

MSJ OP Behavioral Health Crisis Services Collaborative (CSU)

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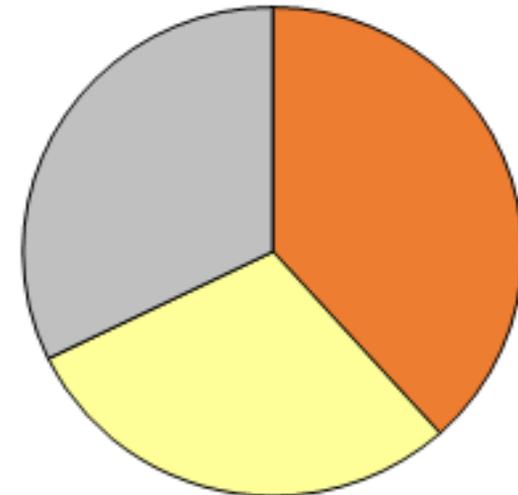
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Dignity Health's Footprint

- 32 Hospitals from Mt. Shasta to Central Los Angeles
- Largest private provider of Medi-Cal in the state
 - Nearly 10 percent of all Medi-Cal provided
 - 600,000 inpatient days
 - 1.2 million outpatient visits
- Eight hospitals with dedicated psychiatric unit
 - Seeing more than 22,000 patients annually
- \$810 million in Community Benefit
 - \$70 million in charity care
 - \$564 million in Medi-Cal Shortfall (from cost not charges)

Sacramento Inpatient Medi-Cal



■ Dignity Health ■ Designated Public Hospitals ■ Other Non-DH Hospitals

What is the Crisis Stabilization Unit?

- Represents a new model of integrated emergency medical and mental health care
- 3,701 individuals treated since opening September 10, 2019
- 1,328 individuals linked to follow-up care/support by Resource Center Navigators
- There has been a steady increase in the number of patients in crisis through our emergency department (ED). With the CSU implemented, we have had a reduction in the number of involuntary holds and transfers to inpatient psychiatric units. Our CSU has been successful in discharging 75 percent of patients home who may have otherwise sat in our ED.
- Decreasing boarding/length of stay in the ED from a baseline of 33 hours prior to the CSU opening to an average 4.6 hours currently.



What is the Crisis Stabilization Unit?

- Unique public/private collaboration and investment with Sacramento County
- Unit opened in September 2019 and is licensed under the hospital and LPS (5150) designated by County
- Provides access to crisis mental health care in a part of the region where services are severely limited
- The CSU is available to patients throughout Sacramento County through transfer agreements with Dignity Health, Sutter, and Kaiser facilities
- Serves adults 18 years and older, all payers
- Capacity for 12 patients; potential to expand to 16
- Limitations: very high acuity – aggressive, violent patients; grossly psychotic patients that are best in need of longer than 20 hours to stabilize; no complex medical capability

Dignity & Sacramento County Collaboration

- Places crisis services in a part of the region that is underserved where the ED is the primary point of entry for most people in mental crisis
- Immediate availability of emergency medical and mental health care
 - Medical stabilization to rule out physical health conditions that can cause or make mental illness worse— often the reason individuals are turned away from community crisis centers
- All patients have equal rights to be seen and treated regardless of insurance or ability to pay (*i.e.* homeless) as per EMTALA law
- Built on the premise that public and private entities must work together in order to adequately address the mental health crisis – close relationship and success of the service is demonstrating that this is possible

Crisis Stabilization Unit - What the People We Care for Say

- All individuals served offered a satisfaction survey – overall rating of 86 percent:

1. When I arrived I felt welcome.	84%
2. My visit gave me hope that I could overcome my struggle.	83%
3. During my visit, I was told about programs and places where I could go that seemed useful to me.	85%
4. During my visit, I was given the opportunity to make choices about my care.	84%
5. Staff were sensitive to my cultural needs and background.	85%
6. Staff heard and understood what I said.	87%
7. I was treated with respect.	89%
8. I felt safe and supported during my visit.	88%
9. The amount of time I waited to be seen was acceptable to me.	86%
10. The Psychiatrist answered my questions and addressed my concerns.	86%
11. I understood my medication instructions upon leaving.	85%
12. I understood the information I received about my follow up care upon leaving.	86%
13. Overall the quality of care I received was.	88%
Overall Satisfaction Score	86%

“I was treated with extreme love, dignity, integrity, and I will cherish this experience as a learning lesson.”

“I love the quiet safe feeling.”

“Medical staff made me feel comfortable and took the time to listen to my needs.”

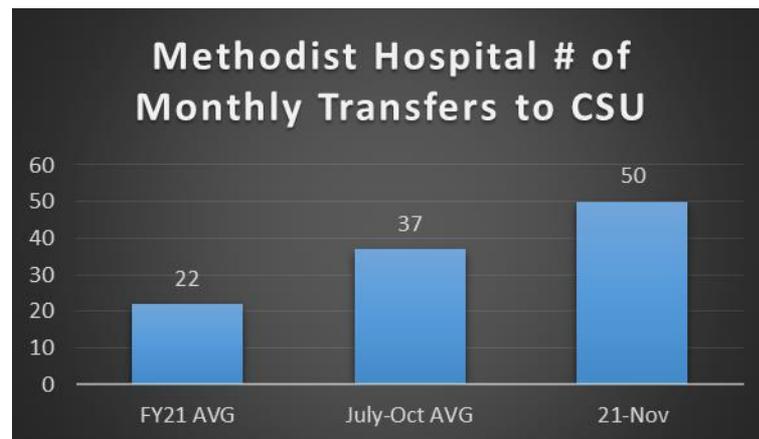
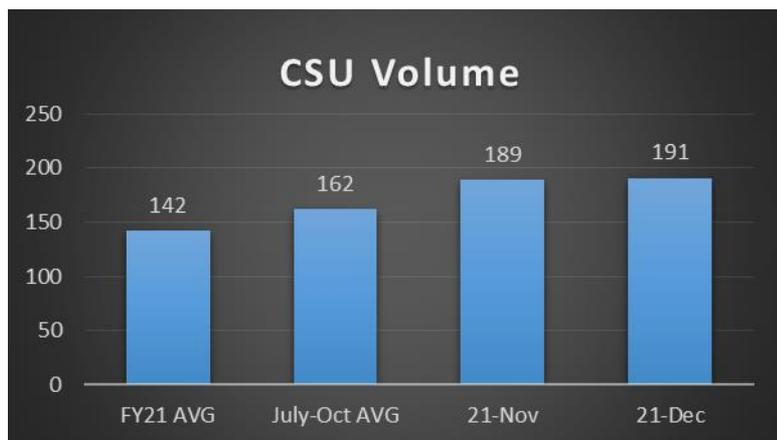
“What a fantastic program. The staff was beyond helpful and supportive, and I felt safe while in their care.”

Behavioral Health Manager(s):

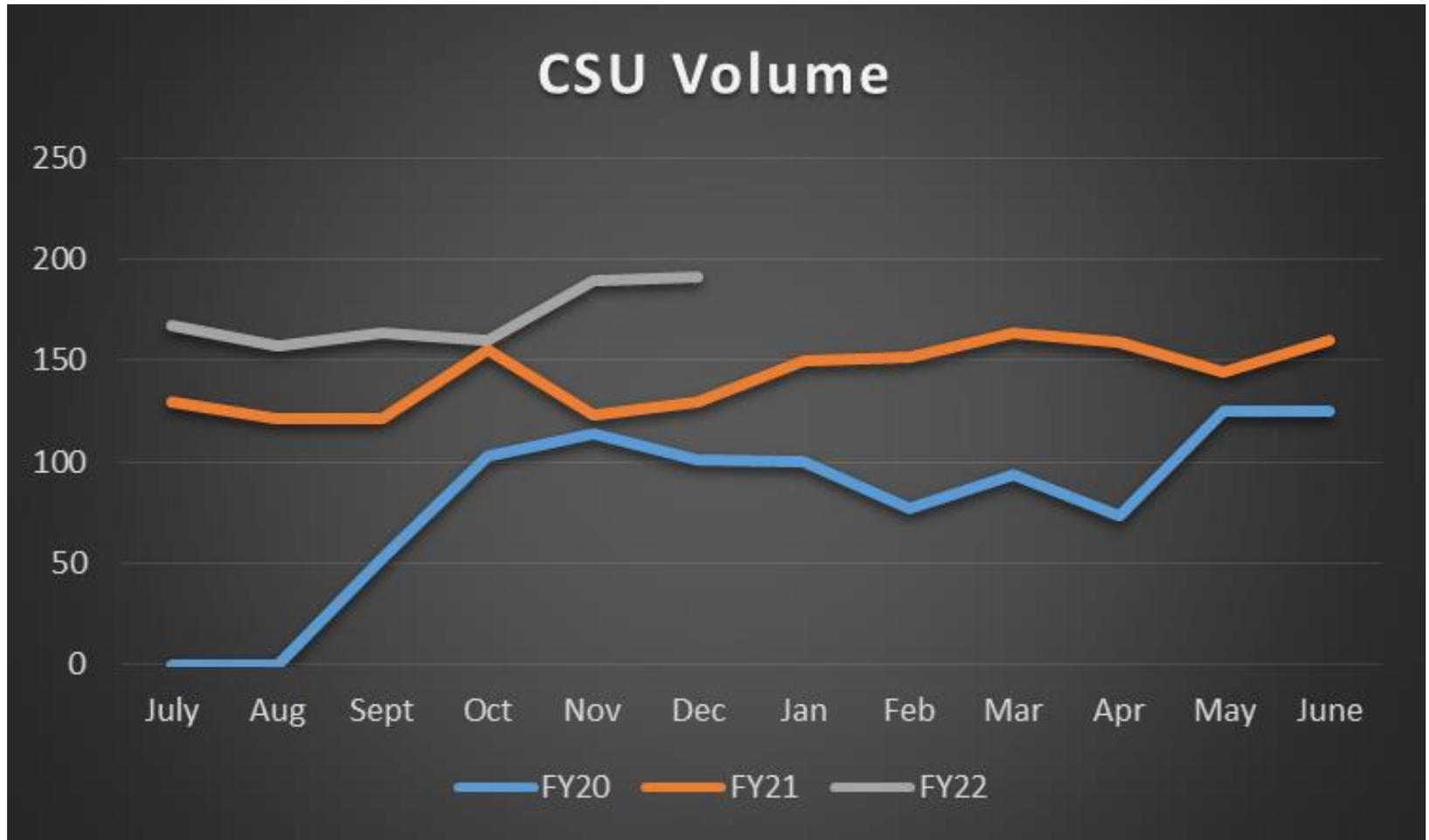
- Dignity has put together dedicated resources (Behavioral Health Managers) to help monitor and facilitate optimal care for our patients with mental health crisis
- Reviews all behavioral health patients to make sure all eligible patients benefit from the services offered in the CSU.
- Assist patients in navigating complexity of the system, both the CSU and other services, so the proper level of care is provided.

CSU Data

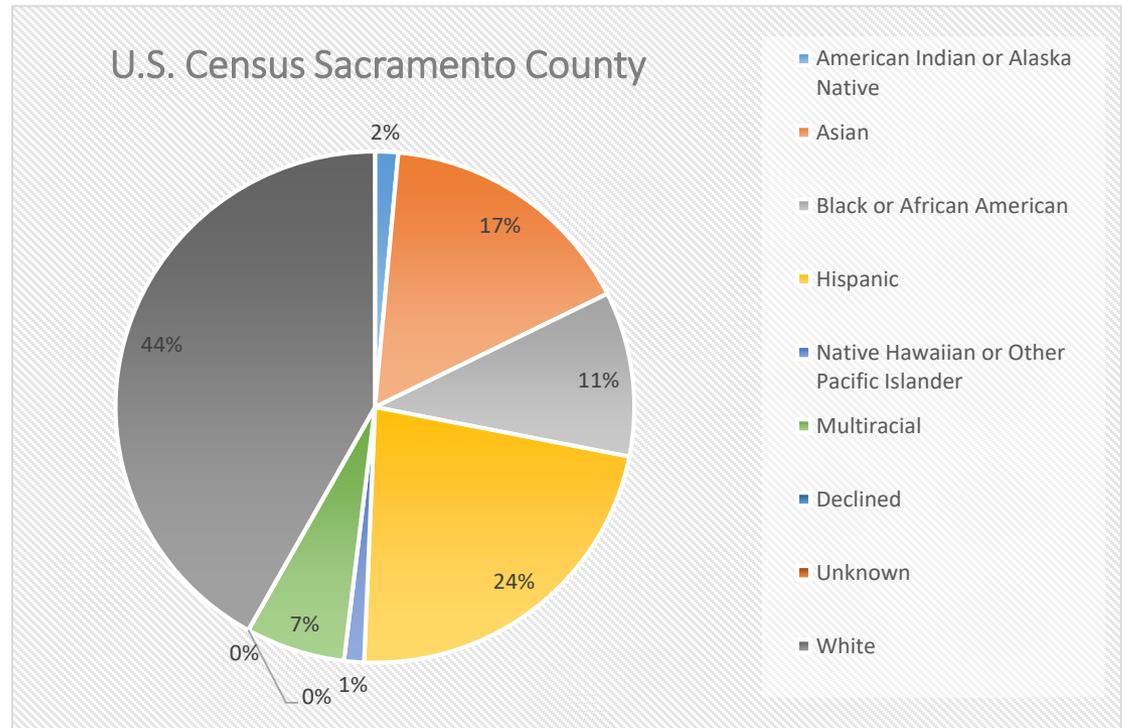
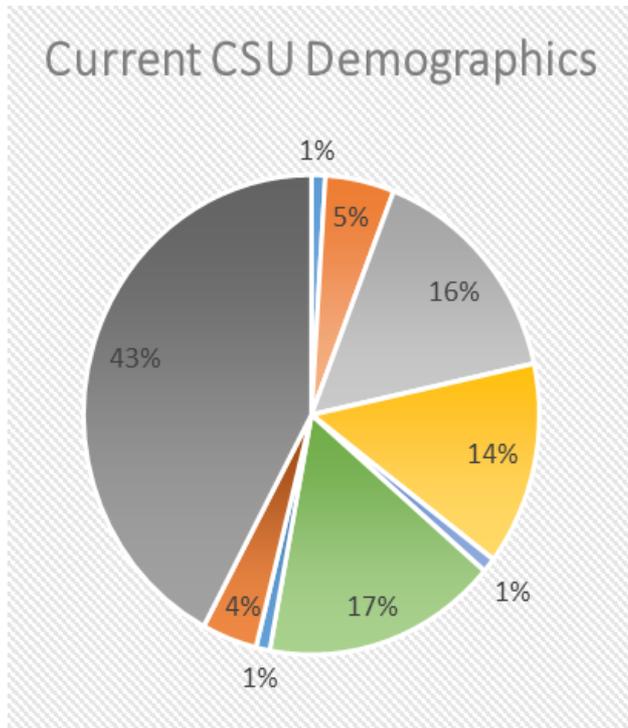
- 75 percent of the patients who go to the CSU are discharged home from there
- 86 percent Patient Satisfaction Rate for CSU
- 19 percent Readmit rate (3 months)
- Average length of stay (LOS) is currently 23 hours with median LOS at 20 hours



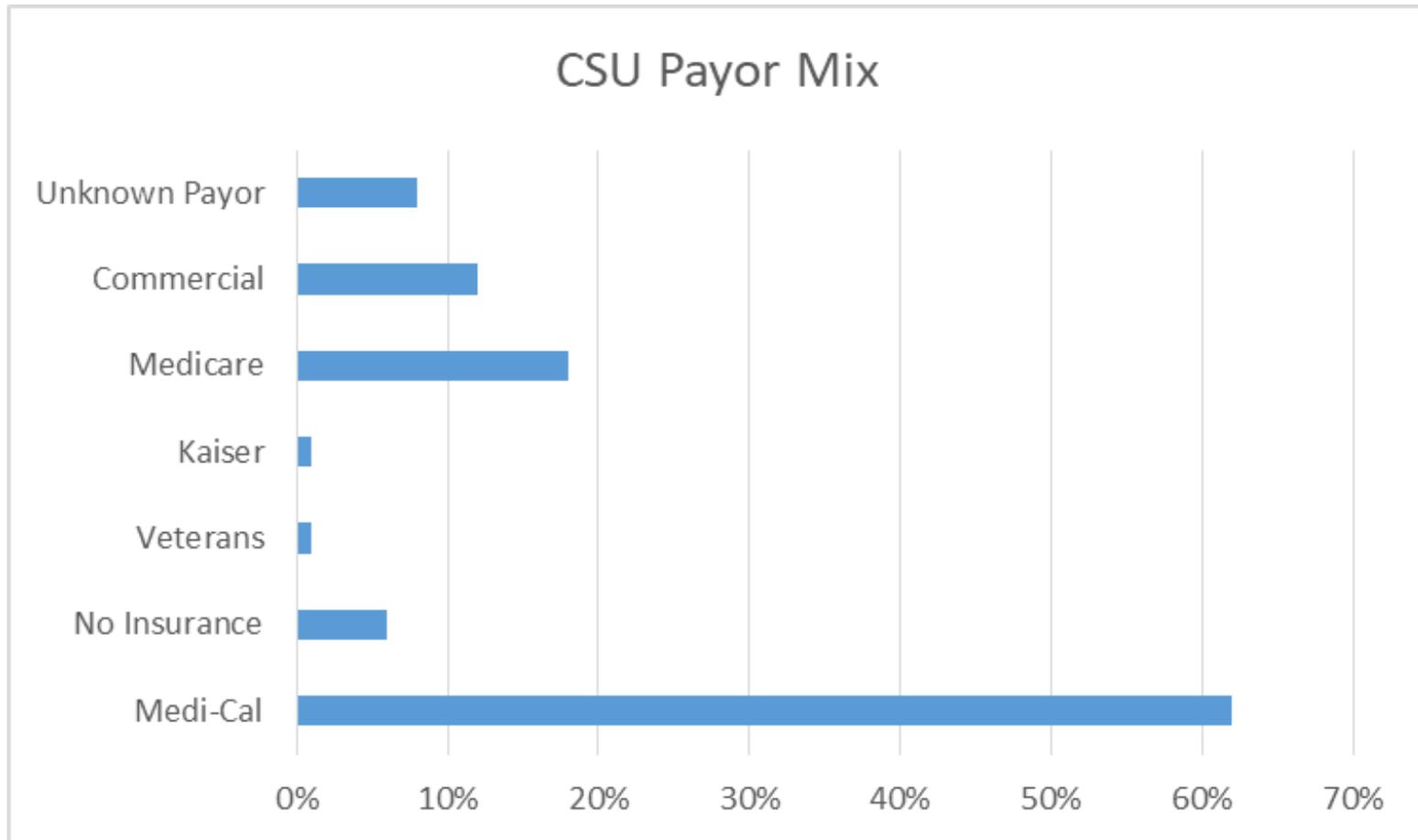
CSU Volume



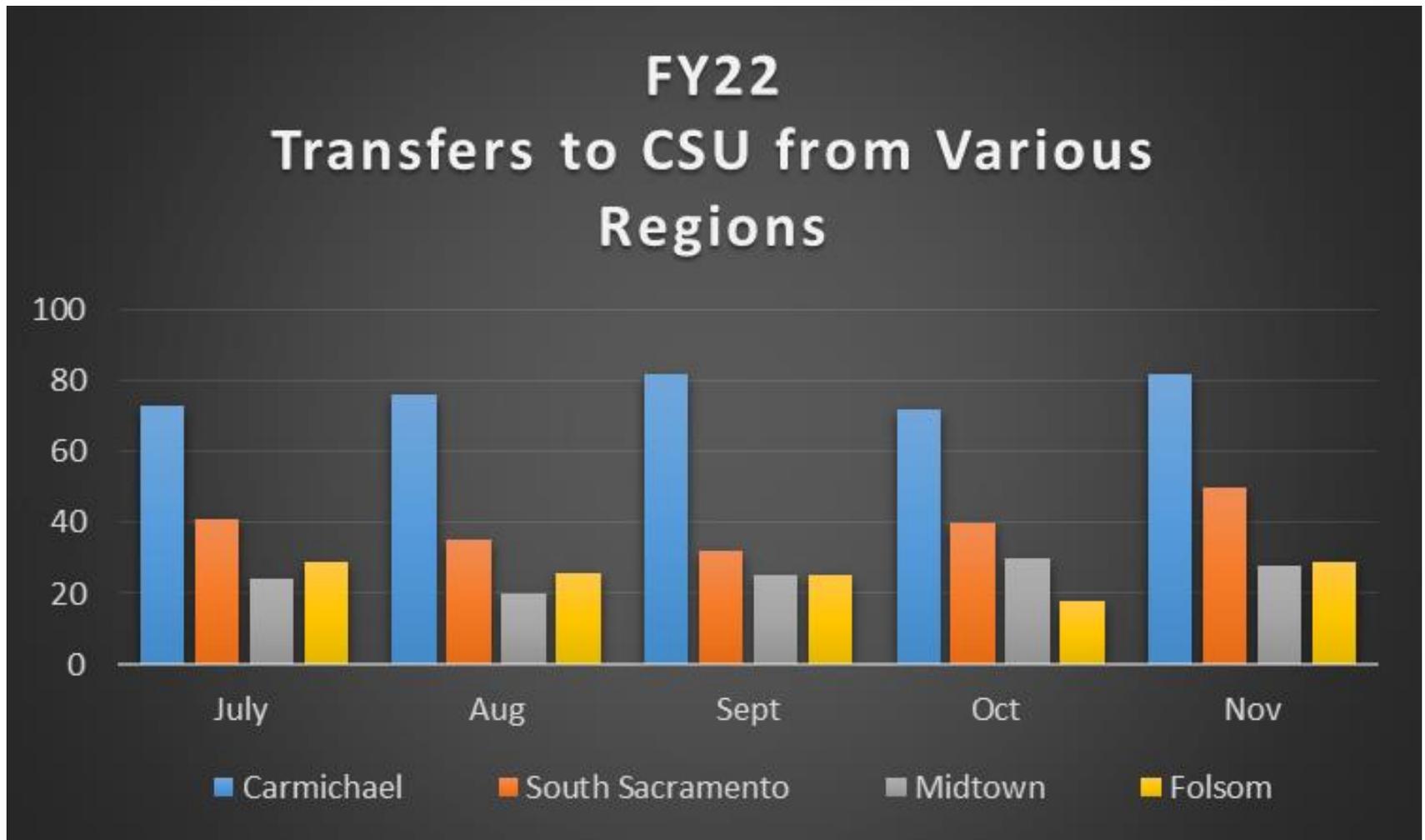
Diversity in the CSU



CSU Current Payor Mix



Transfers from various areas of Sacramento



Our Commitment to LGBTQ+ Care

- Our mission calls us to care for the vulnerable & we're proud to have served LGBTQ+ Californians from our earliest days
- With many LGBTQ+ patients & staff, we understand the challenges faced by LGBTQ+ people & their families, we strongly support LGBTQ+ equity, and we want to eliminate LGBTQ+ bias
- **We've heard concerns and are committed to continuous improvement**
- We are transparent about what we don't do – and all we do



What we've done

- Engaged in a comprehensive LGBTQ+ assessment of our system
- Pledged that all of our hospitals will participate in HRC's Healthcare Equality Index (three of our hospitals are already Equality Leaders)
- All hospital leadership teams have taken LGBTQ+ clinical & anti-bias training. Continuing training with our providers & employees
- Offer extensive transgender health care services throughout our system, led by our highly regarded Gender Institute in San Francisco; also offer excellent HIV/AIDS care
- Dedicated LGBTQ+ patient navigator
- Landing-page specifically geared to LGBTQ+ patients & families
- Transgender health care statement – to provide transparency
- Transgender policy – use of preferred pronouns, rooming, bathroom usage

LGBTQ+ Landing Pages: www.dignityhealth.org/lgbtqcare



Caring Care for LGBTQ+ People and their Families

We provide top-quality health care to everyone—and that absolutely means LGBTQ+ people and their families.

We at Dignity Health know that LGBTQ+ people have long faced serious discrimination in health care and other realms--so we are proud to offer you respectful, welcoming, knowledgeable, non-discriminatory care.

Dignity Health was founded by Catholic sisters deeply committed to compassionate care for all—this commitment is in our DNA. For example, early in the tragic AIDS epidemic, we publicly proclaimed the need for compassionate care—and we provided it. Gay men still tell us about sisters in our hospitals who sat for hours with them and their loved ones, holding hands and offering comfort when other health care providers backed away.

Our commitment to compassionate, non-discriminatory health care is stronger today than ever. To all LGBTQ+ people and their families, we say: we see you, we know you, we care about you. In fact, we are you: we're proud to say we have thousands of LGBTQ+ employees, in every role, in every region.

Dignity Health faithfully serves everyone in need—and is deeply committed to equality for all.

Committed to Continuous Improvement

We seek to be HRC Equality Leaders.

One powerful way for hospitals to demonstrate commitment to LGBTQ+ health equity is to earn “LGBTQ Healthcare Equality Leader” status from the Human Rights Campaign (HRC)—and three of our hospitals have already secured this coveted designation. As Leaders, they have met the stringent, comprehensive requirements of HRC’s national [LGBTQ Healthcare Equality Index](#) (HEI), which calls for welcoming care, workplace equity, and community support. We’re pledged to seek Equality Leader status for all of our hospitals—and we welcome this opportunity to show our commitment to great LGBTQ+ care.



We offer knowledgeable, trustworthy care.

No matter what brings LGBTQ+ patients to Dignity Health, we want them never to worry about how they’ll be greeted or treated. So we’re training our staff, in all roles, to offer sensitive, welcoming care to LGBTQ+ people and their families. This very much includes our medical providers, who are fully prepared to offer care that’s both knowledgeable and bias-free. In fact, as part of our commitment to leading-edge LGBTQ+ care, we’ve developed two dedicated resources that have received wide acclaim for their contributions to LGBTQ+ health excellence.

The [Gender Institute](#) at Saint Francis Memorial Hospital in San Francisco was created to provide state-of-the-art gender-affirming services—and it also offers critically needed training to providers in this realm. And the [CARE Center](#) at St. Mary Medical Center in Long Beach—founded in 1986 to respond to the AIDS epidemic—has long been a national leader in HIV/AIDS care, and has received particular recognition for its expertise and educational work around PEP (post-exposure prophylaxis) and PrEP (pre-exposure prophylaxis) treatment.

We’re evaluating ourselves rigorously and working hard to improve.

We engaged a leading educator and consultant in LGBTQ+ health to provide us with a candid assessment of our strengths—and our growth areas. Shane Snowdon, founding director of the UCSF Center for LGBT Health & Equity and of HRC’s Health & Aging Program, has helped us strengthen our training, policies, and practices in a host of areas, so that we can be an ongoing leader in LGBTQ+ care.

“I’ve been impressed and moved by the strength and sincerity of Dignity Health’s dedication to doing right by LGBTQ+ people and our families.”
– Shane Snowdon



Transgender Health Care

Our Support for Transgender, Non-binary & Gender-Expansive People

We know that transgender, non-binary, and gender-expansive patients face heightened challenges in healthcare and beyond.

Transgender, non-binary, and gender-expansive people face appalling bias and discrimination—and we are determined to counter this by offering gender-affirming care that is skillful and supportive, together with an equitable and welcoming work environment.

Our stance is clear and strong.

We have firm policies against discrimination related to gender identity and expression in health care and employment. And we offer gender-affirming health coverage to all who work for us and their families.

We provide a broad range of gender-affirming services.

We're proud to say that all of our facilities provide a wide variety of knowledgeable gender-affirming services. And at Saint Francis Hospital in San Francisco, our well-known [Gender Institute](#) offers nation-leading care and education.

Guided by diverse transgender and non-binary community members, the [Gender Institute](#) not only joins our other hospitals in delivering high-quality and affordable gender-affirming health services, but also organizes conferences and other training opportunities, to expand and deepen gender-affirming care in the Bay Area and beyond. Like any health system, we can't offer every medical service at every hospital—but we are committed to providing the widest possible range of gender-affirming care.



Continuum of Transgender Health Care in Our Network

Important Information About Transgender Health Care at Dignity Health

This information is also provided on Dignity Health's public LGBTQ+ landing-
page: <https://www.dignityhealth.org/lgbtqcare/oursupport>

At Dignity Health our goal is to deliver compassionate, high-quality, and affordable health services to all, including transgender patients and their families, offering a wide range of transgender health care at our inpatient and outpatient facilities. Guided by robust policies, Dignity Health prohibits discrimination on the basis of gender identity and expression, and calls on all employees to provide unbiased, respectful, sensitive care to transgender, non-binary, and gender-expansive patients and their families. Our network of care includes, but is not limited to, offerings such as hormone therapy, psychological services, mastectomy, breast augmentation, orchiectomy, and hysterectomy, although not all services are available at all facilities.

When a service is not available at a given location, care is transitioned to a provider within reasonable driving distance that offers the desired service. For example, providers are made aware that some sterilizing procedures, including some surgeries, are not performed at our Catholic facilities (see list below), and in these instances providers transition a patient's care to other providers within a reasonable distance, including our non-Catholic facilities (see list below). These non-Catholic facilities include Dignity Health's Saint Francis Hospital in San Francisco, where The Gender Institute has been recognized as a pre-eminent center offering a "best in class" experience in transgender healthcare.



**CENTER OF EXCELLENCE
in GENDER CONFIRMATION SURGERY**

IS BESTOWED UPON

Saint Francis Memorial Hospital

ACCREDITED: May 2021-2024

Designees undergo site inspections every three years to ensure ongoing program compliance.


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We respectfully request your support as we continue to build a program that is positively impacting lives across the County. Thank You!