



BUILDING **HEALTHY** **COMMUNITIES**

**Kaiser Permanente Northern California
2019 Community Health Snapshot**

A Message from Our Leaders

As we release our 2019 Community Health Snapshot amid the global COVID-19 pandemic and a renewed struggle for racial equity and social justice across the United States, we recognize our communities face significant, unprecedented challenges. This is a critical time for the health of our nation.

The public health crisis brought on by the pandemic and the response around the world to the tragic killing of George Floyd are shining a spotlight on what we already know. Systemic racism and lack of economic opportunities prevent communities of color, especially Black communities, from creating the conditions and environments people need to achieve total health. The pandemic is also clearly demonstrating the health inequities that exist in our nation, with data showing that Latinx and Black Americans are disproportionately affected by COVID-19 and its economic impacts.

As a nonprofit organization with a 75-year history of equity and inclusion and an unwavering commitment to the health of the communities we serve, we understand that supporting the needs of underserved communities is more important than ever. In 2019, we invested \$1.79 billion in improving the health of our Northern California communities, including nearly \$235 million to ensure people in need have access to care through our charitable health coverage and medical financial assistance programs.

We also focused on addressing the root causes of health: housing more than 500 homeless seniors in Oakland; investing in affordable housing; food security; economic opportunity in underserved communities; mental health and wellness in schools; and a healthy environment.

While we are proud of our work in 2019, we know it would not have been possible without the collaboration of government leaders and a host of community partners. We will continue to work together as we face the formidable community health challenges in the days ahead.

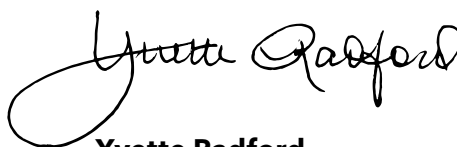
Kaiser Permanente is well positioned in this effort, supporting our communities and taking a comprehensive approach toward prevention of and recovery from COVID-19. As you will see in this report, we have also pledged to address systemic racism and the lack of economic opportunities that have prevented communities of color from achieving total health.

We are committed to using our expertise, reach, and resources to help build healthier and more equitable communities.



Tom Hanenburg

*President, Kaiser Permanente Northern California
Kaiser Foundation Hospitals and Health Plan*



Yvette Radford

*Vice President, External & Community Affairs
Kaiser Permanente Northern California*

Our Unique Approach

While many businesses and nonprofit hospitals make philanthropic donations to support the community, Kaiser Permanente leverages a full range of assets, investing in our communities to improve the conditions that determine health. Through our resources, reach, and partnerships with other organizations, we are uniquely able to make long-term, sustainable change to improve health for all.

Provide charitable care and share our expertise with community health providers

Partner with other organizations to affect positive change

Engage our leaders and employees in community activities

Hire and advance to promote equity, diversity, and reentry into the job market

Invest grants and donations to advance health equity

Buy supplies and materials from diverse local businesses

Build facilities to promote healthy environments and local economies



Improving Heart Health in the Community

209

clinics and hospitals
in the PHASE program

71%

of hypertension patients with
blood pressure in control

In the Sierra foothills of Northern California, Chapa-De Indian Health operates 2 nonprofit community health centers that have seen a remarkable improvement in their ability to help American Indian and low-income patients with hypertension get their blood pressure under control.

With grant funding, training, and technical assistance from **Kaiser Permanente's PHASE** program in partnership with the Center for Care Innovations, between January 2017 and December 2019 Chapa-De went from having 70% of its hypertension patients with blood pressure under control to 77%. High blood pressure is a major risk factor for heart disease and stroke. PHASE stands for Preventing Heart Attacks and Strokes Every Day.

Chapa-De implemented a number of PHASE initiatives, including using medical assistants and Licensed Vocational Nurses to check patient blood pressure more often; launching a clinical-pharmacist led

“When we saw how PHASE benefited Kaiser Permanente members, we said, ‘Bring it on. We can do this for our patients.’”

– Meagan Mulligan, FNP, Chapa-De Indian Health

hypertension program that made it easier for patients to get needed labs and medication adjustments; and starting a blood pressure cuff loaner program to encourage patients to take their own blood pressure at home.

“The majority of our patient population is underserved, and they’re disproportionately affected by hypertension and diabetes, which greatly increases their risk for heart attack and stroke,” said Meagan Mulligan, a family nurse practitioner who serves on Chapa-De’s PHASE team. “There’s a real sense of pride in our blood pressure control numbers and our ability to provide quality care for our patients.”

Improving Quality and Advancing Equity

The PHASE program combines medication and lifestyle changes to provide an evidence-based, cost-effective treatment for people with existing heart disease and those at greatest risk for developing it. Heart disease and stroke are 2 of the nation's leading causes of death, but because of PHASE, Kaiser Permanente members are significantly less likely to die of these conditions than other U.S. residents.

In 2006, Kaiser Permanente began sharing its life-saving PHASE program with community health centers, public hospitals, and community clinic consortia. By 2019, more than 200 Northern California clinic and hospital sites were participating in PHASE using the program to improve care for 174,000 patients.

Through in-person convenings, trainings, site visits, a PHASE playbook, and coaching – the PHASE program helped participating clinics and hospital sites to greatly improve blood pressure control in their patients.

**Between January 2017
and December 2019 blood
pressure control went from:**

68% to 71%

in patients with hypertension

73% to 76%

in patients with diabetes



PHASE is also helping community health centers and public hospitals to advance their data reporting systems, culture of quality improvement, team-based care, and population health management systems – changes that will help them improve quality in other areas of patient care.

The PHASE program is just one example of Kaiser Permanente's commitment to building partnerships with safety net clinics and institutions that serve on the front lines of health care for the uninsured and underserved. This work furthers our goal of ensuring access to care for those most in need and advancing health equity for all.



Investing in Better Health through Housing

515

formerly homeless seniors housed in Oakland

\$11.6M

invested in affordable housing in Northern California

For Victor Nelson, the deep connection between housing and health is personal. Last year, Nelson lost his job as a social worker, fell behind on his rent, and began living in his car. He joined the estimated 151,000 Californians who are homeless.

"I already had some underlying health issues, and I got really sick living in my car. I began to eat very little, I had trouble sleeping, and I was just wiped out mentally," he said. "I drove myself to the emergency room and they found I had 2 blood clots on my lung and a kidney infection."

Nelson contacted Alameda County's 2-1-1 service and found housing through a Bay Area Community Services (BACS) program. In 2019, working with funding from Kaiser Permanente Northern California and support from Alameda County and the City of Oakland, BACS housed 515 formerly homeless Oakland seniors with a chronic health condition or disability.

"This is groundbreaking and compassionate work on behalf of our senior residents. Kaiser Permanente has consistently shown up for Oakland and partnered to make our city a healthier community for all residents."

– Oakland Mayor Libby Schaaf

Nelson now shares a single-family home and is reclaiming his life with the help of a stable place to live and the program's wraparound services.

"It's allowed me to access work. It's allowed me to access medical care. It improves my mental health, and I'm able to build a new life," Nelson said.

Improving Conditions for Health

Kaiser Permanente invests in affordable housing and programs to alleviate homelessness, food insecurity, and social isolation because safe, stable housing and other factors such as nutritious food and meaningful social connections are vital for a person's physical and mental health.

Access to affordable housing is also key to creating a more healthy and equitable future for our communities. In Alameda County, 8,022 people experienced homelessness in 2019, an increase of 43% in 2 years. Nearly 50 percent of homeless people in the county are Black, even though Black people account for just 11% of the county's population.



In addition to partnering with BACS, in 2019, Kaiser Permanente worked to preserve affordable housing and end homelessness by:

Kaiser Permanente partnered with the San Francisco Foundation, the City of Oakland, BACS, Catholic Charities of the East Bay, and East Bay Community Law Center to launch Keep Oakland Housed in 2018. In its first 2 years of funding, the program helped keep an estimated 7,500 Oakland residents in housing.

"Our partnership with Kaiser Permanente in both the Oakland 515 and Keep Oakland Housed programs has been a game-changer in helping reduce the number of unhoused people in Oakland," said Jamie Almanza, executive director, BACS. "It demonstrates that with resources, strong will, and vision we can end homelessness in our community."

Partnering with Enterprise Community Partners and investing \$11.6 million to maintain or increase the affordable housing supply in Oakland.

Partnering with Community Solutions' Built for Zero initiative to help communities in Sacramento, Marin, Contra Costa, Madera, and Santa Cruz counties to adopt data-driven tools and technologies to end homelessness and the conditions that create it.

Investing \$2 million to help maintain Keep Oakland Housed, a program that includes emergency financial assistance, legal representation, and supportive services to help keep low-income Oakland residents from becoming homeless.



Rebuilding a Healthy North Bay

\$5.67M

in grants dedicated to disaster-recovery efforts in Sonoma and Napa counties

24K

patients have a permanent medical home through the rebuilding of the Vista clinic

In August 2019, nearly 2 years after the October 2017 Tubbs Fire devastated Sonoma County and destroyed the largest campus of Santa Rosa Community Health, dozens of community members gathered to celebrate the clinic’s joyful reopening.

Santa Rosa Community Health is the largest Federally Qualified Health Center in Sonoma County, and its rebuilt Vista clinic serves more than 300 patients a day.

“About 90 percent of our patients live below the federal poverty level, and most are dealing with housing insecurity, food insecurity, and trauma in their lives,” said Naomi Fuchs, CEO of Santa Rosa Community Health. “It’s been so heartwarming to reopen this clinic for our patients; it’s their medical home, and it’s beautiful.”

Kaiser Permanente invested in the rebuilding of the Vista clinic as part of \$5.67 million in grants made in 2019 dedicated to disaster-recovery efforts in Sonoma and Napa counties.

“ Throughout the aftermath of the fire, Kaiser Permanente has been a true partner in understanding and supporting our community health centers and the people we serve.”
– Naomi Fuchs, CEO of Santa Rosa Community Health

The area has been hard hit. While the Tubbs Fire destroyed 5,300 homes in 2017, flooding in the area in February 2019 affected another 1,700 homes, followed by the Kincade Fire in October 2019, which destroyed an additional 174 homes.

The disasters exposed a stark need for an increase in affordable housing, mental health services, and economic support in the North Bay. According to Catholic Charities of Sonoma County, more than 21,000 additional individuals are on the brink of homelessness in Sonoma County, and there’s been a nearly 20 percent rise in homeless youth.



Offering Resources and Expertise

Since 2017, Kaiser Permanente has committed nearly \$14 million to 40 community-based organizations to support recovery and rebuilding efforts in the North Bay. We prioritize funding to areas where our resources and expertise intersect with community need.

Understanding that vulnerable communities fare worse after natural disasters than those with greater resources, several of Kaiser Permanente's grants in the North Bay are specifically targeted to address the needs of minority communities and to include their perspective in rebuilding efforts. There is still much work to be done, but working together with local leaders and engaging residents at the neighborhood level, Kaiser Permanente is helping the North Bay to rebuild a more equitable and healthy community for all.

Kaiser Permanente investments in North Bay recovery efforts since 2017

\$1.5M

in grants to provide rent subsidies, legal representation to combat rent hikes, and legal aid to secure full reimbursements from insurance companies for vulnerable community members

\$3.3M

in grants to support community well-being and resilience

\$3.7M

to support emergency response and to improve the City of Santa Rosa General Plan to incorporate healthy design elements and input from communities of color

\$5.5M

in grants to expedite development of affordable housing, including housing for seniors



Empowering Schools to Promote Mental Health and Wellness

\$2.6M

in grants supported mental health and wellness in schools

15.4K

students, teachers, and staff served by mindfulness programs

A bustling middle school that serves more than 1,000 students in a largely low-income community may seem like an unlikely place to demonstrate the benefits of mindfulness. But Park Middle School in Antioch, in partnership with the Niroga Institute, is showing how a program of mindful movement, breathing, and centering can make a difference in school culture and in the lives of young people.

One student described the program this way: “It clears my mind so I can think about one thing, instead of thinking about millions of things at once.”

Kaiser Permanente has supported the Niroga Institute’s evidence-based dynamic mindfulness programs in schools for more than 6 years, and in 2019 it began funding its work at Park Middle School and 3 other Northern California middle and high schools. In 2019, Kaiser Permanente also funded the Mindful Life Project and Mindful Schools. Together, the 3 nonprofits support 15 elementary, middle, and high school

“Our campus culture has become supportive and mindful. There’s a groundedness that I’m seeing in the students that’s really beautiful.”

— Julia Kent, Park Middle School Counselor

mindfulness programs serving students, teachers, and school staff in underserved communities throughout Northern California.

Substantial evidence shows mindfulness training helps students combat the negative impacts of Adverse Childhood Experiences (ACES) and decrease stress and anxiety. It also has been shown to increase students’ ability to focus attention, emotionally regulate, as well as improve coping skills and interpersonal relationships. Research also indicates that mindfulness adapted for educators optimizes teacher wellness and self-compassion and reduces burnout and bias.

"We know that underserved communities experience disproportionately greater stress than other communities," said Bidyut Bose, executive director, Niroga Institute. "Kaiser Permanente is enabling us to provide stress resilience and trauma-healing mindfulness practices to try to level the playing field."

In addition to grants supporting mindfulness programs, in 2019, Kaiser Permanente also invested in mental health and wellness in schools through these initiatives:

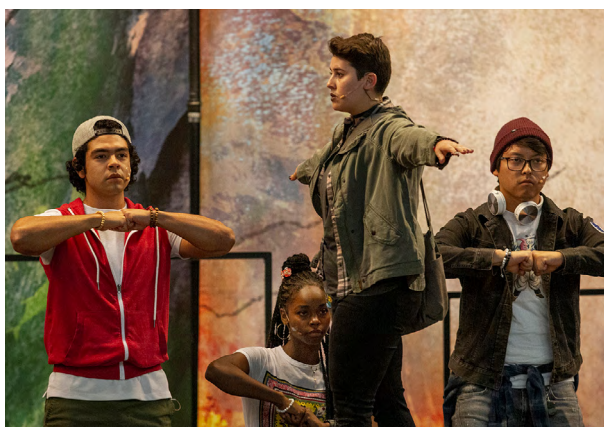


Resilience in School Environments (RISE)

Resilience in School Environments (RISE) is part of Kaiser Permanente's Thriving Schools. RISE deploys virtual and in-person resources to empower schools to cultivate practices that strengthen the social and emotional health of school employees and students.

Kaiser Permanente Resilience Initiative

The Kaiser Permanente Resilience Initiative supports community-based organizations to offer trauma-informed services and supports to youth, teachers, and staff at public middle and high schools while fostering a trauma-informed school culture.



Kaiser Permanente Educational Theatre

Kaiser Permanente Educational Theatre offers a variety of free programs to schools and communities including **Ghosted**, addressing student stress, anxiety, and depression and healthy coping strategies; **RISE UP**, a learning session for teachers and school staff to foster resilience using a trauma-sensitive approach to interactions with students; and **Nightmare on Puberty St.**, which promotes healthy ways for students to cope with stress, depression, and thoughts of suicide.

Kaiser Permanente helps empower schools to support the well-being of students and school staff because healthy school environments promote both wellness and educational success, which can lead to better employment opportunities and a lifetime of health benefits.

By the Numbers

2019 Northern California Community Benefit Investment

\$1.37B

Total Community Investment

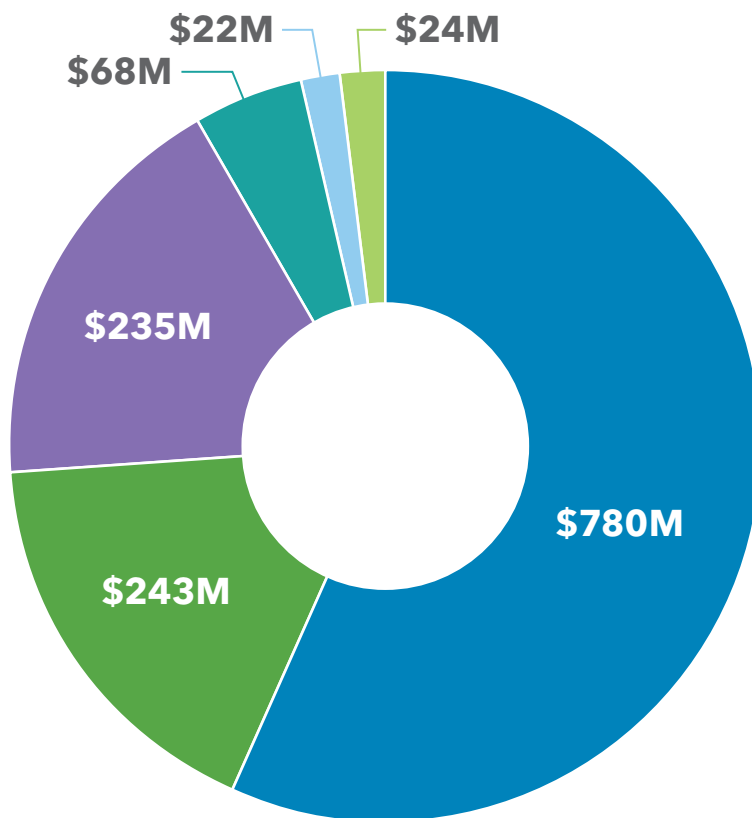
\$860M*

Kaiser Permanente
Hospitals

+

\$512M

Kaiser Permanente
Health Plan



\$780M Medi-Cal and other government programs

\$243M Philanthropy

\$235M Charitable health coverage and care

\$68M Health professions education

\$22M Research

\$24M Other

**As reported in SB 697, a state-required report for all nonprofit hospitals.*

MAKING LIVES BETTER

186K

youth and adults reached
through Educational Theatre

86K

people received Medical
Financial Assistance

\$3M

in employee and corporate
donations to nonprofits
through KP Gives

\$243M

in grants, donations,
and direct support

\$1.37B

total community
investment

1,727

medical residents trained
in our Graduate Medical
Education program

\$5.4M

to support Sonoma and Napa
County fire recovery efforts

2,562

employee and physician
volunteers put in
20,187 hours

282

people trained at
our School of Allied
Health Sciences