



2019 Community Benefit Report

SUBMITTED TO THE STATE OF CALIFORNIA JUNE 15, 2020

Table of Contents

I. Welcome	2	IX. Family Services and Education	24–29
II. UCSF Benioff Children’s Hospital Oakland	3	Child Life And Creative Arts Therapy	24
III. Community Benefit Report Overview	4	FINDconnect	25
IV. Community Health Needs Assessment ..	5	Injury Prevention Program	26
V. Undercompensated and Charity Care	6	Medical Social Services	27
VI. Center for Child and Community Health	7	Pain and Palliative Care Program	28
VII. Access to Primary Care	9–11	Sports Medicine for Young Athletes	29
Primary Care for Teens & Young Adults	9	X. Academic and Professional Development	30–34
Claremont Primary Care Clinic	10	Dr. Barbara Staggers CHAMPS Program	30
VIII. Care for Special Populations	12–23	CHORI Summer Student Research Program	32
Camps	12	Graduate Medical Education	33
Diabetes Program	13	Volunteer Services	34
Center for Child Protection	14	XI. Government Relations and Advocacy	35
Center for the Vulnerable Child	16	XII. Economic Impact	36
Early Intervention Services	18		
Hemoglobinopathy Center	20		
HIV Program	22		
Psychology Oncology Program	23		

I. Welcome



I am inspired by the profound impact that UCSF Benioff Children's Hospital Oakland has on our community, both locally and globally, and am delighted to present our 2019 Community Benefit Report. This annual report provides an overview of the many activities our hospital has engaged in over the past year that go beyond our core medical services to address the diverse health and social needs of children.

Over the past year, we renewed our dedication to the critical issue of children's mental health with the launch of our enterprise-wide mental health strategy, aimed at addressing this critical need. Through innovative initiatives like our school-based partnership programs, we are committed to improving access to pediatric mental health services across the continuum of care. Notably, in 2019 the state of California selected the PEARLS screening tool – a product of our long-running clinical research programs in adverse childhood experiences – as the first test covered by Medi-Cal to measure toxic stress in kids. This terrific milestone offers hope that children who have experienced major trauma and adversity will get the care they need sooner.

In the past year, we also established a Community Advisory Board for BCH-Oakland to provide a forum for ongoing dialogue between the community and the hospital, in order to strengthen our mission as the pediatric provider of choice in the East Bay. The Board comprises multi-sector leaders from business, health care, faith-based, and nonprofit organizations who are similarly committed to advancing child health through clinical care, teaching

and research, advocacy, and community partnerships. This group will be an important partner to UCSF Benioff Children's Hospitals as we generate ideas for future growth, while improving access to care at our Oakland campus. I look forward to their insights as we work together to address some of the key challenges facing our community.

One such challenge that demanded our thoughtful attention this past year has been the deleterious effect of federal immigration policies on our immigrant population. Nearly half of the children in Alameda County are immigrants or have at least one immigrant parent, and the social, political, legal, and economic challenges faced by this population can have serious consequences. Extreme stress and uncertainty take a toll on mental and physical health, and families may avoid preventive visits and even emergency care out of fear of deportation.

In response to this critical public health issue, this year we launched the Center of Excellence for Immigrant Child Health and Wellbeing—one of the first of its kind in the country. The Center will advance strategies to achieve equitable health care and healthy, resilient children regardless of immigration status through four key pillars: training caregivers, customizing care, educating families and inspiring action.

The efforts described above and on the pages that follow underscore our commitment at UCSF Benioff Children's Hospitals to the communities we are privileged to serve, as we go beyond our four walls to foster bold change. I am excited to continue this journey of engaging with the community and our partners, on behalf of Healthy Children, Healthy Communities, and a Healthy World.

Michael Anderson, MD, MBA, FAAP, FCCM, FAARC
President, UCSF Benioff Children's Hospitals

II. UCSF Benioff Children's Hospital Oakland

Our Mission

The reason we exist – is Caring, Healing, Teaching and Discovering

Our Vision

What we want to be – is to be the best provider of health care services, the best place to work, and the best environment for teaching and research

Service Area and Scope of Services

UCSF Benioff Children's Hospital Oakland offers a broad range of inpatient, outpatient, and community programs. Although UCSF Benioff Oakland serves patients throughout Northern California and other states and counties, the majority of UCSF Benioff Oakland's patients come from Alameda County. In 2019, nearly 80,000 patients were served through more than 9,000 inpatient visits, 200,000 non-urgent outpatient visits, and 40,000 Emergency Room visits.

UCSF Benioff Oakland offers multiple community programs and services. Its Federally Qualified Health Center is the largest pediatric primary care clinic in the Bay Area and includes two comprehensive school-based clinics and one at the Juvenile Justice Center in San Leandro.

The Children's Hospital Oakland Research Institute (CHORI) is dedicated to translating basic and clinical research into health benefits for children. In 2019, CHORI had more than 150 active grants and contracts, which included partnerships with private research organizations, corporations, universities and government entities on local and national levels.

Governance

UCSF Benioff Oakland is a private, not-for-profit 501(c)(3) organization. The Regents of the University of California is the corporate parent of UCSF Benioff Oakland, and since 2014, UCSF Benioff Oakland has been affiliated with UCSF.



III. Community Benefit Report Overview

The Affordable Care Act requires all nonprofit hospitals to complete and submit an annual Community Benefit Report. Although hospitals bring numerous benefits to their local economies, these reports are intended to document the ways that hospitals support the health needs of their communities above and beyond the hospitals' core functions. Although the State of California (via SB 697) provides some general guidance, there is no official definition of a "community benefit." UCSF Benioff Oakland has employed the following definition: A community benefit is a planned, managed, organized, and measured approach to meet documentable community needs intended to improve access to care, health status, and quality of life. A community benefit should meet one or more of these criteria:

- Responds to public health needs or the needs of a vulnerable or at-risk population
- Generates no (or negative) profit margin
- Would likely be discontinued if the decision were made on a purely financial basis
- Is not considered standard of care for a children's hospital.

The following are not considered community benefits: activities designed for marketing or fundraising, services that are considered "the cost of doing business," education for hospital staff, volunteering by employees on their own time, and capital improvements.

Creation and Dissemination of the 2019 Community Benefit Report

The leadership team for the Center for Child and Community Health served as the oversight committee for this report. The report was compiled by Nirali Patel and Adam Davis. Financial data was provided by Chris Culhane.

The 2019 report has been submitted to the UCSF Benioff Oakland's Board of Directors and is made available to hospital staff and the general public through the UCSF Benioff Oakland's website, with further distribution through the Center for Child and Community Health. UCSF Benioff Children's Hospital Oakland maintains public awareness of its community services through social media, traditional media, its website, and other publications.

Contact Adam Davis at adam.davis@ucsf.edu for questions or more information.

IV. Community Health Needs Assessment

Nonprofit hospitals are required by federal and state laws to conduct a community health needs assessment (CHNA) every three years, and use the results to develop a community health implementation plan. The objectives of the CHNA are to identify:

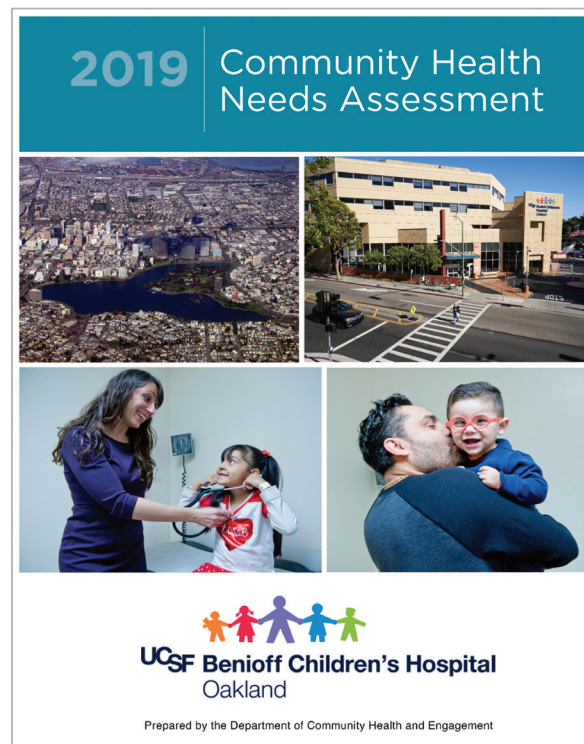
- The greatest health needs and risk factors in the hospital's primary catchment area
- Specific populations and regions experiencing health disparities
- Contributing factors that create both barriers against and opportunities for these populations to live healthier lives

UCSF Benioff Children's Hospital Oakland published its most recent CHNA in 2019. The effort utilized a community-based participatory research strategy, and included primary and secondary data. Primary data collection derived from input from more than 160 members of the hospital service area, expert interviews with 31 key informants, and 23 focus group interviews with 290 community members. Secondary data analysis included over 500 epidemiological, socio-demographic, and environmental variables. Through this analysis and additional input from hospital takeholders, we identified four top priorities for the 2019-2022 community benefit cycle:

- Mental Health
- Economic Security/Housing
- Healthcare Access and Delivery
- Diet, Nutrition, and Food Access

The full CHNA report and Implementation Plan for 2019-2022 can be found on the hospital's website at:

www.childrenshospitaloakland.org/main/community-benefit-reports.aspx



V. Undercompensated and Charity Care

UNDERCOMPENSATED GOVERNMENT-SPONSORED HEALTH CARE

The cost of providing care is often more than what children's hospitals receive to provide it. This is frequently true for children who have government-sponsored health insurance such as Medicaid and other means-tested programs. Nearly 70 percent of visits to UCSF Benioff Oakland in 2019 were by patients who receive government-sponsored health insurance. In each case UCSF Benioff Oakland covers the difference, effectively subsidizing health care for many children in our community who are low income and do not have private insurance.

CHARITY CARE

As part of its commitment to serve the community, UCSF Benioff Oakland provides free or discounted care, also known as Charity Care, to families who do not qualify for government-sponsored health insurance and who meet certain eligibility requirements. The Charity Care program requires that patients complete an application and provide supporting documentation to verify income level. Self-pay patients who come to the Emergency Department are provided a brochure describing the Charity Care program and patients who may be eligible for financial assistance are also notified by a statement on their bill.



VI. UCSF Center for Child and Community Health

In 2017, health equity experts and champions at UCSF Benioff Children's Hospital Oakland, UCSF Department of Pediatrics, and UCSF School of Medicine, came together to create the Center for Child and Community Health (CCCH). Its mission is to be a positive force for all children to live a full, vibrant and healthy life, and it accomplishes that mission through clinical transformation, health equity science, and systems leadership.

DIRECT SERVICES TO PATIENTS & FAMILIES

Center of Excellence for Immigrant Child Health and Wellbeing—Half of children in Alameda County are immigrants or have a parent who is an immigrant. The social, political, and economic challenges faced by many immigrants have serious and lasting impacts on their mental and physical health and families may avoid care out of fear of deportation. The Center of Excellence for Immigrant Child Health and Wellbeing was created in 2019, partly as a response to inhumane federal policies affecting immigrants.

The Center's mission rests on four pillars: (1) Providing training and consultation to caregivers both at UCSF Benioff Oakland and in the community; (2) Delivering specialized care based on the unique needs of immigrant children, and offering no-cost forensic exams for asylum seekers; (3) Educating families on their legal rights and making sure they feel safe in our hospital environment; and (4) Providing local leadership by spearheading a community working group.



Family Care Network—CCCH is the hub for Family Care Network (FCN). Family Care Network is a collaboration of seven organizations that coordinate medical care, linkage to care, peer advocacy, and legal and mental health services for women and children living with or affected by HIV/AIDS in Alameda and Contra Costa Counties. In 2019, FCN served more than 1,200 individuals.

FINDconnect—Health outcomes in children are determined as much by social factors as by genes or quality of healthcare. Traditionally, however, addressing social determinants of health has been outside the scope of medical practice. CCCH developed a software application called FINDconnect to help providers address the basic needs of lower income children and in 2019, CCCH began licensing FINDconnect to other healthcare institutions. More information on FINDconnect can be found on page 25.

FINDconnect Navigation Hub—In 2019 CCCH began a partnership with a network of community-based clinics to expand FINDconnect services into the broader community. CCCH trained participating clinics to screen their young patients for trauma and basic needs. When a family screens positive, the clinic refers the family to a CCCH-based “navigator”. The navigator, a specially-trained health educator, works closely with the family to: (a) identify their priority needs; (b) use FINDconnect to identify useful resources for the family; (c) develop an action plan; and (d) follow-up with the family over six months to help resolve their needs. Begun in mid-2019, the project enrolled 140 families in its first six months.

Free and Easy Transportation for Children's Health (FETCH)—Lack of transportation is a top reason families miss their medical appointments. In collaboration with Lyft and Yoots, the FETCH program provides convenient transportation to and from medical visits for families who lack access to reliable transportation and are at risk of missing their appointments. In 2019, CCCH began a partnership with the Division of Endocrinology to evaluate the impact of FETCH on show rates of more than 60 diabetes patients and provided transportation services to more than 50 children with diabetes.

Food Farmacies—Many families rely on inexpensive, processed food. CCCH collaborates with the Alameda County Community Food Bank and Phat Beets Farms to sponsor two onsite Food Farmacy pop-up markets per month. At Food Farmacies, families can pick up free fresh produce, meats, eggs and whole grains, along with easy recipes. In 2019, Food Farmacies provided food to over 1,000 families in need.



FAMILY & PROFESSIONAL EDUCATION

Community Health and Adolescent Mentoring Program for Success (CHAMPS)—CHAMPS provides multi-year, immersive healthcare experiences and individualized support to students from underrepresented backgrounds who wish to learn about health careers. For more information, see page 30.

PEARLS State Rollout—In 2019, the California legislature appointed a working group to identify appropriate tools for screening children for trauma. The working group recommended PEARLS, a screening tool developed through a research study led by CCCH (see PEARLS below). The state also set aside funding to reimburse providers for using PEARLS starting in 2020. CCCH is working with the state's new Surgeon General to co-lead efforts to educate providers about the PEARLS tool.

Teens Preventing Pregnancy —In 2019, CCCH received a federal grant to help reduce pregnancy among lower-income adolescents. Set to launch in early 2020, the Teens Preventing Pregnancy program will utilize an evidence based pregnancy prevention educational curriculum with adolescents at UCSF Benioff Oakland's Teen Clinic.

HEALTH EQUITY RESEARCH

Brilliant Baby—CCCH is leading the effort to evaluate the impact of Brilliant Baby, part of the mayor's signature poverty initiative called Oakland Promise. Brilliant Baby is a two-generational approach in which newborns born into poverty receive financial coaching and a college savings account with \$500 in seed funding, setting an expectation for college from birth. Working with UCSF Benioff Oakland's Claremont Clinic, CCCH is in the process of recruiting 500 babies into Brilliant Baby, and will be observing the program's impact on a variety of social, economic, and health-related outcomes.

Food as Medicine—Many families who receive care at UCSF Benioff Oakland rely on inexpensive, processed food due to cost or inaccessibility of healthy foods. CCCH oversees a pilot study in which it collaborates with Dig Deep Farms, a collective of local urban farmers, to deliver healthy food to the homes of over 150 families for four months. Families are recruited from the hospital and La Clinica de la Raza. Participants also receive recipes and cooking demonstration videos that incorporate the food included in the deliveries. CCCH is evaluating the program to determine effectiveness at changing eating behaviors.

Oral Bacteria Extract (ORBEX) Asthma Prevention Study—ORBEX is a randomized, placebo-controlled, multicenter study to assess the efficacy, safety, and tolerability of bacterial extract for the prevention of wheezing and lower respiratory tract illness in infants and toddlers who are at risk for developing asthma. Scientists suggest that in modern societies, the lack of exposure to infections leads to autoimmune diseases, such as asthma and allergies. Conversely, early exposure to certain types of microbes may help prevent such diseases. If the study proves successful, it could lead to the first commercial product to actually prevent asthma. In 2019, the study began recruitment from the Claremont Clinic and will follow families for three years.

Pediatric ACEs and Related Life Events Study (PEARLS)—Developing brains are particularly susceptible to the effects of adversity. If not mitigated, adverse childhood experiences (ACEs) may lead to negative biological and behavioral changes known as toxic stress. CCCH is leading a groundbreaking randomized controlled trial to develop and validate screening tools for use in pediatric settings to identify children at risk for toxic stress. Using a novel technical approach, the study seeks to identify biomarkers that correlate with exposure to ACEs. In 2019, the study team completed recruitment of 555 children from UCSF Benioff Oakland's Claremont Clinic.

VII. Access to Primary Care

Primary Care for Teens and Young Adults

The Primary Care Department operates four teen and young adult clinics for patients 11-21 years old. These clinics provide an array of services above and beyond the standard of care to address the complex economic and societal challenges that young patients may face.

DIRECT SERVICES TO PATIENTS & FAMILIES

UCSF Benioff Oakland's four community-based teen and young adult clinic sites account for approximately 5,000 visits each year. Most of the young people seen in these clinics live in neighborhoods impacted by poverty, gun violence, substandard housing, food deserts, and other conditions that affect their health and well-being.

The Teen Clinic on Telegraph Avenue in North Oakland—the largest of the four sites—provides integrated primary and behavioral health care for over 1,000 patients ages 11-21. It is located three blocks from the main hospital.

The two school-based clinics are the **Chappell-Hayes Health Center** in West Oakland at the site of McClymonds High School and the **Youth Uprising/Castlemont Health Center** in East Oakland located next to Castlemont High School. The sites operate in conjunction with the Oakland Unified School District and the Center for Healthy Schools and Communities at the Alameda County Health Care Services Agency. These pioneering clinics serve as national models for full-service, school-based, primary care centers that integrate behavioral health services to promote adolescent development and wellness.

UCSF Benioff Oakland also provides full medical health services for over 1,000 detained young people every year at the **Alameda County Juvenile Justice Center (JJC) Medical Clinic**. This clinic is a collaboration between UCSF Benioff Oakland, Alameda County's Health Care Services Agency, Behavioral Health Care Services, and the Alameda County Probation Department and Public Health Department.



Claremont Primary Care Clinic

DIRECT SERVICES TO PATIENTS & FAMILIES

UCSF Benioff Children's Hospital Oakland Claremont Primary Care Clinic provides a medical home to more than 9,000 children every year. The clinic uses a team-based care model that includes care coordination for medically and socially complex patients. Through a combination of direct patient care, family navigation, behavioral health integration, early literacy support, and other adjunct services, the clinic provides holistic health care to children speaking more than 30 different languages.

Along with general primary care services, a number of integrated clinics serve special populations:

- **Asthma Clinic** provides health care and case management to children with complex asthma
- **Behavioral Health Integration Clinic** provides mental health evaluation and short-term psychotherapy services for children with behavioral concerns.
- **Charlie's Clinic** provides primary care, care coordination, case management and parent support for children with Down Syndrome.



- **Chasing Health Outcomes Clinic** provides health care for children at risk for diabetes mellitus related to obesity.
- **Complex Care Clinic** provides interdisciplinary care for children with multiple system disorders.
- **Developmental Consult Clinic** provides consultation with a pediatric developmental specialist for families that have concerns regarding their child's development.

- **Encore Clinic** provides health care and case management to homeless children and families in collaboration with the Center for the Vulnerable Child
- **Foster Care Clinic** provides health care and case management to children in foster care, in collaboration with the Center for the Vulnerable Child
- **Integrative Medicine Clinic** provides non-pharmacological services for children with chronic pain.
- **International Clinic** provides health care to non-English-speaking patients and their families as well as travel medicine consultation and civil surgeon exams for the immigration process.
- **Medication Consult Clinic** provides consultation with a psychiatrist for families with behavioral and mental health concerns regarding their children.

FAMILY EDUCATION

Reach out and Read—Children are provided with books at well-child visits and are invited to early-literacy events and reading circles hosted at the clinic year-round. A video created by the Claremont Clinic, which runs in the waiting room, shows how parents can best support talking, reading, and singing to their young child in everyday activities.

Safety—In conjunction with UCSF Benioff Oakland's Trauma Center and the Alameda County Public Health Department, home safety equipment, bicycle helmets, and car seats are provided to caregivers of children to help protect them against injury and accidents in the home and on the road. Additionally, a car seat installation program operates once a month on Saturdays and ensures that car seats are properly installed in families' vehicles.

Smoking Cessation: Clinical Effort Against Secondhand Smoke Exposure (CEASE)—CEASE encourages parents who expose their children to tobacco smoke to stop smoking by:

- Providing brief on-site counseling
- Making referrals to the California Smoker's Hotline, where they can receive more intensive counseling and access to nicotine replacement therapy.

FAMILY SUPPORT SERVICES

Family Information and Navigation Desk (FIND)—

The FIND Desk provides navigation assistance and referrals for families who have basic needs related to social circumstances that may be impacting a child's health. See page 25 for more information about FIND.



Staying Healthy in Nature Everyday (SHINE)—

In collaboration with the East Bay Regional Parks District, families experiencing stress or lacking routine access to natural settings have an opportunity to participate in SHINE, a once-a-month outing to various East Bay Regional Parks featuring guided walks and other activities. Exposure to nature is now known to have both physical and psychological benefits and these “nature clinics” reduce stress, loneliness, and physical inactivity. In addition, the program provides unique educational experiences for youth who seldom “get out in nature.”



Medical-Legal Partnership—The Claremont Primary Care Clinic has partnered with the East Bay Community Law Center since 2006 to provide patients with pro bono legal services on cases related to their health issues.

HEALTH EQUITY RESEARCH

The Primary Care Clinic partners with the Center for Child and Community Health and the larger community to engage in original research. These research studies have local public health importance and focus on asthma, reduction of toxic stress, and social inequities in health care. Particular studies that happened during 2019 include:

- **Oral Bacteria Extract (ORBEX) Asthma Prevention Study—**This is randomized, placebo-controlled, multicenter study to assess the efficacy, safety, and tolerability of bacterial extract for the prevention of wheezing in children ages 5-17 months who are at risk for developing asthma.
- **Pediatric Adverse Child Event Screening and Resiliency Study (PEARLS)—**Part of the Bay Area Research Consortium on Toxic Stress, this study is looking at how to screen for and mitigate adverse events in young children's lives, and to identify biomarkers of toxic stress in children.
- **Brilliant Baby—**This evaluation study seeks to demonstrate the impact across a range of outcomes of providing babies born into poverty in Oakland with preloaded college savings accounts and financial coaching for their families.

VIII. Care for Special Populations

Camps

UCSF Benioff Oakland staff participate in the planning and execution of multiple camps for hospital patients with special needs. These camps provide children with support, enrichment, education, and fun!

CAMP CCP (TRAUMA, ABUSE, AND EXPOSURE TO VIOLENCE)

UCSF Benioff Oakland's Center for Child Protection (CCP) hosts an innovative, summer day camp that engages children impacted by abuse trauma and/or violence in an environment that validates and normalizes their experiences. In addition to fun, children participate in group psychotherapy, learn safety techniques, and gain courage to move toward healing in a supportive environment.



CAMP HEMOTION (BLEEDING DISORDERS)

Each summer, Camp Hemotion, run by the Hemophilia Foundation of Northern California, holds a week-long residential program at Camp Oakhurst for youth and their siblings ages 7-20 who have, or are carriers of, bleeding disorders. Members of the UCSF Benioff Oakland medical team (e.g., nurses, social workers) help staff the camp infirmary and provide routine and emergency care for campers while campers participate in various activities and learn how to better manage their conditions.

FAMILY CAMP AND B-LEADERS YOUTH RETREAT (HEMOPHILIA)

In collaboration with the Hemophilia Foundation of Northern California, members of the Hemophilia Treatment Center help plan and staff multiple bleeding disorder camps. Family Camp is a weekend-long camp held at Camp Arroyo each January for more than 30 families with children who have from bleeding disorders. B-Leaders is a weekend-long empowerment and leadership retreat during the summer for youth ages 14-18 diagnosed with bleeding disorders.

CAMP SUPERSTAR (SICKLE CELL DISEASE)

UCSF Benioff Oakland's Hemoglobinopathy Program helps sponsor and provide on-site medical support for Camp Super Star, which provides a traditional "sleep away" experience for children with sickle cell. Held over a summer weekend in a hillside setting near Livermore, Camp Super Star offers horseback riding, rock climbing, swimming, a DJ, and a variety of sports. This year, 82 children from ages 7-16 attended camp along with 25 volunteers from UCSF Benioff Oakland's Hemoglobinopathy Program.

CAMP SUNBURST (HIV)

Camp Sunburst is one of many HIV specific camps UCSF Benioff Oakland maintains a partnership with. Throughout Northern and Southern California children and their families are able to meet other youth with HIV, learn skills and coping mechanisms, and experience reduced levels of isolation.

DIABETES CAMPS

Camp de los Niños—This one-week residential camp in the Santa Cruz Mountains is for kids ages 7-17 and combines traditional camp activities with diabetes education. A UCSF Benioff Oakland endocrinologist has attended camp as part of the medical staff since 2006. In addition, residents attend to help staff the camp.

Campamento—This UCSF Spanish-language event is held at Camp Jones Gulch in La Honda and a UCSF Benioff Oakland diabetes educator provides education and helps staff the event.

Bearskin Meadows Camp—UCSF Benioff Oakland endocrinologists and certified diabetes educators help staff a series of summer camps for kids with Type 1 diabetes and their families in Sequoia National Park

Diabetes and Sports Health (DASH) Camp—Throughout the year UCSF Benioff Oakland doctors and certified diabetes instructors staff and provide medical management for DASH Camp which is held at Bushrod Park for children with diabetes along with their friends and family.

Diabetes Program

The diabetes program focuses on providing direct care and supporting various activities for children with diabetes while also promoting education and awareness of diabetes in the community.

CAMPS

UCSF Benioff Oakland employees staff and provide medical care at several diabetes camps throughout throughout Northern and Central California. More details on these camps can be found on page 12.

OUTREACH & COMMUNITY ENGAGEMENT

CarbDM Committee—Team members serve on the CarbDM Committee to support their mission of building a supportive community aimed at improving the lives and health of patients with type 1 diabetes.

Diabetes Youth Families (DYF) Board—Team-members from the diabetes program serve as members on the DYF Board to extend our presence in the community.

Free and Easy Transportation for Children's Health (FETCH)—In 2019, the Division of Endocrinology partnered with the Center for Child and Community Health to evaluate the impact of FETCH on show rates of diabetes patients with transportation challenges. This year, more than 50 children with diabetes were provided with convenient and reliable transportation to and from their medical appointments via Lyft.

Insulliance Program—The Diabetes Team coordinates a diabetes mentor program in which young adults with diabetes provide support and resources to children and families, both inpatient and in the diabetes clinic.

JDRF Talks—UCSF Benioff Oakland's Diabetes program sends staff to speak at the JDRF (formerly Juvenile Diabetes Research Foundation) on various topics to show support to community partners working alongside us to improve the health of our patients and community.

JDRF Medical Providers Council—UCSF Benioff Oakland providers sit on the JDRF Medical Providers Council which has multiple goals including community outreach, improving diabetes education, identifying disparities in the patient population, and seeking solutions to provide standardized care.

Life Academy High School Career Day—This year, a doctor and certified diabetes instructor attended Career Day at Life Academy High School to give students an opportunity to learn about these professions.

PROFESSIONAL & ACADEMIC DEVELOPMENT

The Diabetes program provides numerous education and training sessions throughout the year aimed at improving the quality of care children with diabetes all over the state. These include:

- **Alameda County Chronic Health Conditions School Nurse Committee**—In 2019, the diabetes program sent personnel to complete diabetes skills training and to update 25 school nurses on technology for diabetes management.
- **Assessment Center of Alameda County**—The UCSF Benioff Oakland diabetes team provides four trainings on diabetes protocol per year to staff at the Alameda County Assessment Center and as needed to foster parents to ensure that children with diabetes receive appropriate care while awaiting placement, and after being placed in a foster home.
- **Diabetes School Nurse Conference**—The UCSF Benioff Oakland diabetes team hosts a conference each year featuring an endocrinologist, five diabetes educators (nurses and dietitians), a Social Worker, and a Nurse Practitioner. This year 131 School nurses and other personnel from numerous counties in Northern California attended to receive updates and continued education on diabetes management.
- **Private School Trainings**—In 2019, Certified Diabetes Educators from the diabetes program completed three trainings for nurses and other school personnel in private schools.

Center for Child Protection

While all hospitals interface with victims of abuse, UCSF Benioff Children's Hospital Oakland is the only hospital in northern California with a dedicated child abuse program. Ranked as a Center of Excellence by the Children's Hospital Association, the Center for Child Protection (CCP) cares for over 700 children annually that are impacted by child abuse and violence exposure.

Established in 1984, CCP's interdisciplinary team of specially-trained physicians, nurse practitioners and clinical social workers provide comprehensive medical and mental health services and collaborates with other departments at UCSF Benioff Oakland, government agencies and community-based pediatric health providers and service organizations. Along with these key stakeholders, the Center for Child Protection strives to create and foster a trauma-informed system that promotes the safety, health, and well-being of vulnerable children through:

- excellence and leadership in diagnosis and medical management of child abuse
- evidenced-based mental health services to promote crisis stabilization and healing
- advocacy, education, and resource linkages
- connects victims and families to necessary medical, therapeutic, and legal services

DIRECT SERVICES TO PATIENT & FAMILIES

Forensic Medical Services—Child Abuse Pediatrics is a pediatric subspecialty that uniquely unites the medical and forensic systems. Led by one of only four board-certified, practicing pediatricians in Northern California, the Center for Child Protection provides:

- diagnosis and medical management for hospitalized children
- outpatient forensic medical examinations
- outpatient medical consultation
- expert witness testimony

In accordance with the Alameda County Child Abuse Protocol Multi-Disciplinary Response, the Center for Child Protection is the designated site for forensic medical evaluations. The Sexual Abuse Forensic Examiners (SAFE) team is a group of specially-trained pediatricians and nurse practitioners who are available around the clock to conduct acute forensic examinations for all Alameda County children under 14.

Forensic Social Work Services—CCP's clinical social workers serve as the first responders to child abuse cases in the emergency department. Through crisis assessment and intervention, the clinical social workers consult with the medical staff to navigate child abuse disclosures and/or discovery including completing mandated reporting obligations. The clinical social workers also aim to address the immediate needs of the child and family.

Clinical case management is provided to children and families before and after presentation to the emergency department and/or child abuse clinic. Children and families receive support and advocacy with navigating the criminal justice system as it relates to child abuse investigation. Children and family are also provided with resource linkages and referrals.

Psychotherapy Services—CCP provides trauma-informed psychotherapy services to children, youth, and families impacted by child abuse and/or exposure to violence. Psychotherapy services incorporate culturally-attuned approaches to stabilize and mitigate the short and long-term impacts of adverse childhood experiences. Child and youth victims receive specialized intervention to enhance their ability to participate in the criminal justice process and include accompaniment to criminal proceedings. Psychotherapy specialty services include:

- **Camp CCP** is an innovative, summer day camp that engages children impacted by child abuse, trauma, and/or violence exposure. For more information on Camp CCP see page 12.
- **Domestic Violence Education and Screening (DOVES)** is a pioneering program that focuses on the co-occurrence of domestic violence and child abuse. Based at the Alameda County Family Justice Center, this service provides individual and family psychotherapy to children, youth, and their non-offending caregivers who have experienced domestic violence.
- **Feeling Good and Getting Along Skills Group** is a dialectical behavior therapy-based group for children and caregivers that helps children learn social and emotional regulation skills following child abuse and violence exposure.
- **Formations** is a trauma-informed group therapy program for pre-adolescent and adolescent girls that promotes sexual health, healthy communication, and healthy relationships.
- **Parenting After Trauma** is a trauma-informed group therapy program that provides psycho-education and support for caregivers following child abuse and violence discovery and/or disclosure.



Center for the Vulnerable Child

The Center for the Vulnerable Child (CVC) provides medical care, psychotherapy, and social services to approximately 3,000 children and young adults each year living in situations that put them at risk for educational, physical, mental, or social health problems. Patients include foster or homeless youth and those with a history of abuse, neglect, or exposure to drugs. To reduce barriers to delivery, services often occur in the caregiver's home or in another location within the community. The CVC is also responsible for running the Federally Qualified Health Center (FQHC) Consumer Advisory Board (CAB), which is composed largely of parents of children who have used FQHC services. The CAB provides feedback to ensure the best possible patient care.

DIRECT SERVICES TO PATIENT & FAMILIES

Behavioral Health Integration (BHI) and Pediatric Psychology Program (Triple P)—The BHI program and Triple P increase access to mental health support for children and youth seen in UCSF Benioff Oakland's Primary Care and Adolescent Medical Clinics. The clinicians evaluate patients' mental health needs, and help medical staff address the psychological, psychosocial, and cultural factors that may be barriers to getting treatment. Services range from brief treatment in the clinic to longer-term mental health intervention using a home-based community service model.

Child and Adolescent Therapeutic Services (CATS)—The CATS program provides comprehensive mental health services to youth living with their legal guardians, whose special medical needs and concurrent mental health issues threaten to overwhelm family resources, and place them at risk of involvement from the Department of Children and Family Services. Most services are provided in the family's home or at school.

Encore Medical Clinic—This clinic provides a medical home for children up to age 19 who are homeless or living in transitional housing, and connects them with medical providers, specialty mental health care, and dental care. Encore Medical Clinic is the only child-focused clinic of its kind in the East Bay.

Family Outreach and Support Clinic—This clinic provides primary care for children up to age 12 who are currently in or have been in foster care. The Case Managers offer psycho-social support, medical case management, and assistance with securing entitlements that the family may not have accessed.

Help Me Grow (HMG)—HMG serves young children from birth to age six in the Family Reunification program of Alameda County's DCFS. With expertise on the

impact of trauma on young children, HMG provides initial developmental assessments and consults with child welfare workers and caregivers to identify the mental health, developmental, and relational needs of children.

School Based Clinics: Behavioral Health Program—The school-based clinics at McClymonds and Castlemont High Schools integrate medical and behavioral health care to support the health and wellness of adolescents and young adults attending the schools or living in the area. The CVC provides behavioral health services including crisis intervention and individual, family, and group psychotherapy. In addition, each site's behavioral health team participates in coordination of services with Oakland Unified School District staff. Program staff also offer mental health consultations for educators and parents on nutrition, self-care, healthy lifestyles, conflict resolution, reproductive health, and substance abuse prevention.

Services to Enhance Early Development (SEED)—SEED is a long-standing collaboration among the CVC, Alameda County's Department of Child and Family Services (DCFS), and Alameda County Public Health Department to provide services to children ages 0–3 who are dependents of the court. The SEED team consists of infant/early childhood mental health practitioners, developmental specialists, family partners, child welfare workers, and parent advocates working together to provide developmentally sensitive services to these vulnerable children.

Successful Preschool Adjustment and Readiness for Kindergarten (SPARK)—SPARK promotes successful adjustment to preschool and readiness for kindergarten aged children in transitional living situations. SPARK works, both individually and in groups, with children who are identified by preschool teachers as having behaviors interfering with school participation and peer relationships. SPARK provides assessments of child behavior, parent-teacher consultation, and one-on-one individualized child intervention to improve social skills. Family therapy is also provided when indicated.

PATIENT & FAMILY EDUCATION

Foster Parent Support and Education—This weekly educational program is open to all foster parents in the community seeking education and support as they navigate the foster care system and raise children who may be affected by complex trauma.

PROFESSIONAL & ACADEMIC DEVELOPMENT

Practicum Training Programs—CVC offers training for graduate students in the fields of counseling, infant development, social work, and psychology. Students receive weekly supervision and attend case conferences, team meetings, seminars, and didactic trainings.

Services to Enhance Early Development (SEED) Consultation Project—Child welfare workers, police, and public defenders learn about infant mental health and the needs of young children in the welfare system through interactive consultation.

Training and Workshops—CVC offers training and workshops to community providers serving children and families involved in the foster care system. In 2019, the CVC offered a wide range of trainings including “Calling in Culture,” “DBT Training,” and “Law and Ethics in Psychotherapy.” Continuing education credits are available.



Early Intervention Services

Early Intervention Services provides therapeutic intervention, case management, child development care, and family support services for infants and young children ages 0–6 with emerging developmental, medical, and social-emotional difficulties, as well as exposure to toxic stress and trauma. These services are family-driven, relationship-based, and trauma-informed. A multidisciplinary staff delivers these services at homes, school sites, community-based locations, and a clinic in Jack London Square. Each year, more than 500 families utilize these services, and many more children are reached with training and consultation activities.

DIRECT SERVICES TO PATIENTS & FAMILIES

Neonatal Follow-Up Programs

- **High-Risk Infant Follow Clinic (HRIF):** The HRIF program provides developmental assessments and health services for California Children's Services (CCS)-eligible children who are at high risk for neurodevelopmental delay or disability. A multidisciplinary team, over the course of three or more visits, provides neurodevelopmental assessments and case management services for infants and children up to three years of age whose care was provided in a CCS-approved NICU. The clinic serves approximately 200 children annually.
- **Special Start Home-Visiting Program:** Special Start offers developmental, medical, and psychosocial case management to approximately 225 children per year who are graduates of a Neonatal Intensive Care Unit (NICU), residing in Alameda County, and have complex medical conditions and/or social risk factors. Participants ages 0–3 receive weekly to monthly home visits by a coordinated team of nurses, developmental specialists, and mental health specialists. This program also includes two parent-support groups for Spanish-speaking families of children with disabilities.

Parent-Infant Program (PIP)

- **Local Early Access Program (LEAP):** LEAP, serving 27 children and families, is designed for infants up to age three who have developmental disabilities. Program components, offered in English and Spanish, include a parent-child play-based intervention group, home visits focused on developmental intervention, and parent support.



Early Periodic Screening Diagnosis and Treatment (EPSDT) Mental Health Programs—

EPSDT mental health programs are designed for children up to age six with behavioral, emotional or relational difficulties due to trauma, family disruption, or complex medical and developmental histories. Services include comprehensive assessments, homebased therapeutic intervention, and therapeutic parent-child groups. All mental health services are relationship-based, developmentally informed, and inclusive of caregivers. The particular EPSDT programs are:

- **CARE Early Childhood Mental Health Program** which provides home-based therapy for children with severe trauma or other complexities, and their families.
- **FIRST Perinatal Drug Treatment Support Program** which provides therapy for families where drug use and/or incarceration has disrupted the parent-child relationship.
- **Fussy Baby Program** which provides help for young infants with crying, feeding and sleeping difficulties.

In 2019, approximately 125 children were enrolled in these programs.

PROFESSIONAL & ACADEMIC DEVELOPMENT

Irving B. Harris Early Childhood Mental Health Training Program—EIS administers an infant and early childhood mental health informed training program in Alameda County and consults around workforce development locally and regionally. Our learning collaboratives emphasize the Diversity-Informed Tenets for Working with Infants, Children and Families, and the centrality of relationships. This training program is meant to expand the knowledge and skills of providers, particularly family support professionals, who address the social and emotional development needs of young children. Within the Irving B. Harris Program, the **Reflective Facilitators in Training Program** supports a culturally and ethnically diverse group of professions in increasing their capacity for leadership within their respective agencies. Through a learning community model, the Irving B. Harris program develops cross disciplinary cohorts of service providers, and trains between 20-40 individuals a year. Over 250 professionals have completed the program since its inception.

Advanced Practice Issues in Early Childhood Mental Health Training Series—Funded by a Title IV-E grant, EIS offers an annual training series, free of charge, for Alameda County providers serving babies and young children at risk for entering the child welfare system. Recent topics have emphasized the impact of toxic stress, trauma, and immigration trauma on young children and their families.

EIS Consultation and Training Team—EIS provides technical assistance and consultation services to numerous community and public county agencies as well as Early Head Start/Head Start programs each year. In addition to offering embedded site case consultation for agency staff and supervisors, EIS mental health and developmental consultants offer content and process training. EIS aims to provide consultation support across the care continuum to all systems of care that serve young children and their families.

Infancy and Early Childhood Mental Health Consortium—EIS in collaboration with the Infant Parent Program and the Child Trauma Research Program at the UCSF Department of Psychiatry is helping lead an early childhood mental health workforce development project targeting nine counties in California. Training and telehealth methods will increase promotion, prevention and treatment services for young children in these more rural communities. In the past year, over 300 providers, family support specialists, and parents were trained in principles and practices of early childhood mental health and understanding trauma. Currently, EIS is working closely with those counties that have been impacted by recent fires in California to think about both trauma and protective factors to strengthen families and communities under these difficult conditions.

HEALTH EQUITY RESEARCH

Early Intervention Services maintains an evaluation and research program supporting positive outcomes for young children with medical, developmental, and social-emotional delays. Studies include:

- **Evaluation of the California State University East Bay's Infant and Early Childhood Mental Health Postgraduate Certificate Program**, a post-master's workforce development project.
- **The Home-Visiting Neonatal Follow-Up Study**, an evaluation of the effectiveness of a program for severely medically fragile infants at high social risk.

Hemoglobinopathy Center

Sickle cell disease and thalassemia are inherited conditions affecting hemoglobin, the protein within red blood cells required for transporting oxygen. These diseases disproportionately affect people of African and Asian descent. UCSF Benioff Oakland's Comprehensive Center for Hemoglobinopathies, one of the largest in the world, treats over 800 children and adults with hemoglobinopathies. Primary care, case management, and education are delivered within the specialized and complex hematology care environment necessary for optimal outcomes in chronic diseases.

DIRECT SERVICES TO PATIENTS & FAMILIES

Bone and Marrow Transplantation House—Some children with hemoglobinopathies have access to bone marrow transplant (BMT), whereby they receive healthy bone marrow that produces normal red blood cells and can be cured of hemoglobinopathy disorders. Multiple options for stem cell transplant are also available to patients, including unrelated and sibling cord blood stem cells. UCSF Benioff Oakland is one of the few institutions in the United States that offers gene therapy clinical trials to patients with sickle cell or thalassemia. For medical reasons, children who receive a transplant must live within a 20-mile radius of the hospital for 100 days after transplantation. Families living further may stay at the Blood and Marrow Transplantation House which can accommodate two families at a time just one block from the hospital.

The Braddock Emotional Support Team (BEST)—UCSF Benioff Oakland established BEST to offer psychological services and achieve improved mental health outcomes for children and their families living with sickle cell disease, as well as cancer. Based on a multidisciplinary team approach, psychologists, patient navigators, and mental health interns joined the staff of physicians, advanced practice providers, nurses, social workers, and administrative support staff to provide truly comprehensive care to our patients. In 2019, BEST served 75 children with sickle cell disease and their families at no cost in both inpatient and outpatient settings. Services provided include:

- Emotional support upon admission to the hospital
- Outpatient psychotherapy for patients and family members
- Support groups for families
- Resources to help children and teens develop coping mechanisms
- School-based services for patients and their siblings



FAMILY EDUCATION AND SUPPORT

Sickle Cell and Thalassemia Holiday Parties—Sickle Cell and Thalassemia Outreach teams plan annual holiday parties for patients and families each December. Hundreds of patients, families, and guests attend these events which include food, games, and music in order to foster community support for affected individuals.

Sickle Cell Support—UCSF Benioff Oakland offers a support group for patients and families with sickle cells disease, and a holiday party for the pediatric program. UCSF Benioff Oakland also partners with the State of California and Centers for Disease Control to increase awareness and advocacy.



**Normal
Red Blood Cell**



**Sickle Shaped
Red Blood Cell**

Thalassemia Outreach Program—The Thalassemia Outreach program engages in patient and community outreach through newsletters, educational handouts in multiple languages, booklets, videos, presentations, and a website (thalassemia.com).

Thalassemia Support—Thalassemia social workers regularly meet with patients and families individually and in groups to discuss compliance, morbidity, diet, exercise, and the impact of the disease on their mental health and personal relationships.

PROVIDER EDUCATION AND ADVOCACY

California Sickle Cell State Action Planning Initiative

—More than 50 individuals with sickle cell disease, family members, experts, community organizations, and other partners met to create the first-ever California Sickle Cell State Action Plan. The goal of the plan is to create a roadmap to transform health care delivery, access to care, and costeffectiveness of care for Californians with sickle cell disease. This year the UCSF Benioff Oakland led initiative was passed by the State Legislature, and provides \$15,000,000 of funding over three years to increase access to care for adults with sickle cell disease.

Health Education and Liaison Program for Sickle Cell Disease “HELP-SC”

—In 2018 the Center began a pilot project, Health Education and Liaison Program for Sickle Cell (HELP-SC) to train health providers from high-risk areas in the management of sickle cell disease. This year, the Center held numerous boot camps for physicians, advanced practitioners, and nurses caring for individuals with sickle cell disease, and hopes to hold three per year moving forward.

HRSA Pacific Sickle Cell Collaborative—In 2019 UCSF Benioff Oakland and Children’s Inherited Blood Disorders (CIBD) hosted physicians and nurses from the grant’s collaborative sites in the Western states for a two-day workshop discussing standards of care, project goals, and timelines. The Pacific Sickle Cell Regional Collaborative has includes 13 states.

Thalassemia Western Consortium—The HRSA and CDC funded Consortium met again in 2019 at UCSF Benioff Oakland for its fifth Annual Meeting. Physicians, nurses, and social workers from the 11 grant sites in the Western states along with federal partners from CDC, met to discuss standards of care guidelines, project goals, and timelines which will become available on the CDC website. The Thalassemia Center has received continuous support from HRSA and CDC to improve access to care for transfusion-dependent thalassemia in the western region. The Center collects data on implementation of expert-recommended management guidelines in the region and the increase in number of patients receiving care through the specialty centers.

HIV Program

UCSF Benioff Oakland's Pediatric HIV program established in 1986 offers comprehensive care to children, youth, and their families who are living with or exposed to HIV. Since HIV attacks the immune system, it is critical for infected individuals to begin early medical treatments with combinations of specific medications to improve their quality of life and survival. For most individuals, HIV is a chronic condition that can be managed for decades with proper treatment and consistent adherence to medication regimens

DIRECT SERVICES TO PATIENTS & FAMILIES

HIV Clinic—UCSF Benioff Oakland emphasizes retention in care and adherence to medications in order to suppress a patient's HIV to undetectable levels in the blood. In 2019, 40 patients were followed in the clinic, and currently 97 percent of those have undetectable blood-HIV levels. Assistance is also provided to patients transitioning from pediatric to adult care. 82 teens and young adults have graduated into youth or adult HIV programs since 2001.

Advances in the prevention of mother-to-child transmission of HIV have dramatically decreased the infant infection rate in the United States. However, other countries impacted by HIV/AIDS still struggle with this pandemic, and the Pediatric HIV Program continues to see families who immigrate to the United States for whom HIV may be a new diagnosis. International adoption accounts for over half of the hospital's current population of children living with HIV and the Pediatric HIV Program offers pre- and post-adoption education and services for affected families.

HIV Opt-Out Testing—UCSF Benioff Oakland offers universal, opt-out HIV testing as part of routine care for all patients 13 years of age and older to comply with recommendations from the Centers for Disease Control. Since the program began in 2014, UCSF Benioff Oakland has identified eight newly infected youth, a high proportion of whom have had acute HIV infection, meaning, the infection was newly acquired and they were at high risk of spreading HIV to unsuspecting partners.

Hope Clinic—Through collaboration among programs in the Family Care Network (FCN), it is possible to identify pregnant women living with HIV, provide them with care during their pregnancies, and ensure their babies get proper treatment. Infants born to mothers with HIV are monitored for the disease over four to six months by Hope Clinic staff until the possibility of HIV infection has been eliminated. Since 1996, over 720 infants have been cared for in the Hope Clinic, none of whom have been infected with HIV, and in Alameda County, there have been no new infants born with HIV since 2007.

Sexual Assault and Needle Stick Exposures—The team provides preventive services, support services, and education for children at risk of acquiring HIV due to sexual assault or needle sticks. Approximately 10 to 20 children are treated by our clinicians every year and since 1997, the HIV Program has cared for 210 patients exposed to HIV and when returning for follow-up services, none of the patients had acquired the virus.

PROFESSIONAL & ACADEMIC DEVELOPMENT

Program Staff work to educate the community, foster parents, teachers, community providers, and schools about pediatric HIV/AIDS issues through presentations and seminars. A mini-residency program is offered to educate physicians, nurses, and social workers interested in increasing their clinical and psychosocial knowledge about HIV/AIDS. In addition, clinical expertise is shared with medical delegations from countries severely affected by the AIDS epidemic. Medical teams including doctors, nurses, social workers, and public health/government representatives from Côte d'Ivoire, Thailand, Nigeria, Tanzania have participated in various aspects of this program.

Psychology-Oncology Program

The cancer program at UCSF Benioff Oakland treats hundreds of children and young adults each year suffering from diseases like leukemia, lymphoma, and brain tumors who undergo treatments for years or even a lifetime. Many children with cancer as well as their families experience mental health challenges, such as depression and anxiety. Due to medical advancements over the last few decades, most children with cancer now survive until adulthood, but may continue to suffer cognitively and emotionally even after remission. UCSF Benioff Oakland's Psychology-Oncology program, the only program of its kind in the Bay Area, provides specialized care to address the unique social and

DIRECT SERVICES TO PATIENTS & FAMILIES

The Braddock Emotional Support Team (BEST)—UCSF Benioff Oakland established BEST to offer psychological services addressing the unique needs of children and their families living with cancer, as well as sickle cell disease. In 2019, BEST served 125 children with cancer and their families at no cost in both inpatient and outpatient settings. Services provided include:

- Emotional support upon admission to the hospital
- Outpatient psychotherapy for patients and family members
- Support groups for families
- Resources to help children and teens develop coping mechanisms
- School-based services for patients and their siblings

Short- and Long-Term Mental Health Therapy—A multidisciplinary team of professionals provides individual psychotherapy, play therapy, stress management, and behavioral modification techniques in order to give emotional support and hope to children with cancer along with their siblings and parents. The Survivors of Childhood Cancer program, which is implemented in coordination with various specialists, provides psychological services to pediatric cancer survivors who completed treatment two or more years prior. Program participants receive information, guidance, and referrals regarding their medical, economic, and psychosocial needs as they progress into survivorship and adulthood. In 2019, 125 children, both current cancer patients and survivors in remission, received psychotherapy through the program.

PATIENT EDUCATION AND OUTREACH

School and Social Reintegration—Not only are pediatric cancer patients' school attendance and social interaction affected by their condition and treatment, their cognitive development may also be impaired. The Psychology-Oncology team provides neuropsychological assessments, school presentations, and individualized advocacy for children who have been absent from school or who have cognitive challenges due to cancer treatments.

Teen and Young Adult Cancer Support Group—The Teen and Young Adult Cancer Support Group is a safe place where teens and young adults ages 13 to 21 can connect to find support, resources, and hope while dealing with a cancer diagnosis and the long-term accompaniments of survivorship.



IX. Family Services and Education

Child Life And Creative Arts Therapy

Child Life and Creative Arts Therapy creates opportunities for infants, children, teens, and young adults to learn, play, and creatively express emotions during treatment or hospitalization. The experiences patients have when undergoing surgery, going through diagnostic testing, or receiving a life-limiting diagnosis are all too common and hugely overwhelming. Child Life and Creative Arts Therapy ensures patients' emotional, social, cognitive, and developmental needs are cared for during their visits to a clinic or stays in the hospital. Certified Child Life Specialists provide therapeutic care to prepare children for procedures, engage patients and families in diagnosis education, and introduce supportive coping skills and comfort measures to master hospitalization, illness, and injury. These interventions help minimize stress, supporting patients now and in the future as they face challenging life events.

DIRECT SERVICES TO PATIENTS & FAMILIES

Music Therapy Program—Established in 2008, the Music Therapy program employs three board-certified music therapists who provide services throughout the hospital for infants, children, and families. Music therapy is a clinical and evidence-based modality proven to help alleviate pain, reduce trauma, promote physical rehabilitation, support patients' coping skills, alleviate stress, anxiety and depression, stabilize heart rate and blood pressure, and support cognitive and communication skills. The music therapy program is also a training site for graduate-level music therapy students.

Artist-in-Residence Program—The Artist-in-Residence program at UCSF Benioff Oakland offers creative-arts programming in the hospital classroom, teen lounge, oncology playroom, and infusion center. UCSF Benioff Oakland artists work with patients in groups or in individual bedside visual- and digital-art sessions. In weekly sessions, patients are encouraged to socialize with peers and share their creative projects with the hospital community.

Hospital School Program—In partnership with the hospital, the Oakland Unified School District Hospital School program provides academic support for UCSF Benioff Oakland inpatient population. Three general-education teachers provide both bedside and classroom support for patients enrolled in grades K–12. In addition, one special education teacher teaches students ages 3–22 who have Individual Education Plans. The school program follows the district's school-year calendar, running all weekdays. The program also provides a variety of enrichment activities such as art sessions, dance, video-making, and interactive science projects

Family Resource and Information Center—The Family Resource and Information Center (FRIC) is dedicated to offering supportive services for families and caregivers during hospital stays. FRIC's bilingual staff members welcome and meet with newly admitted patients in order to facilitate and guide families. The center serves as a safe space for parents and caregivers so they can better care for themselves and visiting family members. Weekly support groups provide parent-to-parent networking, coffee and conversation meet-ups, group art workshops, knitting, and other wellness activities. Family resources include business center accommodations such as computer access, faxing, scanning, cell phone charging, and general information on local community services.

The CHO Show—The CHO Show is a live, interactive TV program broadcast into each patient's room through a closed-circuit television channel. On The CHO Show, patients and families participate in games, trivia, tell jokes, share advice, and display art or original videos for the entire hospital. Children who cannot leave their rooms have the ability to interact with the show through their hospital room TV which promotes positive socialization, enabling all patients to contribute their unique viewpoints and experiences. The CHO Show playlist can be found on the hospital's YouTube channel: www.youtube.com/playlist?list=PLLndO3CVvTfJ6Lv1yduB5f3GXUBPO1dvM



Family Information and Navigation Desk (FIND) & FINDconnect®

Where we live, play, eat, sleep, and learn profoundly impacts our health. In addition, health outcomes are determined 10% by quality of care, 10% by access to health care and 80% by social determinants of health (SDoH). Yet, social and environmental factors are not traditionally addressed by physicians due to a lack of training, time, and incentive.

The **Family Information and Navigation Desk (FIND)** desk was created by a UCSF Benioff Oakland pediatrician to assist providers with addressing basic unmet needs for families and children. Through the FIND program, families are paired with Community Health Workers (CHWs) to support with navigating potential barriers to resource connection.

CHWs are using innovative technology to build our capacity to identify, prioritize, and address basic needs in the lives of children and families. UCSF Benioff Oakland's primary care clinic uniquely considers these SDoH to be vital signs, and are assessed at all visits along with blood pressure, heart rate, height, and weight. To date, over 2,000 families at UCSF Benioff Oakland's primary care clinic have received services through FIND.

FINDconnect® is the technology created to automate case management, and enables providers to quickly screen for and prioritize address basic needs for our most vulnerable children and families and then connect them to community resources to help resolve those needs. FINDconnect is now available to any provider at UCSF Benioff Oakland and almost 200 medical residents have been trained to use it. FINDconnect increases capacity for physicians to address untraditional unmet needs and to date has helped almost 2,500 families.

In 2018, the FINDconnect team began the process of scaling beyond UCSF Benioff Oakland after becoming licensed at a clinic in New York. The Center for Child and Community Health has also negotiated contracts with a local childcare agency and a local insurance payer. In the summer of 2019, the team engaged in a pilot with Children First Medical Group, spreading FINDconnect to clinics within the provider network in Alameda County. This pilot will have three cohorts over 2019 to 2021, creating an evidenced based model to be adopted by clinics and community agencies that do not have the capacity to screen and refer.

SOCIAL DETERMINANTS OF HEALTH

Poor health outcomes in children are driven more by social, economic, and environmental factors than by genes, behavior, or access to healthcare. The World Health Organization defines the social determinants of health as the circumstances in which people are born, develop, live, and age. Traditionally, however, addressing these social determinants of health has been outside the scope of medical practice.

Examples Include:

- Income
- Education
- Housing
- Food Security
- Employment
- Job Security
- Race/Ethnicity
- Legal Status
- Work Conditions
- Violence
- Outdoor Space
- Abuse/Neglect

Injury Prevention Program

The Injury Prevention Program (IPP), administered by UCSF Benioff Oakland's Trauma Services, aims to reduce the number of unintentional injuries and fatalities in children through advocacy, education and by providing equipment to promote safety.

PATIENT EDUCATION

Child Passenger Safety—The IPP is involved in several efforts to increase child passenger safety including:

- **Car seat evaluations** are conducted for every baby in UCSF Benioff Oakland's neonatal intensive care unit (NICU) and upon request by the Rehabilitation Department or NICU for children with special needs to ensure all families have an appropriate child passenger restraint prior to discharge. When families lack resources, a suitable car seat can be provided at no cost.
- **Car seat inspections** are conducted in the community or at a monthly Car Seat Inspection Station operated by IPP.
- The **Driving Home Parent Handbook** is given to families and provides additional car seat safety information.
- The **Keeping Children Safe from Injury** booklet is distributed to over 15,000 families each year. The booklet provides car seat safety guidelines and education on various types of injury prevention.
- The **SPICA Car Seat and Vest Loaner Program** provides appropriate equipment for children discharged in SPICA casts.

Home Safety Improvement Program—The Home Safety Improvement Program promotes active supervision among parents to keep children safe from unintentional injury. Social workers and Neonatal Follow up case managers provide patient families with a wide array of safety devices including window guards, bathtub thermometers, cabinet latches, outlet protectors, and furniture corner cushions.

Text OUCH to 30644—OUCH is a text campaign that provides safety tips to caregivers of young children. Subscribers receive health and safety text messages each month in English or Spanish. The campaign has been recognized as a "Best Practice" tool by the National Association of Pediatric Nurse Practitioners and the Contra Costa County Board of Supervisors.

Helmet Program—Helmets, along with the appropriate education, are distributed in the hospital to children who don't own a helmet or whose helmet has been damaged in a bike crash. Helmets are also distributed at community health and safety events.



The Prevention of Abusive Head Trauma Program (PURPLE)—PURPLE is a program used in the NICU through an agreement with the National Center on Shaken Baby Syndrome. It educates parents and caregivers about normal infant crying and the dangers of shaking an infant. Parents receive either a DVD or a special code to download a phone application along with informational handouts.

Safe Infant Sleep Environment Program—All parents or caregivers with an infant in the hospital less than one year of age are educated on how to create a safe sleep environment for their infant to prevent Sudden Unexpected Infant Death (SUID). Every baby discharged from the NICU receives a sleep sack and cribs are provided to families based on financial need.

ADVOCACY

The Childhood Injury Prevention Network–Bay Area (CIPN–BA)—Founded and chaired by the IPP coordinator, CIPN–BA is a multidisciplinary group of individuals and agencies who share a passion for a safer world. CIPN–BA is committed to a leadership role in improving the lives of children through building awareness of children's injuries as a public health priority, and through influencing legislation.

Medical Social Services

Over 70% of patients at UCSF Benioff Oakland receive Medicaid and many families have complex non-medical needs which can impact their medical care. Medical social workers assess and address the social, economic, and psychological barriers that patients and their families experience, many of whom are adjusting to a new diagnoses, requirements of chronic conditions, or catastrophic injuries. Social workers consult with physicians, clinicians, community agencies, patients, and their families in both inpatient and outpatient settings.

DIRECT SERVICES TO PATIENTS & FAMILIES

On-Call Medical Social Work Services—Social workers at UCSF Benioff Oakland provide on-call services 24 hours a day, seven days per week. Specific services include:

- Supportive counseling
- Crisis assessment and intervention
- Referral for concrete services, including lodging, transportation, and meals
- Referral to community resources
- Case management and advocacy
- Brief individual therapy, family therapy, and group treatment

Spiritual Care—The hospital chaplain provides spiritual care and emotional support to patients, their families, and staff—especially as they experience the uncertainty of illness, facing loss, or dealing with trauma. The chaplain provides support to people of all faith perspectives and traditions, including those who identify as spiritual but not religious and those who do not have a faith or spiritual practice. Spiritual care services include:

- Direct care to patients and families dealing with illness, trauma, and loss
- Contact with a patient's or a family's faith leader and/or faith community as needed
- Collaboration with the interdisciplinary medical team
- Advocacy in helping to articulate a patient's or family's needs
- Faith-based rituals

Interpreter Services—UCSF Benioff Oakland offers qualified medical interpreters 24/7, in 62 languages, free of charge to patients and their caregivers with limited English proficiency or who are deaf or hard of hearing.

Holiday Donation Program—During the winter holidays, medical social workers identify families with limited resources and connect them with community agencies, hospital staff, and private donors who provide them with financial assistance, food, and holiday gifts. In November 2019, 80 families received large food baskets along with a Safeway gift card to use toward a turkey and trimmings. In December 2019, approximately 65 families (including 215 children) received brand-new wrapped holiday gifts that their families would not otherwise have been able to afford.

PROFESSIONAL & ACADEMIC DEVELOPMENT

Internships—The Medical Social Services department has a long history of affiliations with six graduate schools of social work. From August to June, the department hosts approximately 10 graduate students in the final year of their Master of Social Work program and provides the interns with an opportunity to integrate what they're learning in school with their clinical practice.

Fellowships—The Medical Social Services department offers advanced clinical training and supervision for postgraduates with a Masters of Social Work degree in a year long Medical Social Work Fellowship program. The fellows are integral members of the multidisciplinary outpatient medical team, providing family-focused services to children, adolescents, and young adults diagnosed with both acute and chronic medical conditions.

Complex Pain and Palliative Care Program

Established in 2011, the Complex Pain and Palliative Care program (also known as the PACT Team), aims to improve the quality of life of children and their families by focusing on pain management as well as other physical, emotional, social, and spiritual needs. Working in collaboration with the child's primary health care providers, palliative care ideally begins at the time of the diagnosis of a serious condition and supports the family's goals for the future.

DIRECT SERVICES TO PATIENTS & FAMILIES

The PACT team is available for consultations on an inpatient and outpatient basis and can help with advanced care planning, decision-making, care coordination, pain and symptom management, and anticipatory and post-death grief support. In 2019, the team saw 275 children in various stages of their disease process. The PACT Team continued to provide pet therapy, which has benefitted patients, family members, and staff alike. Sundance provides affection and a distraction from the sometimes challenging reality of the hospital and being sick; he makes difficult conversations a bit easier and helps with pain, stress, and anxiety.



PROFESSIONAL & ACADEMIC DEVELOPMENT

The PACT Team provides ongoing education about pediatric palliative care locally, nationally, and internationally. The PACT team provides rotations and internships for students of multiple healthcare disciplines and continues to present at meetings and conferences throughout the year. This year, members of the team were selected to present at two national and state level conferences on their work at UCSF Benioff Oakland.

FAMILY SUPPORT SERVICES

Reflection Room—The Reflection Room is actually a suite of private rooms dedicated to the care of an imminently dying children or the child who has passed away. The private space allows families the gift of time to say goodbyes, while also allowing for cultural and religious traditions and more family control over the moment. If a family spends time in the Reflection Room, the PACT team is often present to support the family's needs, assist with engaging a mortuary, etc.

Bereavement Packets—Most families are given a customized bereavement packet with resources local to the family's community, as well as information pertinent for families who have children in the household/family. PACT also makes referrals to support groups, and is currently in the process of developing its own support groups for UCSF Benioff Oakland families.

Day of Remembrance—Since 2012, the team has held an annual Day of Remembrance. This is a day when hospital staff and families come together to remember and honor their deceased children throughout the years. Memory-making art activities and time for community precede the candle-lighting and procession to the main ceremony where families are able to share a few words about their child if they wish.

Art-Felt Memories—Quarterly, the program hosts Art-Felt Memories, a workshop coordinated by our Bereavement Coordinator in partnership with the Art for Life Foundation. The workshop allows families to share memories of their deceased child as each member of the family can create and take home their own memory box.

Sports Medicine for Young Athletes

The UCSF Benioff Children's Hospital Oakland Sports Medicine Center for Young Athletes is a facility dedicated to providing multidisciplinary care, treatment, and education exclusively for young athletes and their families. From the field to the clinic, our team of physicians, physical therapists, athletic trainers, and sports-trained experts focus on the performance and safety of developing pediatric and adolescent athletes whose care should be managed differently than older athletes. Our specialty programs, innovative technology, and cutting edge facilities provide a unique resource for coordinated sports injury care, prevention, and education.

Staff from the Sports Medicine Center for Young Athletes are very active in the community. Over the course of the year, staff interact with over 20,000 athletes through the provision of subsidized and pro-bono athletic training services and educational workshops.



PATIENT EDUCATION

The **Athletic Training Program** provides sports medicine coverage at 16 local high schools and all 7 Oakland Athletic League football games and sports championship games. The Center is also a resource for the North Coast Section of the California Interscholastic Federation and provides on-site athletic trainers at all North Coast Section high school championship events. Athletic trainers work with young athletes to manage acute injuries and also provide individual education and group seminars to prevent sports injuries.

PROFESSIONAL & ACADEMIC DEVELOPMENT

The Sports Medicine Center for Young Athletes facilitates community education and outreach to medical professionals and the general public through annual medical conferences, pro bono monthly community lectures, and health and safety workshops specifically for young developing athletes. Each year, its specialists participate in more than 30 lectures and workshops across Alameda and Contra Costa Counties.

X. Academic and Professional Development

Dr. Barbara Staggers CHAMPS Program

The Dr. Barbara Staggers Community Health and Adolescent Mentoring Program for Success (CHAMPS) offers educational interventions helping students of racial and ethnic minority populations explore health care professions, so that these professions can become more representative of California's diverse population. The long-term goal of CHAMPS is to improve health care access and reduce the health disparities present in today's society. CHAMPS partners with local high schools, health academies, universities, medical schools, and residency programs as part of a health professions pipeline.

HIGH SCHOOL STUDENTS

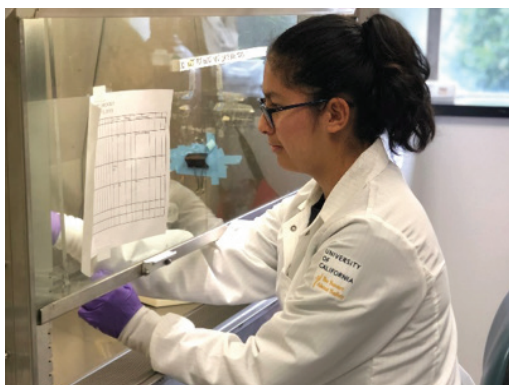
Clinical Internships and Health Careers Training Program—Each year, nearly 100 high school students from the Oakland and Berkeley public school systems participate in a three year healthcare research internship program. There are four core program components: clinical internships, which let student scholars rotate to different areas of the hospital and gain experience working in the health care field; academic enrichment, which provides students with SAT and college preparation and career planning; psychosocial services, which includes case management and counseling for students; and youth leadership development, which provides peer education and community service opportunities.

In 2019, CHAMPS graduated 29 scholars. Of these, all completed high school, and all began college in the fall of 2019. Alumni of the program have also returned to support current students through panel discussions and encourage them during college transitions. In 2019, CHAMPS graduates received numerous scholarship awards including seven recipients of the East Bay College Fund, two recipients of the Fiat Lux Scholarship at UC Berkeley, and one recipient of full tuition at Stanford University. Other notable scholarships received by CHAMPS graduates are the Dell Scholarship and CAP Bay Area Scholarship. Collectively, the CHAMPS class of 2019 received more than \$450,000 of financial support.

Students from the three-year Clinical Internships and Health Careers Training Program also receive training to become peer health leaders. They deliver health lessons to fellow students, focusing on public health issues more prevalent in under-resourced communities, such as asthma, environmental health, and community health, and have an opportunity to practice their public speaking skills while developing original presentations to engage their peers.



Class of 2019 CHAMPS Graduates with Dr. Barbara Staggers in the foreground. Dr. Staggers founded CHAMPS in 2000, and the program was renamed in her honor following her retirement in July 2019.



COLLEGE STUDENTS AND ALUMNI

Career and Leadership Development Programs—In 2019, CHAMPS provided 16 pre-health alumni and local minority college students with career guidance and professional development through CHAMPS leadership and career development trainings. The trainings provided critical support for alumni and local college students preparing to navigate their next steps towards health professions by focusing on developing professional and strategic planning skills. Students learned financial literacy, how to better utilize social media applications, and how best to communicate their skills on resumes, cover letters, and in personal pitches. The skills needed to meet requirements of today's job market and career development are often not taught in the classroom but they are critical to continue on the pathway towards health professions. CHAMPS also partners with Health Careers Connection (HCC), a national program that helps college students gain summer internships in public health settings.

CONNECTING THE PIPELINE

CHAMPS Student-to-Student Network—CHAMPS partners with the Health and Medical Apprenticeship program at UC Berkeley (UCB), the President's Ambassador Program at Samuel Merritt University (SMU), and the Children's Hospital Oakland Research Institute Student Summer Research Program (CHORI SSRP) to bring together CHAMPS students with a wide variety of students in higher education studying different health focuses. UCB students serve as mentors and role models and conduct academic and college preparatory advising, as well as lessons on a number of health topics. Since 2012, CHAMPS has annually hosted SMU students (i.e., candidates pursuing careers in nursing, podiatric medicine, physician assistant, physical and occupational therapy) in a college and career preparatory workshop providing mentorship and guidance on various pathways. CHAMPS students are supported as candidates for the competitive CHORI SSRP, which provides participants with paid research internships working alongside scientists and their pre- and post-doctoral students. These partnerships serve to provide opportunities to build direct connections between high school students and college students in the next step of their health careers.

CHORI Summer Student Research Program

The Summer Student Research Program (SSRP) was founded in 1981 to increase diversity in biomedical sciences by providing mentored research experiences to high school and college students from underrepresented demographic groups. The nine-week summer program involves placement in a research setting under the guidance of a scientific mentor, along with numerous enrichment activities. The summer experience concludes with a day-long research symposium where students present their research findings to faculty, their peers, mentors, friends, and family.

More than 1,000 students have graduated from the program. Among CHORI SSRP alumni who have graduated from high school, 86% have enrolled in or graduated with a STEM major. For those alumni who have completed undergraduate education, 55% have gone on to pursue some form of graduate study: MS, PhD, or MD.

In 2019, the program celebrated its 38th year with 44 students, 14 of whom were in high school. Roughly half performed clinical or behavioral research, while the others worked in basic science or stem cell research. Ten student interns were invited by their mentors to stay on and participate in research activities beyond their summer experience, four students presented their research at national conferences, and an additional six students have published or are preparing to publish their research in scientific journals.



Graduate Medical Education

Education and training are a vital part of UCSF Benioff Children's Hospital Oakland's mission. UCSF Benioff Oakland prepares physicians, scientists, nurses, and technicians to be leaders in their chosen fields. Trainees and students are encouraged to remain and practice in the East Bay after they graduate.

MEDICAL STUDENTS

In the 2018-2019 academic year, UCSF Benioff Oakland provided month-long training in 13 pediatric specialties for 100 medical students from across the country. Third-year UCSF medical students rotate through UCSF Benioff Oakland as one of their core pediatric teaching sites, as do second-year UCSF medical students for their introduction to clinical medicine. We are also a site for fourth-year UCSF medical students required sub-internship rotations.

RESIDENTS AND COMMUNITY-FOCUSED OUTPATIENT ROTATIONS

The UCSF Benioff Children's Hospital Oakland Residency Training program continues to be one of the premier training programs in the western United States, with 80 pediatric residents and four chief residents. As part of their required training, residents spend several months on the outpatient rotations: Community/Advocacy/Primary Care (CAP), Developmental/Behavioral Pediatrics (DBP) and Adolescent Medicine. During these rotations future pediatricians learn how to advocate for the rights, safety, health, and education of children and their families. Residents visit more than 40 community sites to provide health care and education while gaining critical community knowledge and a more complete understanding of patients' needs such as accompanying public health nurses for patient home visits. They also participate in many Individual Educational Assessments in schools as representatives of the patient's medical home and to provide support for the family. With funding from the Health Resource and Service Administration, the Graduate Medical Education and Primary Care departments have been expanding and enhancing these outpatient rotations and the curriculum all residents receive.

VISITING RESIDENTS

An additional 300 residents, mostly non-pediatric, rotated through the hospital in the 2018-19 academic year for pediatric experience in their specialties which included emergency medicine, general surgery, orthopedics, anesthesiology, neurosurgery, radiology, otolaryngology, family practice, dentistry, and urology. Others with pediatric specialties came from nearby programs.

NURSING STUDENTS

In 2019, UCSF Benioff Oakland provided pediatric nursing training to over 650 nursing students from throughout the United States. Clinical placements are made in a variety of settings, including inpatient units, preceptorships with advanced-practice nurses, administrative nursing preceptorships, and preceptorships in specialty areas such as the Emergency Department, Surgical Services, Ambulatory Services, and the Juvenile Justice Center. In addition, UCSF Benioff Oakland offers two nursing scholarships: The Ava Elliot Scholarship which provides nursing school tuition support and the Ava Elliot Excellence in Nursing Award which provides tuition support for continuing education for nursing staff.

RESIDENTS AND ADVOCACY, COMMUNITY WORK, AND THE UNDERSERVED

As part of our program residents receive a broad curriculum including training on advocacy, trauma-informed care, cultural humility leadership, health equity, immigration health, public policy, and community resources. This exposure leads many to choose elective time to pursue advocacy projects, quality improvement work, research, and community service activities. Residents have applied for CATCH grants through the American Academy of Pediatrics to fund important projects at UCSF Benioff Oakland. They have organized advocacy events and written pieces for the media. Residents have served as mentors to under-represented minority high school students through the CHAMPS program at UCSF Benioff Oakland and pursued other mentorship activities in the community. Additionally, many residents also participate in legislative advocacy work in the local community.

Residents at UCSF Benioff Children's Hospital Oakland are dedicated to serving populations of children with complex medical and psychosocial needs and a large percentage of UCSF Benioff Oakland's residents go on to practice in local, often underserved, communities. Up to 40 percent of residents go into fellowship training to become pediatric sub-specialists and many stay at or return to UCSF Benioff Oakland after subspecialty training.

Volunteer Services

Volunteers have served at the heart of UCSF Benioff Children's Hospital Oakland since its founding over 100 years ago. In 2019, more than 325 volunteers served over 23,600 hours supporting young patients, their families, and UCSF Benioff Oakland staff. UCSF Benioff Oakland volunteers reflect the diversity of the surrounding community; they range in age from 16 to 90, speak more than 70 different languages, and come from all over the Bay Area.

Volunteers serve for a variety of reasons including, but not limited to, giving back to the hospital as grateful patients or family members, preparing for college or graduate school, and providing service to the community. UCSF Benioff Oakland's volunteers make a difference for patients, families, and staff every day. They provide art activities in the Outpatient Center waiting rooms, greet and escort families to their appointments, staff the playrooms, read with children at their bedsides, hold the most vulnerable babies and provide comfort to them and their family by singing lullaby's, tutor patients through the school room, and stock supplies. They also support patients and families in anticipation of the winter holidays, helping to sort and wrap thousands of toys.

FAMILY ADVISORY COUNCIL

The Family Advisory Council is a special group of volunteers made up of parents and family members whose children received care at UCSF Benioff Oakland. They work in partnership with hospital staff to promote the family voice through dignity, respect, and information-sharing. The council serves as an advisory resource to leadership and to hospital departments, and provides input on issues that affect the care and well-being of hospital families.

PAW PROVIDERS

Paw Providers are the newest UCSF Benioff Oakland volunteers and are of the 4-legged variety. Paw Providers are special dogs working in our Main Hospital entrances and the Outpatient center clinics. As members of our Paw Providers Team, certified pet therapy volunteers and their dogs provide emotional and healing support to our patients. They bring joy and smiles as they greet and escort patients and families to their destination and visit patients at their bedsides and playrooms.



XI. Government Relations and Advocacy

UCSF Benioff Children's Hospital Oakland pursues its public policy, advocacy, and community engagement goals through a broad range of programs, services, and activities. Advocacy strategies and priority issues are developed to address the needs of the medical center along with the needs of the communities we serve. This balance is accomplished through formal government relations representation with policy makers and community leaders, as well as through advocacy and community engagement by hospital staff who serve as representatives of the institution.

GOVERNMENT RELATIONS

UCSF Benioff Oakland advances its advocacy efforts through personal visits with local, state, and federal elected officials and facilitates on-site hospital tours to create greater awareness of the patient-centered environment. The government relations director meets regularly with policymakers, key staff, agency department heads, and community leaders to discuss issues affecting the hospital and children's health care. Every year, the government relations director participates in "Legislative Days" with legislators to brief officials on key health-related topics and to advocate for effective policy, operational and budgetary decision-making to advance solutions to the problems affecting pediatric hospitals, and the health and well-being of children and families.

ADVOCACY AND COALITION-BUILDING

Administration executives, medical staff, and other UCSF Benioff Oakland staff play an active role in advocating on local, state, and national levels. Advocacy is frequently conducted through nonprofit trade associations and professional organizations such as the California Children's Hospital Association, the California Hospital Association's Council of Northern and Central California, the national Children's Hospital Association, the California Medical Association, and the American Academy of Pediatrics.

PARTICIPATION IN ADVOCACY ORGANIZATIONS

Below is a partial list of the boards, commissions, and initiatives that hospital staff participate in:

- Alameda Alliance for Health
- Alameda County Health Workforce Pipeline Coalition
- Alameda County Help Me Grow Steering Committee
- Berkeley Youth Alternatives
- California Institute for Regenerative Medicine
- California Wellness Foundation
- East Bay Economic Development Alliance

- Ethnic Health Institute
- Health Careers Connection
- Oakland Promise
- Oakland Thrives
- Oakland Starting Smart and Strong Initiative
- Oakland Workforce Development Board
- Sickle Cell Disease Advisory Committee
- Temescal Telegraph Business Improvement District
- Youth Ventures Joint Power of Authority

Below is a partial list of organizations that UCSF Benioff Oakland employees offer time and leadership:

- Alameda County Asthma Coalition
- Alameda County Child Abuse Prevention Council's Multidisciplinary Team
- Alameda County Children of Incarcerated Parents Partnership
- Alameda County Complete Count Committee (Census2020)
- Alameda County Hepatitis B Free Campaign
- American Academy of Pediatrics Board, CA Chapter
- American Board of Pediatrics
- California Adolescent Health Collaborative
- California Children's Hospital Association
- California Hospital Association, Council of Northern and Central California
- California Medical Association
- California Thoracic Society, Pediatric Committee
- Childhood Injury Prevention Network, Bay Area
- Children's Regional Integrated Service System
- Coalition of Freestanding Children's Hospitals
- Family Care Network Leadership Council (HIV)
- First 5 Commission, Alameda County
- National Association of Pediatric Nurse Practitioners
- National Association of Perinatal Social Workers
- Pediatric Diabetes Coalition of Alameda County
- Sickle Cell Disease Advisory Committee
- Society for Social Work Leadership in Health Care
- Transgender Patient Care Committee

XII. Economic Impact

UCSF Benioff Oakland's methodology for determining the economic value of the benefit to the community incorporates elements of the reporting requirements for the IRS and the California Hospital Association's community benefit valuation standards. The community benefit valuation is the total net cost of charity care, undercompensated government-sponsored medical care, professional education, and subsidized community programs, services, and research above and beyond reimbursement, philanthropic support, grants, and supplemental funding.

ECONOMIC VALUE		FY 2019
Charity Care Free care to uninsured and underinsured patients	\$	1,757,828
Government-Sponsored Health Care Unpaid cost of public coverage programs, net of all government funding	\$	196,493,866
Subsidy to Ensure Physician Coverage for Uninsured/Underinsured Patients	\$	-
Health Professional Education Graduate medical education, Fellows, Nurses	\$	11,059,815
Subsidized Health Programs Clinical services provided despite a financial loss to the organization	\$	6,031,584
Community Health Services Activities or programs, subsidized by the hospital, carried out and supported for the express purpose of improving community health	\$	17,805,860
Research (Includes research costs not covered by external sponsors)	\$	17,292,848
Advocacy for Children's Health Issues		Included in operations
Subtotal	\$	250,441,801
Supplemental Revenue Less DSH/Supplemental Funding (SB855/SB1255), Including Measure A	\$	61,346,149
Less Net Hospital Provider Fee	\$	120,814,115
Total Charity Care and Community Benefit	\$	68,381,537



747 52nd Street, Oakland, CA 94609
(510) 428-3000

www.childrenshospitaloakland.org

