY 2023 and 2022 Activities:</u></p> <ul style="list-style-type: none"> To date, SMV clinicians continue to provide an array of media interviews and education on topics to help community members manage their behavioral health, as requested In FY 2022, SMV professionals provided behavioral health education to the community through interviews with local news outlets |

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| | | | Manager, SMC Director, SMV Outpatient Programs & SMC Lead Therapy Services, SMV SMV Supervisor, Outpatient Child & Adolescent | <ul style="list-style-type: none"> News outlets included: ABC 10News San Diego, CBS News 8 San Diego, FOX 5 San Diego, NBC 7 San Diego, KUSI News, San Diego Magazine and KPBS Information was also shared through Sharp Health News (Sharp’s online news center) Professionals offered expertise in various disciplines, including marriage and family therapy (MFT), licensed clinical social work, clinical programming, clinical psychology and clinical child psychology |
| 6. Improve behavioral health outcomes and support for specialized populations in the community. | a. Provide education (general health, workforce development, etc.) and resources to TAY with behavioral health issues to empower and support their continued health and well-being. | Ongoing (evaluated annually) | SMV Business Development Specialist | <u>FY 2023 and 2022 Activities:</u> In FY 2023 and 2022, SMV continued to provide a specialized Transitional Age Youth (TAY) Program to provide community services and support for young adults, ages 18 to 26, with behavioral health issues. Through the TAY Program, SMV offered education and resources to empower and support the continued health and well-being of these young adults. |
| | b. Continue to provide behavioral health education, support and resources for San Diego veterans | Ongoing (evaluated annually) | Manager, Specialty | <u>FY 2023 and 2022 Activities:</u> <ul style="list-style-type: none"> In FY 2023 and 2022, SMV provided specialized services to active-duty service members, veterans, military families and the community |



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| | and their families through the Trauma and Post-Traumatic Stress Disorder Recovery Intensive Outpatient Program. | | Outpatient Programs, SMV | <ul style="list-style-type: none">○ SMV’s Trauma and Post-Traumatic Stress Disorder (PTSD) Recovery Intensive Outpatient Program (IOP) continued to offer evidence-based therapies designed to address maladaptive coping strategies, assist with recovery from complex post-traumatic stress and decrease mood instability○ Team members provide education and resources to reduce the stigma surrounding behavioral health issues in the military and civilian communities, as well as offered an expedited referral process for IOP services to active-duty service members receiving treatment at Naval Medical Center San Diego● During FY 2022, SMV’s Trauma and PTSD Recovery IOP supported approximately 200 veterans and community members who have been impacted by trauma <p><u>Evaluation:</u> Screening results and follow-up data continue to show clinically significant reduction of PTSD symptoms over an average eight weeks of IOP treatment.</p> <p><u>Background:</u> SMV’s Trauma and PTSD Recovery Program (formerly Veterans Engaged in Supportive Treatment) began in FY 2015 and is based at SMV’s east county location. Evidence-based practices are used to provide comprehensive treatment for PTSD and substance abuse.</p> <p>The Trauma and PTSD Recovery IOP utilizes the PCL-5 to measure the severity of PTSD symptoms and influence treatment. The tool is utilized upon admission, on a monthly basis throughout treatment and at discharge to inform treatment planning decisions. The PCL-5 is a gender-neutral tool normed for many populations, to include civilians, first responders and military personnel.</p> |

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| | c. Continue to provide care and education to adolescents and youth. | Ongoing (evaluated annually) | SMV Manager, Child & Adolescent Services | <p><u>FY 2023 and 2022 Activities:</u> A San Diego Unified School District teacher provides education to adolescents who are admitted as inpatients, or who are program participants, for about 15-20 hours per week. Providing this ongoing curriculum helps to ensure that adolescents do not fall behind in school while participating in SMV programs as an inpatient or outpatient.</p> <p>In addition, psychologists provided a mental health talk on teen development for parents in the community.</p> |
| | d. Collaborate with community-based organizations to improve outcomes for vulnerable patients post-discharge. | Ongoing | | <p><u>FY 2023 and 2022 Activities:</u> SMV also partners with Family Health Centers of San Diego (FHCS), specifically with SMV inpatient social workers to use the web-based software Emergency Department (ED) Connect, allowing SMV social workers the ability to schedule post-discharge behavioral and physical health care appointments.</p> <p>In addition, SMV social workers have partnered with Optum to manage the crisis house search for Medi-Cal patients. The partnership has resulted in a shortened length of stay for SMV patients with Medi-Cal and has decreased the burden on social workers.</p> |
| 7. Provide support and resources to community members impacted by behavioral health and chemical dependency issues. | a. Collaborate with community behavioral health organizations and provide space for support groups to serve members of the community impacted by behavioral health issues. | Ongoing (evaluated annually) | SMV Business Development Specialist | <p><u>FY 2023 and 2022 Activities:</u></p> <ul style="list-style-type: none"> To date, SMV continues to offer various free, virtual support groups titled Mood Disorder Support Group and Dialectical Behavioral Therapy (DBT) Support Group In May 2023, SMV resumed its monthly lecture series on cognitive behavioral therapy, which is offered both in person and virtually |
| | b. Facilitate various support group meetings (monthly, weekly, etc.). | Ongoing (evaluated annually) | SMV Business Development Specialist | <p><u>FY 2023 and 2022 Activities:</u> In FY 2023 and 2022, SMV-facilitated support groups continued to be held both in person and virtually including:</p> |

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| 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"> The monthly in-person cognitive behavioral therapy lecture series provides attendees with information about cognitive behavioral therapy, with a virtual option for those who could not attend the in-person event <ul style="list-style-type: none"> The lecture is led by a clinician and offered on the first Tuesday of every month A weekly mood disorders support group was available for individuals, family and friends impacted by depression, bipolar disorder, PTSD or anxiety The biweekly DBT support group helped attendees develop coping skills to manage severe emotional reactions, intense anxiety, impulsivity, self-harm, suicidal thoughts and high-conflict relationships The SMC Aftercare group also continued to meet virtually to help former patients problem-solve issues and make the necessary transitions to maintain a sober lifestyle following inpatient substance use treatment |
| 8. Strengthen partnerships with community organizations to foster future collaborations and fundraise for behavioral health services. | a. Continue participation in key behavioral health events and fundraising activities. | Ongoing (evaluated annually) | CEO, SMV SMV Business Development Specialist SMV Philanthropy Council | <u>FY 2023 and 2022 Activities:</u> <ul style="list-style-type: none"> In FY 2023 and 2022, SMV recognized Mental Health Awareness Month in May by providing virtual behavioral health resources and screenings for the community <ul style="list-style-type: none"> This included virtual Check Your Mood screenings conducted through an online questionnaire and a variety of educational articles through Sharp’s intranet SMV was the presenting sponsor at the San Diego Padres baseball team’s Mental Health Awareness Night at Petco Park, where several SMV team members hosted a resource table to provide attendees with education on mental well-being and SMV Sluggers softball team was given the opportunity to throw the first pitch during the game (FY 2022) At Kearny High Educational Complex’s mental health fair, SMV clinician provided a behavioral health resource table (FY 2022) SMV collaborated with SCHHC to provide an educational series at the Spreckels Center (FY 2022) |

Sharp Mesa Vista Hospital

Community Health Needs Assessment – Implementation Strategy

Fiscal Years 2024 – 2027

| 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 |
| | | | | <ul style="list-style-type: none"> ○ This included a relaxation session with a music therapist from SCHHC, which combined music with other stress reduction techniques, such as breathing and progressive muscle relaxation • SMV and SMC staff regularly led or attended nearly 30 behavioral health community and professional health boards, committees, and advisory and work groups (FY 2022) <ul style="list-style-type: none"> ○ For a complete listing, please see the Sharp HealthCare FY 2022 Community Benefit Report ○ Further, the partnership with Community Research Foundation to improve collaboration with patients in the community continues |
| 9. Improve care management and clinical-community linkages that address social determinants of health (SDOH) through implementation of a new technology platform that shares health and social services data across health care and social service sectors. | a. Sharp entities (including hospital entities, select medical groups, Sharp Health Plan and Sharp HospiceCare) will continue data sharing and collaboration with the San Diego Community Information Exchange (CIE)/2-1-1 San Diego (2-1-1) to improve access to care and mitigate adverse outcomes related to social determinants of health. | June 2024 | Manager, SMV Case Management SMV Business Development Specialist Sharp Vice President (VP) Integrated Care Management (ICM) Manager, Sharp | FY 2023 and 2022 Activities: This strategy also addresses Identified Community Health Need – Access to Health Care 7a . Please refer to that section for details. |



Sharp Mesa Vista Hospital
Community Health Needs Assessment – Implementation Strategy
Fiscal Years 2024 – 2027

| 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 |
| | | | Community Benefit and Health Improvement | |



Sharp Mesa Vista Hospital
Community Health Needs Assessment – Implementation Strategy
Fiscal Years 2024 – 2027

| Identified Community Health Needs – Cancer, Cardiovascular Disease, Diabetes, Obesity | | | | |
|--|------------------------|------------------------------|--|--|
| Objectives/ Anticipated Impact | Strategy/Action Items | Target Completion Date | Responsible Party/ies | Evaluation Methods, Measurable Targets, and Other Comments |
| 1. Address the integration of physical and behavioral health by exploring programs that address SDOH and common co-occurring chronic health conditions (e.g., diabetes, cardiovascular disease, etc.). | a. Not applicable (NA) | NA | SMV Business Development Specialist Manager, Sharp Community Benefit and Health Improvement Sharp Continuing Medical Education Department Various SMV Departments/Teams | <p><u>FY 2023 and 2022 Activities:</u></p> <p>In general, as a specialty hospital providing treatment and services for behavioral health, these additional identified community health needs do not fall within the scope of SMV's services and resources.</p> <p>However, in light of findings from Sharp's recent Community Health Needs Assessments (CHNA), SMV is exploring options to educate and address the issue of mind-body integration and effects of physical health on behavioral health and vice versa. One partnership with FHCSO, has assisted this area. The partnership is specifically between FHCSO and SMV inpatient social workers to use the web-based software ED Connect, allowing SMV social workers the ability to schedule post-discharge behavioral and physical health care appointments.</p> <p>In addition, in FY 2023 and 2022, SMV outpatient nurses have increased referrals to primary care physicians and have performance goals to ensure that all patients who do not have a community physician are referred. Further, SMV outpatient nurses aim to address all identified active medical needs as part of their standard workflow.</p> <p>SMV screens all inpatients for tobacco use and provides tobacco cessation therapy, when appropriate, during treatment and after discharge.</p> |

Sharp Mesa Vista Hospital

Community Health Needs Assessment – Implementation Strategy

Fiscal Years 2024 – 2027

| 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 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 emergency department find coverage options. | Ongoing (evaluated annually) | Supervisor, Patient Assistance Navigators | <p><u>FY 2023 and 2022 Activities:</u> From October 2022 through May 2023, Sharp has secured Presumptive Eligibility for 3,317 unfunded patients in the ED. In FY 2022, Sharp secured Presumptive Eligibility for 6,150 unfunded patients in the ED.</p> <p>In the same time period, the COVID-19 Presumptive Eligibility Uninsured Group program secured Presumptive Eligibility for an additional 1,300 unfunded patients in the ED. This program, which was implemented in August 2020, covered diagnostic testing, testing- related services, and treatment services, including vaccination, hospitalization and all medically necessary care, at no cost to the individual. Following the end of the COVID-19 public health emergency, the COVID-19 Presumptive Eligibility Uninsured Group program ceased in May 2023.</p> <p>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 in an effort to closely monitor these two distinct populations. Sharp will continue to monitor results.</p> <p><u>Background:</u> In 2014, Sharp hospitals implemented an on-site process for real-time Medi-Cal eligibility determinations (Presumptive Eligibility), making Sharp the first hospital system in SDC to provide this service.</p> |

Sharp Mesa Vista Hospital

Community Health Needs Assessment – Implementation Strategy

Fiscal Years 2024 – 2027

| 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 |
| | | | | 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 2022, Sharp helped more than 86,000 self-pay patients through PointCare, while maintaining each patient’s dignity throughout the process. In year-to-date (YTD) FY 2023, the number of individuals served increased by more than 5,916. |
| 2. Provide payment options, education and support to vulnerable, uninsured, underinsured, and patients admitted to hospital facilities with an inability to pay their financial responsibility after health insurance. | 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><u>FY 2023 Activities:</u> In FY 2022, the Maximum Out of Pocket Program made more than \$482,000 n adjustments to patient bills. The significant change in volume is a result of the COVID-19 pandemic and a decline in scheduled services.</p> <p><u>Background:</u> The Maximum Out of Pocket Program was launched in October 2014. 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.</p> |
| | b. Provide a Public Resource Specialist for uninsured and underinsured patients, to offer support to patients needing advanced guidance on available funding options. | Ongoing | Patient Access Services (system-level) Public Resource Specialists | <p><u>FY 2022 Activities:</u> Prior to the COVID-19 pandemic, Public Resource Specialists performed field calls (home visits) to patients who require assistance with completing the coverage application process after leaving the hospital. Field calls were paused due to COVID-19 public health and safety restrictions and have recently been transformed to telehealth (virtual) calls.</p> |

Sharp Mesa Vista Hospital

Community Health Needs Assessment – Implementation Strategy

Fiscal Years 2024 – 2027

| 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 |
| | | | | <p>Background: In 2015, positions were created within Sharp’s Patient Access Services department (system-level) entitled Public Resource Specialists — to support patients at all Sharp hospitals in need of extra guidance on available funding options.</p> |
| | c. The Patient Assistance Team will continue to assist patients in need of assistance gain access to free or low-cost medications. | Ongoing | <p>Manager of Pharmacy Finance & Regulatory Compliance</p> <p>Supervisor, Patient Assistance Navigators</p> | <p>FY 2022 Activities: In FY 2022, the Patient Assistance Program helped under- and uninsured patients access medications worth a total of \$11.8 million.</p> <p>Background: 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 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.</p> <p>Evaluation: Cost savings for replacement drugs is monitored through the pharmacy. The patient accounting staff remove the charges from the patient’s statement, as needed.</p> <p>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.</p> |
| | d. Continue to offer ClearBalance — a specialized loan program for patients facing high medical bills. Through this collaboration with San Diego-based CSI Financial | Ongoing | Supervisor, Patient Assistance Navigators | <p>FY 2023 Activities: To date, in FY 2023, more than 1,000 Sharp patients have received assistance through the ClearBalance zero-interest loan program.</p> |



Sharp Mesa Vista Hospital
Community Health Needs Assessment – Implementation Strategy
Fiscal Years 2024 – 2027

| 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 |
| | Services, both insured and uninsured patients have the opportunity to secure small bank loans to help pay off their medical bills in low monthly payments and prevent unpaid accounts from going to collections. | | Manager Patient Access Services, Self-Pay Patients | |
| 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. | FY 2024 | VP, Sharp ICM | <p><u>FY 2023 - 2024 Plan:</u> During FY 2024, Integrated Care Management (ICM) seeks to resolve gaps in care through community outreach efforts to identify opportunities as they become available.</p> <p><u>FY 2023 and 2022 Activities:</u> With regard to this need, 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 the San Diego Community Information Exchange (CIE)/2-1-1 San Diego (2-1-1). Likewise in support of California Senate Bill (SB) 1152, patients experiencing homelessness are screened for insurance and provided weather appropriate clothing, meal prior to discharge, prescriptions and community resources when needed.</p> |
| 4. Seek to provide health care funding options, education, and/or support to the vulnerable, uninsured/underinsured | a. Sharp Integrated Care Management and Patient Access Services support education and access to: | Ongoing (evaluated annually) | Manager, Patient Access Services Sharp VP ICM | <p><u>FY 2023 - 2024 Plan:</u> In FY 2024, Sharp ICM intends to expand their ability to leverage San Diego CIE/2-1-1 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.</p> |

Sharp Mesa Vista Hospital

Community Health Needs Assessment – Implementation Strategy

Fiscal Years 2024 – 2027

| 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 |
| patients admitted to hospitals of the Sharp system. | <ul style="list-style-type: none"> Medi-Cal for CalFresh (Food Stamps) Hospital Outstation Program (collaboration with the County of San Diego) Enrollment of qualified patients in CalFresh San Diego CIE / 2-1-1 Collaboration | | | <p>Sharp seeks to identify opportunities to engage payers through the CalAIM (California Advancing and Innovating Medi-Cal) program.</p> <p><u>FY 2023 and 2022 Activities:</u> ICM has 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 California SB 1152.</p> <p>ICM continues to finetune and improve identification of individual’s experiencing homelessness, especially for treat and release patients seen through Sharp EDs.</p> <p>ICM has renewed efforts with their relationship and utilization of 2-1-1. In conjunction with the initial patient assessment, individuals are considered for benefit of a 2-1-1 referral (please refer to Identified Community Health Need – Access to Health Care 7a for details). ICM case managers make referrals as needed across all Sharp sites.</p> |
| | b. Continued partnership and collaboration with Father Joe’s Villages in support of Project SOAR. | Ongoing (evaluated annually) | <p>Sharp Clinical Social Workers</p> <p>Sharp VP ICM</p> | <p><u>FY 2023 - 2024 Plan:</u> Sharp and ICM will continue to seek and optimize opportunities with Father Joe’s Villages to serve the needs of patients experiencing homelessness. Given the ongoing state of the pandemic, we continue to assess for the opportunity to establish timelines and priorities.</p> <p><u>FY 2023 and 2022 Activities:</u> Secondary to the global pandemic, the formal Project SOAR’s programming offered through Father Joe’s Villages was suspended. Sharp partners with Father Joe’s Villages to provide assistance for its patients experiencing homelessness.</p> <p><u>Background:</u></p> |

Sharp Mesa Vista Hospital

Community Health Needs Assessment – Implementation Strategy

Fiscal Years 2024 – 2027

| 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 |
| | | | | <p>Project SOAR, a program through the County of San Diego's Aging and Independence Services:</p> <ul style="list-style-type: none"> Provides care management services to frail and disabled adults – age 60 years or older Provides services to adults are at risk for nursing home placement Provides services to adults who do not have access or qualify for supportive services through other programs and/or in-home-care service programs |
| <p>5. Continue to explore opportunities for collaboration with community organizations to enhance access as appropriate for individuals experiencing homelessness to:</p> <ul style="list-style-type: none"> Medical care Financial assistance Psychiatric and social services | <p>a. Ongoing assessment of homeless data to identify interventions though analysis of trends and key indicators. To guide assessment and planning for:</p> <ul style="list-style-type: none"> Allocation of internal resources Possible expansion of existing external relationships Identification of new opportunities for partnership and/or collaboration | Ongoing | Sharp VP ICM | <p><u>FY 2023 - 2024 Plan:</u> Sharp ICM will continue to progress data collection to concurrently advance care opportunities. To that end, and in addition to current efforts, Sharp ICM anticipates:</p> <ul style="list-style-type: none"> 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 (FY 2024) Introduce methods for considering/distinguishing homelessness as a comorbidity versus social determinants of health (SDOH) (FY 2024) Explore data integration with CIE and the incoming 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 (FY 2024) |
| | <p>b. Explore partnership with Healthcare in Action to provide medically necessary outpatient care to unhoused individuals.</p> | June 2024 | Sharp VP ICM | <p><u>FY 2023 - 2024 Plan:</u> In FY 2023, Sharp ICM leveraged Healthcare in Action for unhoused individuals and Molina Medi-Cal. In FY 2024, Sharp ICM plans to explore opportunities for an enhanced partnership for any unhoused individual.</p> |

Sharp Mesa Vista Hospital

Community Health Needs Assessment – Implementation Strategy

Fiscal Years 2024 – 2027

| 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. Sponsor and participate in the Downtown San Diego Partnership Family Reunification Program. | FY 2022 | Sharp Executive VP, Hospital Operations | <p><u>FY 2022 Activities:</u> In FY 2022, with Sharp’s help, the Family Reunification Program has reunited more than 3,500 homeless individuals in Downtown San Diego with friends and family across the nation.</p> <p>This partnership ceased in FY 2022.</p> <p><u>Background:</u> Since 2012, Sharp has sponsored the Downtown San Diego Partnership’s Family Reunification Program, which serves to reduce the number of individuals experiencing homelessness on the streets of downtown San Diego. Through the program, homeless outreach coordinators from the Downtown San Diego Partnership’s Clean & Safe Program identify individuals experiencing homelessness who will be best served by traveling back home to loved ones. Family and friends are contacted to ensure that the individuals have a place to stay and the support they need to get back on their feet. Once confirmed, the outreach team provides the transportation needed to reconnect with their support system.</p> |
| 7. Improve care management and clinical-community linkages that address SDOH through implementation of a new technology platform that shares health and social services data across health care and social service sectors. | a. Sharp will continue data sharing and collaboration with the San Diego CIE/2-1-1 to improve access to care and mitigate adverse outcomes related to social determinants of health. | June 2024 | <p>Directors, ICM Acute Care Facilities & System</p> <p>Manager, Sharp Community Benefit and Health Improvement</p> | <p><u>FY 2023 – 2024 Plans:</u></p> <ul style="list-style-type: none"> In FY 2024, Sharp HealthCare ICM intends to expand their ability to leverage San Diego CIE/2-1-1 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 Sharp is engaged with 2-1-1 leadership to explore opportunities to leverage data captured as a part of the CIE <ul style="list-style-type: none"> 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 <p><u>FY 2023 and 2022 Activities:</u></p> |



Sharp Mesa Vista Hospital
Community Health Needs Assessment – Implementation Strategy
Fiscal Years 2024 – 2027

| 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">As of May 2023, there are 8,997 Sharp patients that have a matching client record in the CIE; of those patients, 3,404 are Sharp Health Plan membersHousing, utilities, and nutrition are the top three domains of need <p>Background: Sharp implemented data sharing and collaboration with 2-1-1’s CIE team to improve access to care and mitigate adverse outcomes related to SDOH, with pilot rollout and training beginning in 2019.</p> |

Sharp Mesa Vista Hospital

Community Health Needs Assessment – Implementation Strategy

Fiscal Years 2024 – 2027

| Identified Community Health Need – Children & Youth Well-Being | | | | |
|--|---|------------------------|-------------------------|---|
| Objectives/Anticipated Impact | Strategy/Action Items | Target Completion Date | Responsible Party/ies | Evaluation Methods, Measurable Targets, and Other Comments |
| 1. Provide career pipeline programs and early professional development for elementary, middle and high school students. | a. Continue to provide elementary, middle and high school students with opportunities to explore health care professions. | Ongoing | Various | <p><u>FY 2023 – 2024 Plan:</u> In FY 2024, SMV plans to continue the behavioral health careers curriculum within the Health Sciences High and Middle College (HSHMC) program and provide students with experience in a range of programs, including therapeutic activities services, environmental services and health information services</p> <p><u>FY 2023 and 2022 Activities:</u> SMV was unable to participate in the HSHMC program in FY 2023.</p> |
| 2. Increase education and awareness of health care professionals and community members in San Diego around violence and trauma, including human trafficking. | a. Collaborate with community organizations to support, empower and protect vulnerable San Diego youth. | Ongoing | SMH Assistant Librarian | <p><u>FY 2023 and 2022 Activities:</u> In FY 2023, Sharp plans to expand the Sharp Like Me program and collaborate with Clairemont High School, while continuing its partnership with Lincoln High School.</p> <p><u>Background:</u> The Sharp Equality Alliance partnered with San Diego Unified School Districts’ College Career and Technical Education Department to mentor at-risk youth by providing health care career pathways with its Sharp Like Me program. Through a goals-based curriculum, Sharp mentors assisted students in navigating next steps to their desired health care career, including pay range and education level requirements. The curriculum also included a checklist of one- and five-year plans for attainable goals, life hacks such as maintaining a credit score and reading through contracts before signing, and a mock interview. Presentations included An Introduction to Sharp Healthcare, Culture and Expectations, Turning Points and Pathways and Workplace Skills. The students were encouraged to share their perspective, enhancing their communication skills. This program was piloted in summer 2021 at La Jolla High School and Lincoln High School, serving a total of 13 students.</p> |
| 3. Improve care management and clinical-community linkages that address SDOH | a. SMV (along with other Sharp entities) will participate in a pilot partnership with 2-1-1’s CIE. | June 2024 | Sharp VP ICM Manager, | <p><u>FY 2023 and 2022 Activities:</u> This strategy also addresses Identified Community Health Need – Access to Health Care 7a. Please refer to that section for details.</p> |



Sharp Mesa Vista Hospital
Community Health Needs Assessment – Implementation Strategy
Fiscal Years 2024 – 2027

| Identified Community Health Need – Children & Youth Well-Being | | | | |
|--|-----------------------|------------------------|---|--|
| 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. | | | Sharp Community Benefit and Health Improvement Director, Case Management & Social Work | |

Sharp Mesa Vista Hospital

Community Health Needs Assessment – Implementation Strategy

Fiscal Years 2024 – 2027

| 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 |
| 1. Increase education and awareness of health care professionals and community members in San Diego around violence and trauma, including human trafficking. | a. Collaborate with community organizations and health care professionals to share best practices and provide education around human trafficking. | Ongoing | Sharp Memorial Hospital (SMH) Assistant Librarian Trauma-Informed Care (TIC) team at Sharp Mesa Vista (SMV) | <p><u>FY 2023 – FY 2024 Plans:</u></p> <ul style="list-style-type: none"> Collaborate with the Hospital Association of San Diego and Imperial Counties (HASD&IC) to address human trafficking by improving and implementing protocols in regional health care systems to identify and support patients who have been trafficked Collaborate with HASD&IC on additional continuing education addressing human trafficking in health care settings Explore training human trafficking survivors to teach best practices to health care systems Join the SoCal Safe Shelter Collaborative to help improve patient access to community resources and promote trauma-informed best practices Share the trauma-informed care (TIC) series with other stakeholders and organizations <p><u>FY 2023 and 2022 Activities:</u></p> <p>In FY 2023, as part of the Health Subcommittee for the San Diego Regional Human Trafficking and Commercial Sexual Exploitation of Children Advisory Council (Health Subcommittee), the Sharp Memorial Hospital (SMH) assistant librarian 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"> A poster presentation on the PEARR (provide privacy, education, ask, respect and respond) Tool at Sharp’s 8th Annual Interprofessional Research & Innovations Conference A panel at the California Association for Nurse Practitioners Virtual Town Hall on TIC & human trafficking (hosted approximately 97 attendees) Facilitated the Two-Hour Training: Health Subcommittee, San Diego Human Trafficking & Commercial Sexual Exploitation of Children Advisory Council & Training Institute on Strangulation Prevention (hosted approximately 180 attendees) Facilitated the Health, Education, Advocacy, Linkage Trafficking Train the Trainer Academy for the 3rd year in a row |



Sharp Mesa Vista Hospital
Community Health Needs Assessment – Implementation Strategy
Fiscal Years 2024 – 2027

| 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 |
| | | | | <ul style="list-style-type: none">Shared best practices for healthcare providers, including nurses and physician assistant (PA) students, at the Nursing Grand Rounds for Sharp Healthcare and other lectures <p>In FY 2023, monthly meeting topics for the Health Subcommittee included: Assessment for non-fatal strangulation, the 2022 CHNA, IRC Support for Asylees & Human-Trafficking Survivors, Your Safe Place a Family Justice Center, Trauma-Informed Assessment versus Screening and HPV Vaccines for Survivors. More than 330 community members attended the live meetings, which were also recorded and shared on YouTube, as appropriate. Overall, more than 550 community members received meeting details, best practices, and topic resources throughout the year.</p> <p>The Health Subcommittee continues to voice challenges faced by clinicians with safety planning and referring patients without local hotline support.</p> <p>Background: 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. Sharp representations include the Continuing Medical Education (CME) Department, Sharp clinicians, two Sharp Chief Medical Officers and more.</p> <p>Sharp’s CME Department has provided numerous CME activities targeted to Sharp and non-Sharp community physicians and providers related to human trafficking. The Health Subcommittee is collaborating with local stakeholders and HASD&IC to include human trafficking in HASD&IC’s CHNA and promote TIC in all clinical settings.</p> |

Sharp Mesa Vista Hospital

Community Health Needs Assessment – Implementation Strategy

Fiscal Years 2024 – 2027

| 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 |
| | | | | To equip Sharp and community health systems with TIC skills, Sharp collaborated with the Health Subcommittee, Palomar Health and the Institute on Violence, Abuse and Trauma to create a TIC CME series for physicians, PAs, nurse practitioners, nurses, licensed marriage and family therapists (LMFT), licensed clinical social workers (LCSW), and other interested individuals within and outside the medical profession. Topics include ACE (Adverse Childhood Experience) score — a metric that represents the amount of toxic stress endured during childhood; PEARR Tool — an effective, evidence-based and trauma-informed assessment for human trafficking, domestic violence and related violence; Neurobiology of Trauma; Vicarious Trauma; and TIC Principles. By incorporating and sharing best practices in TIC, such as the use of screenings like the PEARR Tool, Sharp is able to better support patients who have been trafficked as well a SDOH contributing to human trafficking and similar exploitation that result in poor health outcomes. |
| | b. Collaborate with community organizations to improve data collection and assessments for non-fatal strangulation. | Ongoing | SMH Assistant Librarian | <p><u>FY 2023 and 2022 Activities:</u></p> <p>In FY 2022, the SMH assistant librarian continued to share Sharp’s TIC CME modules with community partners. In FY 2022, Sharp hosted a 2-hour CME training with the Training Institute on Strangulation Prevention. In collaboration with local stakeholders and organizations, the training included recommendations to assess for non-fatal strangulation with sex trafficking and domestic violence survivors, and resulted in the creation of a resource to prevent trafficking for LGBTQ+ communities, named Action Guide: Trafficking Prevention for LGBTQ+ Communities in San Diego.</p> <p>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 trafficking and prostitution. Sharp plans to train clinicians in this area to prioritize safety planning for these patients.</p> |
| | c. Collaborate with community organizations to support, | Ongoing | SMH Assistant Librarian | <p><u>FY 2023 and 2022 Activities:</u></p> <p>This strategy also addresses Identified Community Health Need – Children & Youth Well-being 2a. Please refer to that section for details.</p> |

Sharp Mesa Vista Hospital

Community Health Needs Assessment – Implementation Strategy

Fiscal Years 2024 – 2027

| 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 |
| | empower and protect vulnerable San Diego youth. | | | |
| | d. Implement human trafficking and trauma-informed care (TIC) trainings and protocols at Sharp. | Ongoing | SMH Assistant Librarian SMH Emergency Department Leadership Sharp CME Department | <p><u>FY 2023 – FY 2024 Plans:</u></p> <p>In FY 2023 and FY 2024, Sharp’s plans include:</p> <ul style="list-style-type: none"> • Creating a corporate workgroup to establish TIC as “standard work” and protocols centered around best practices • Joining the SoCal Safe Shelter Collaborative • Teaching TIC as an extension of person-centered care • Implementing completed protocols, which include replacing previously used screening tools with the PEARR Tool, teaching TIC as a universal precaution and establishing processes for a paid Survivor consultant • Integrating best practices on human trafficking and TIC into new nurse orientations • Including the PEARR Tool in the Epic electronic health record system for personal safety questions <p>In FY 2024 and 2023, Sharp plans to expand implementation of TIC protocols for SMV, Sharp Mary Birch Hospital for Women and Newborns, SGH, Sharp Chula Vista Medical Center, 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 ED currently has a protocol in place for clinicians identifying patients who have been trafficked.</p> <p><u>FY 2023 Activities:</u></p> <p>To date, in FY 2023, the SMH assistant librarian has provided TIC 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 and National University School of Nursing.</p> |



Sharp Mesa Vista Hospital
Community Health Needs Assessment – Implementation Strategy
Fiscal Years 2024 – 2027

| 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 |
| 2. Improve care management and clinical-community linkages that address SDOH through implementation of a new technology platform that shares health and social services data across health care and social service sectors. | a. SMV (along with other Sharp entities) will participate in a pilot partnership with 2-1-1’s CIE. | June 2024 | Manager, SMV Case Management SMV Business Development Specialist Sharp VP ICM Manager, Sharp Community Benefit and Health Improvement | FY 2023 and 2022 Activities: This strategy also addresses Identified Community Health Need – Access to Health Care 7a . Please refer to that section for details. |
| 3. Not applicable (NA) | a. NA | NA | NA | In general, as a specialty hospital providing treatment and services for behavioral health, these additional identified community SDOH do not fall within the scope of SMV's services and resources. This social determinant of health is addressed through programs/services provided through SMH. SMV is located on the Sharp Metropolitan Medical Campus — the same campus as SMH. |

Sharp Mesa Vista Hospital

Community Health Needs Assessment – Implementation Strategy

Fiscal Years 2024 – 2027

| 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 |
| 1. Support San Diegans experiencing homelessness through collaboration with the San Diego Rescue Mission. | a. SMV continued to donate food to the San Diego Rescue Mission to help support San Diego individuals living in a shelter. | Ongoing | SMV Cafeteria Services SMV Business Development Specialist | FY 2023 - 2024 Plan: In FY 2023, SMV plans to provide weekly food donations to the San Diego Rescue Mission (SDRM) Background: Prior to the COVID-19 pandemic, SMV donated food to the SDRM on a weekly basis to help support men, women and children living in the shelter. |
| 2. Advocate for the improvement of housing options and living conditions for community members with behavioral health issues. | a. Continue collaboration with community behavioral health providers and provide education to ILFs. | Ongoing (evaluated annually) | SMV Business Development Specialist | FY 2023 and 2022 Activities: This strategy also addresses Identified Community Health Need – Behavioral Health 2a . Please refer to that section for details. |
| 3. Improve care management and clinical-community linkages that address SDOH through implementation of a new technology platform that shares health and social services data across health care and social service sectors. | a. SMV (along with other Sharp entities) will participate in a pilot partnership with 2-1-1's CIE. | June 2024 | Manager, SMV Case Management Psychological Social Worker, SMV Business Development Specialist, SMV Sharp VP ICM Manager, | FY 2023 and 2022 Activities: This strategy also addresses Identified Community Health Need – Access to Health Care 7a . Please refer to that section for details. |



Sharp Mesa Vista Hospital
Community Health Needs Assessment – Implementation Strategy
Fiscal Years 2024 – 2027

| 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 |
| | | | Sharp Community Benefit and Health Improvement | |

Sharp Mesa Vista Hospital

Community Health Needs Assessment – Implementation Strategy

Fiscal Years 2024 – 2027

| 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 |
| 3. Collaborate with local schools to promote interest in health care careers and provide opportunities for students and interns to explore behavioral health care professions. Longer-term impact of improving behavioral health workforce shortages in San Diego. | a. Continue to provide student mentorship in various health care disciplines. | Ongoing | Supervisor, Psychology Lead Clinical Psychologist Manager, Professional Development/ Patient Safety/MAGNET | <p><u>FY 2023 and 2022 Activities:</u></p> <p>Throughout FY 2022, SMV participated in internship and clinical training programs for trainees and students in various health care disciplines, including psychology, clinical social work, social work administration, MFT, pharmacy, clinical chaplaincy, medicine and nursing.</p> <ul style="list-style-type: none"> In FY 2022, amid the ongoing COVID-19 pandemic, psychology and practicum (MFT and Master of Social Work (MSW)) students continued to perform a critical role in the provision of patient care at SMV <ul style="list-style-type: none"> Students earned valuable hands-on experience while supporting SMV staff during this time of unprecedented behavioral health need SMV also worked with its student population to adjust learning expectations and opportunities as needed, including providing virtual education Throughout FY 2022, SMV provided clinical supervision and training for 26 psychology trainees, including 14 graduate students, eight doctoral interns and four behavioral health therapists, as well as 20 MFT, nine MSW and five Bachelor of Social Work student interns In FY 2022, ancillary (non-nursing) students served nearly 53,000 hours on the SMV campus As of June 2023, SMV has provided clinical supervision and training to approximately 36 MSW and MFT students As of June 2023, nearly 148 nursing students spent approximately 10,736 hours working clinical rotations of six- to eight- hour shifts in all inpatient units and several of the outpatient programs at SMV and SMC <ul style="list-style-type: none"> SMV offers two clinical rotations in one day, and nursing students are on campus seven days a week |



Sharp Mesa Vista Hospital
Community Health Needs Assessment – Implementation Strategy
Fiscal Years 2024 – 2027

| 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">○ Including time spent with groups and individual preceptors, nursing students served approximately 23,200 hours at SMV in FY 2022○ Nursing students from various universities and colleges were also provided free meeting space as needed• In FY 2023, SMV received more than 180 applications for eight doctoral intern positions available through Sharp’s yearlong, American Psychological Association accredited doctoral internship in clinical psychology<ul style="list-style-type: none">○ Interns completed three four-month rotations that included experience in SMV’s adult inpatient and outpatient programs, including senior and child and adolescent programs (also rotated through SMC)○ The hospitals offered interns an intensive training in psychological assessment and neuropsychological screening○ With this training, psychology doctoral students provided approximately 83 detailed psycho-diagnostic assessments throughout the year○ Psychology trainees provided more than 2840 hours of group therapy and more than 675 hours of individual therapy; were also integrally involved in clinical staff training as well as program development and evaluation efforts throughout the hospital○ In recognition of the important contributions of these trainees, all eight interns maintained their status as paid employees with benefits○ SMV also continued to mentor behavioral health therapist trainees during FY 2023, allowing the hospital to provide clinical programming on its inpatient units seven days per week• At SMV and SMC, psychologists, LMFTs and LCSWs provided thousands of hours of direct clinical supervision to trainees |

Sharp Mesa Vista Hospital

Community Health Needs Assessment – Implementation Strategy

Fiscal Years 2024 – 2027

| 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"> SMV clinicians provided two hours of virtual lectures every week for psychology doctoral interns, which were also open to trainees and staff throughout the hospital. Throughout the year, SMV provided specialized learning opportunities for its MSW and Bachelor of Social Work (BSW) students <ul style="list-style-type: none"> MSW and BSW students working with inpatients attended 20 hours of orientation sessions to become familiar with social work in the hospital setting During the first semester, students spent two months shadowing SMV social workers before working with patients under supervision Students attended case presentations, in-services, staff meetings, treatment team meetings, staff huddles and other learning activities as part of their experience Students also had the opportunity to shadow social workers in various locations throughout the Sharp system MFT and MSW students working specifically with outpatients attended quarterly two-hour trainings |
| | b. Continue to support workforce development in San Diego. | Ongoing | Supervisor, Psychology Lead Clinical Psychologist Manager, Professional Development/ Patient Safety/MAGNET | <u>FY 2023 and 2022 Activities:</u> <ul style="list-style-type: none"> In FY 2023, SMV provided behavioral health resources to approximately 260 social work and behavioral health students at virtual internship fairs hosted by APU, CSUSM, NU, PLNU, SDSU, UC San Diego and USD SMV clinicians shared knowledge and best practices with the larger professional health care community through the development of educational materials on behavioral health and patient care as well as participation in student research <ul style="list-style-type: none"> In collaboration with SDSU, SMV clinicians shared knowledge and best practices with the larger health care community through the development of educational materials on behavioral health care and participation in student research In FY 2022, SMV continued to assist with the development of geriatric behavioral health and dementia care curricula for SDSU’s Responsive Integrated Health |



Sharp Mesa Vista Hospital
Community Health Needs Assessment – Implementation Strategy
Fiscal Years 2024 – 2027

| 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 |
| | | | | <p>Solutions, a County of San Diego Behavioral Health contracted program within SDSU’s Academy for Professional Excellence</p> <ul style="list-style-type: none">○ In addition, clinicians and patients from SMV’s SIOP continued to participate in research to help graduate psychology students from SDSU better understand the needs of people with serious mental illness, as well as barriers preventing this population from accessing cancer screenings |