

# Santa Clara Valley Medical Center



# Dedicated to the Health of the Whole Community

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# Region's Busiest Health Network

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- ❖ **Busiest medical center in Santa Clara County – including Kaiser, Stanford or other local hospitals**
- ❖ **Serves over 200,000 persons per year**
- ❖ **Serves 1 in 4 Santa Clara County residents**
- ❖ **Delivers 6000 babies (10<sup>th</sup> in the state)**
- ❖ **Provides 1,000,000 outpatient visits per year – through network of 8 health centers & community partners**



# Health Programs

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- ❖ 8 Valley Health Centers
- ❖ Valley Health Plan
- ❖ Mobile Health Services
- ❖ The Valley Homeless Healthcare Program seeks to establish a “safety-net for the safety-net”



- Addresses the needs of vulnerable populations who require an integrated model of care incorporating medical, mental health, & substance abuse services
- Awarded NAPH Reducing Health Care Disparities in 2007

# Responding to Emergencies

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- ❖ San Jose's only Level 1 Trauma Center - serving five county region
- ❖ San Jose's only Pediatric Trauma Center
- ❖ One of two Burn Centers in the Bay Area - serving 250 patients in 2007



# Providing Quality In-Patient Care

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- ❖ NICU serves 600 high-risk newborns a year
- ❖ 76-bed nationally recognized Rehabilitation Center for Spinal Cord & Brain Injuries
- ❖ Outstanding Regional Burn Center, serving 250 patient this year
- ❖ Other Specialty Programs: High-Risk Maternity, Trauma Center, and Stroke Center



# Pediatrics

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- ❖ Core service of the VMC health system is to its children!
- ❖ VMC has day and night pediatric access at each of its locations with 24/7 advice
- ❖ PICU and NICU
- ❖ Pediatric ED, Urgent Care and Primary Care
- ❖ Childhood Obesity
- ❖ An insurance program for all children – CHI



# A Network of Community Health Services

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- ❖ Over 1 million visits through the entire ambulatory system
- ❖ Valley Specialty Center and VHC Gilroy & Fair Oaks to open in 2008



**VHC - Fair Oaks**

# Outstanding Staff Serving the Community

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- ❖ A teaching hospital for that has trained 1 in 4 of the physicians in the County
- ❖ Serves people from diverse cultures in 148 languages
- ❖ Numerous awards & certifications – to physicians, medical staff and leadership, programs & units throughout VMC - for providing outstanding & innovative care
  - YMCA Award for Pediatric Healthy Lifestyle Center - 2007
  - ADA Diabetes Center certification for Diabetes & Metabolism Clinic
  - SCVMC designated as Pediatric Trauma Center - 2007
  - JCAHO Accreditations for SCVMC and Stroke Center - 2007
  - American College of Surgeons accreditation for Trauma Center

# History of Innovation

- ❖ **Children's Health Initiative provides insurance to most uninsured children in the County**
  - Since 2001, CHI has reached over 137,000 kids!
  - Won 2002 NAPH Safety Net Award & 2002 CSAC Challenge Award
- ❖ **Valley Health Plan with over 60,000 members**
- ❖ **Mobile Medical and Dental Services**
- ❖ **Use of patients to educate patients**
- ❖ **Group visits**



# New Innovations

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## ❖ Chronic Care Management

- Primary Care Redesign
- Ed Wagner Chronic Care Model
- Pediatric Diabetes

## ❖ Pediatric Obesity

## ❖ Coverage Initiative

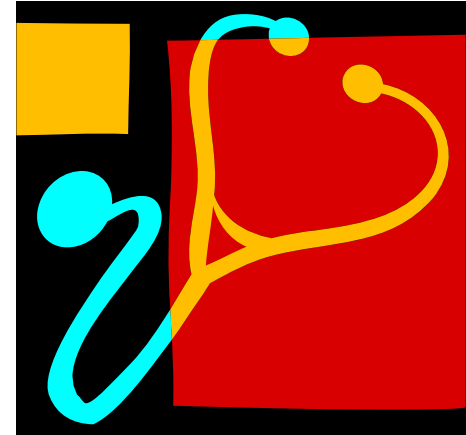
## ❖ Web based access for pharmacy and appointments



# Connecting the System of Care

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- ❖ 24/7 call center
- ❖ IT connectivity
- ❖ Language services
- ❖ Valley Express referral system
- ❖ Community provider network including private providers
- ❖ A patient registry for Chronic Care Management
- ❖ Pharmacy robot – refills and mail order



# Challenges for the Future

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- ❖ Health Care reform
- ❖ Financial stability
- ❖ Most fundamental issue is activating our patients to take control of their own health

