

2022 The Year in Review



COUNTY OF SANTA CLARA
Health System

Better Health for All.

A Message From the Director: Our Journey to Better Health

Last year, 2022, was a turning point in the fight against the pandemic. During the year, we experienced a drastic reduction in COVID-19 hospitalizations and deaths, and the long process of recovery began as our teams continued to deliver care to people who anxiously and patiently waited for a return to some normality. Notably, under the leadership of the Board of Supervisors and the County Executive, the County of Santa Clara Health System delivered more tests and vaccines than any other regional healthcare system in the county and was in the top 5 of all health systems nationally.

However, the pandemic has taken a toll, changing life trajectories for many in our communities. Many children lost a parent and/or grandparent; families lost a working adult; and with the loss of elders, generations of knowledge and wisdom were also lost. Many more suffered from isolation, depression, and fear. The toll on our healthcare workforce has also been notable.

Previously, as we approached the historic expansion of coverage through national health reform in 2014, our Health System adopted the strategic vision of “Better Health for All” to prepare us to succeed under national health reform. Now, in recognition of the impacts of the pandemic, and the ongoing effects of health disparities, we adopt “Journey to Better Health” as the north star to guide us in our recovery. It is a recognition of a post-pandemic world rooted in our present realities, cognizant that we lost progress yet are more determined than ever to create a better world for all.

Our Board of Supervisors approved our recommendation to make changes to our name. Officially, the Santa Clara Valley Health and Hospital System (SCVHHS) is now known as the County of Santa Clara Health System (CSCHS). The Health System includes Behavioral Health Services, Custody Health Services, Emergency Medical Services Agency, Public Health, Santa Clara Valley Medical Center’s hospitals and clinics, and Valley Health Plan. This change reflects the breadth of health, behavioral health, and other community services provided by our Health System and the fact that we are more integrated than ever before with the other facets of County government. This name recognizes that we are a public healthcare system aligned with a strong and vibrant government that makes Health for All a top priority for the whole community.

Concurrently, the Board of Supervisors also approved Santa Clara Valley Healthcare (SCVH) as the new name for the hospitals and clinics. SCVH includes Santa Clara Valley Medical Center, O’Connor Hospital, St. Louise Regional Hospital, and all outpatient clinics. The Board also approved Valley Health Center Morgan Hill as the name for the DePaul Health Center and adopted the name Valley Health Center San Jose for Valley Health Center Bascom.

We look forward to a better future. Be reassured that the Health System’s departments are dedicated to high quality, safe, compassionate, and person-centered care for our patients, clients, and the 2 million residents and visitors of Santa Clara County, who join us in this Journey to Better Health.

René G. Santiago
Deputy County Executive
Director, County of Santa Clara Health System



Better Service for All

The County of Santa Clara Health System is dedicated to continuously improving the customer experience for our patients and clients. In our hospitals and clinics, front-line workers are trained in a customer service program that promotes positive interactions from beginning to end. We have increased the convenience of telehealth services, so residents can get the care they need when they need it. Our Board is investing in new facilities throughout the county, so people can get high-quality care *where* they need it. Expanding access to care also increases health equity in our community – another goal shared throughout our system and by the Board of Supervisors.



Child, Adolescent and Adult Behavioral Health Service Center



Vietnamese American Service Center

Improving Access: Expanding Our Network of Care

These projects represent part of our expansion of services and care locations. With the support of local, state and federal governments, we will add even more programs and services in the next years, improving access to care.

New Valley Health Centers

A new clinic and pharmacy opened in Mountain View in March 2022 in a collaborative effort by the County and Planned Parenthood to expand health service options in the North County. We also celebrated the kickoff of the design and construction for the **Valley Health Center North County**, which will bring direct services to the Palo Alto/Mountain View communities for the first time. Our new **Valley Health Center Lundy** is under construction and will incorporate and improve the Tuberculosis Clinic and Refugee Health Center; it is planned to open in mid-2023. **Valley Health Center Morgan Hill** is expanding services and improving access to medical and behavioral care in South County, with construction underway for a planned 2023 opening.

Child, Adolescent and Adult Behavioral Health Service Center

We secured \$80 million in State funding to build a new facility to provide acute psychiatric inpatient services, Emergency Psychiatric Services, Mental Health Urgent Care and other behavioral health services for young people and adults. The Center is set to open in 2025.

Residential Substance Use Treatment

An inpatient rehabilitation facility can provide those in recovery with a safe environment to detox, a higher success rate, and a supportive community. Renovation is underway to add 28 residential substance use treatment beds in San Jose and additional beds through contract services.

Valley Homeless Healthcare Clinic Expansion

Work is underway to more than double the capacity of the Valley Homeless Healthcare Program's clinic at the HomeFirst Boccardo Reception Center shelter in San Jose. This expansion will provide additional space for primary care, mental health, social work, and legal services to a vulnerable population.

Vietnamese American Service Center

Formally opened in early 2022, the Center is a one-stop hub for the County's health and human services, delivering culturally competent resources to the county's diverse residents.



Better Value for All

As California's second-largest public healthcare system, we are always looking for new ways to provide the best care with the greatest value. These national awards recognize our high standards of compassionate care and show how these programs can reduce or avoid hospital stays and provide better value to our patients.

Santa Clara Valley Medical Center, O'Connor Hospital and St. Louise Regional Hospital were ranked in the **top 5% of all US hospitals** by Healthgrades, a marketplace to help people find doctors and hospitals for consistently delivering clinical quality. All three hospitals also received Healthgrades' Critical Care Excellence Award™ for 2023.



Innovative use of electronic medical records helps our hospitals increase operational efficiency, reduce costs and improve patient outcomes. Our three public hospitals and clinics have all achieved Stage 7 recognition – the **highest level of achievement** – by the Healthcare Information and Management Systems Society (HIMSS).



Launched in early 2018 as part of California's Medi-Cal 2020 reforms, our **Whole Person Care (WPC)** pilot programs coordinated the vast resources of our healthcare system and worked with community partners to deliver a holistic, integrated approach for some of the highest utilizers of our services, including people experiencing homelessness, and adults with chronic conditions, serious mental illness or substance use disorders.

Statewide the pilot programs proved their value, and in 2022 Whole Person Care's case management component became a statewide benefit for Medi-Cal recipients, managed by health plans. Now patients throughout the state can receive care coordination and other supportive services to improve care and health, known as **Enhanced Case Management (ECM.)** In 2022 the County of Santa Clara Health System began providing ECM services and successfully reached out to nearly 3,000 patients. Our 25 ECM care managers provided complex care management services to the more than 1,200 people enrolled in the program. While the program just started, patients are already finding success: 134 graduated from ECM in the first year and were independently navigating their health care and social needs.

All data presented in this report is for calendar year 2022, unless otherwise noted.

Better Care for All

The Health System continues to evolve into a more comprehensive, integrated system of care. In January 2022, Santa Clara Valley Healthcare received **Patient-Centered Medical Home** certification from the National Committee for Quality Assurance (NCQA) for eight Valley Health Centers. Patient-Centered Medical Homes emphasize team-based care, communication and coordination and focus on helping patients better manage chronic conditions.



Our Public Health Department and the hospitals and clinics of Santa Clara Valley Healthcare worked together to vaccinate almost 90% of Santa Clara County residents against COVID-19. That ties us for the **highest vaccination rate** of the 20 largest U.S. counties by population!

According to data tracked by Epic Systems, over 53 million COVID-19 vaccines were given by hospitals using their medical records management system. Santa Clara Valley Healthcare answered the call of duty to protect the health and well-being of our communities and ranked in the **top 5 healthcare organizations** for vaccine doses administered.

Top 5
for most COVID-19
vaccinations



Santa Clara Valley Medical Center and St. Louise Regional Hospital were listed on the 2022 California Department of Health Care Access and Information's **Maternity Care Honor Roll**. Both hospitals were honored in each of the last three years. Parents-to-be are choosing our nationally-recognized Birth Centers: in 2022, our three public hospitals welcomed more than 4,400 babies to our community.

4,400+
babies
born

In 2019 the County of Santa Clara acquired **St. Louise Regional Hospital** in Gilroy and **O'Connor Hospital** in San Jose. Now part of Santa Clara Valley Healthcare, both hospitals are seeing significant growth as patients experience our high-quality care and see the improved facilities. New and enhanced programs and services have been introduced at both hospitals, providing convenient, local health resources to our patients. From the fiscal year 2018-2019 (when the hospitals joined our System) through October 2022, **the average daily number of inpatients at O'Connor Hospital has increased by 69% and at St. Louise Regional Hospital by 93%.**

Special Report:

Responding to the Behavioral Health Crisis in our Community

In January 2022, the County of Santa Clara Board of Supervisors unanimously declared mental health and substance abuse a “public health emergency” in our county and asked the Behavioral Health Services Department to improve and enhance treatment and access to care. The Board and County Executive have committed resources to make this happen.

Here are some highlights of the work being done to meet that request and increase behavioral health options in our county while also providing better value and care to the people we serve.



The new **Crisis and Suicide Prevention Lifeline (988)** launched in July of 2022, along with a team of **Behavioral Health Navigators**. Together these programs help increase timely access to care, ensuring linkage to the right service at the right time.

In 2022, our Crisis and Suicide Prevention Lines answered 10,436 calls from 988 and 15,695 calls from our local line. That's an average of more than 4,000 calls every month since the 988 telephone line went into service.

Most people who called our Crisis and Suicide Prevention Lines had their immediate needs met with telephone support. Only 10% of calls were referred to a mobile crisis support team for in-person help.

The Navigator program, which helps connect people to resources and guides them through the behavioral health system, answered more than 3,500 calls between July and December 2022.

The successful **Mission Street Recovery Station** (previously the Mission Street Sobering Center) provides a safe place for people to sober up and an opportunity to access ongoing behavioral health services and referrals. The Station helps avoid unnecessary use of hospital Emergency Departments or jails.

26,131
crisis calls answered

Responding to the Behavioral Health Crisis in Our Community

The Behavioral Health Services Department has developed five **Community Response Programs** to provide effective and compassionate crisis intervention. In addition to providing direct help during crises, these teams help to reduce hospitalizations and unnecessary incarcerations whenever possible.

Mobile Response Stabilization Services (MRSS)

provides a continuum of crisis care for children, youth, young adults under 21 years old, and their families and caregivers.

Trusted Response Urgent Support Team (TRUST)

field teams are staffed with a Peer Support Specialist with lived experience, a first aid professional, and a Crisis Intervention Specialist. In 2022, TRUST teams were based in North County, San Jose and Gilroy, with program and site expansion underway.

Mobile Crisis Response Teams (MCRT) serve more complex crisis situations. The 988 Call Center will dispatch MCRT for situations requiring a licensed clinician.

In-Home Outreach Teams (IHOT) are a post-crisis service that provides time-limited clinical support and connection to behavioral health services to frequent users of Emergency Psychiatric Services, hospital Emergency Departments, Behavioral Health Urgent Care, the criminal justice system, or a Mobile Crisis Response Team.

Santa Clara County's **Psychiatric Emergency Response Teams (PERT)** teams are dedicated two-person units: a deputy or officer (in plain clothes or a dressed down look and using an unmarked vehicle) and a licensed mental health clinician provide rapid crisis response for situations that require a law enforcement presence. They are dispatched through 911. In 2022, PERT teams were available through the Morgan Hill, Palo Alto and San Jose Police Departments as well as the Santa Clara County Sheriff's Department and provided support, services, resources and referrals for 455 mental health crisis incidents.

In 2022 our county began providing temporary, court-ordered community-based care through the **Assisted Outpatient Treatment (AOT)** program – also known as Laura's Law. AOT provides wraparound services to best facilitate the client's recovery. AOT can help avoid repeated hospitalizations and arrests for violent offenses.



Substance abuse is a component of the behavioral health crisis, and fentanyl abuse affected our county deeply in 2022. The Santa Clara County **Opioid Overdose Prevention Project** (SCCOOPP) is a coalition of healthcare professionals and other volunteers who aim to promote opioid safety throughout our county. SCCOOPP has partnered with the Behavioral Health Services Department, Public Health Department, EMS Agency, the Santa Clara County District Attorney's Office, and the Santa Clara County Medical Examiner-Coroner's office to form a task force to review data and provide direction on addressing the opioid crisis in Santa Clara county.

In 2022, SCCOOPP trained and provided all law enforcement agencies in the county with Narcan. To work more closely with youth, SCCOOPP partnered with the Santa Clara County Office of Education to provide training and Narcan to all 300-plus public schools in Santa Clara County. Narcan kits and training were available in all public high schools by the end of 2022, with expansion to other schools during 2023.



COUNTY OF SANTA CLARA Health System

The County of Santa Clara Health System includes the Behavioral Health Services Department, Custody Health Services Department, Emergency Medical Services Agency, Public Health Department, Santa Clara Valley Healthcare's three public hospitals and network of clinics, and Valley Health Plan.



COUNTY OF SANTA CLARA
Behavioral Health Services



SANTA CLARA VALLEY
HEALTHCARE

Santa Clara County
**PUBLIC
HEALTH**

VHP
Valley Health Plan

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