



## Community Wellness Program

Data Report: FY 2013-2014 Q3-Q4

### Executive Summary

SFGH's Community Wellness Program provides opportunities for patients, staff, and community members to engage in a wide array of active living, healthy eating, community engagement, and related wellness activities. Patient demographic data demonstrates that the majority of our patient participants live in zip codes that are in relative proximity to the hospital - 94110, 94112, 94134, 94124, 94107, and 94102. According to Community Vital signs data for San Francisco, these zip codes also have the distinction of being the most densely populated and having the highest rates of hypertension, preventable emergency room visits, and uncontrolled diabetes.

Comprehensive satisfaction surveys, administered quarterly to Working on Wellness (WOW) participants, demonstrates that the program has resulted in reduced pain, stress, anxiety and depression; increased energy, and improved perception of SFGH. Our ethnicity data reveals that while our participants are fairly representative of SFGH's overall patient and staff populations, we need to focus on attracting more men and more African Americans to our programs and services. The 41-64 age group remains overrepresented among our program participants, reflecting Community Vital signs data indicating that this age group experiences a precipitous decline in perceived health status. We are pleased that patients, staff, and community members from this age group feel motivated and inspired to join us as they focus on promoting their health and wellness. We look to outreach and recruitment strategies such as E-Referral to recruit more of our medically underserved patients. The Community Wellness Program continues to improve as we expand our programs and tailor our services to reach more of our at-risk and hard to reach constituents.

### Goals & Objectives for FY 2013-2014 Q3-Q4

Improve health and wellness of SFGH Staff, patients, & community members by fostering a holistic sense of health within an environment of connection and camaraderie.

#### Objectives

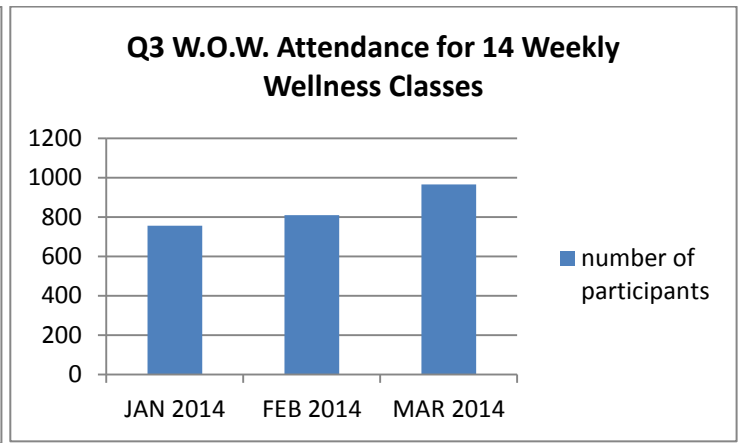
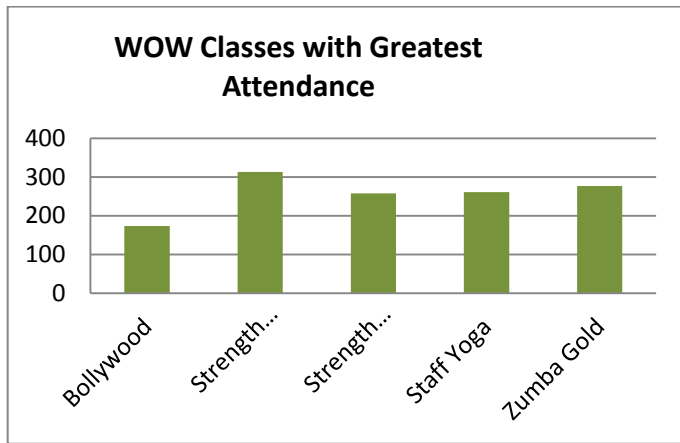
1. During FY 2013-2014 Q3-Q4, the Community Wellness center will offer at least 360 WOW classes.
2. During FY 2013-2014 Q3-Q4, there will be at least 500 duplicated WOW class encounters.
3. After attending at least 5 WOW classes, 90% of participants will report that they are extremely satisfied with the WOW classes.
4. After attending at least 5 WOW classes, 90% of participants will report a decrease in stress level.

#### Programs Offered in FY 2013-2014

- |  |   |
|--|---|
| 1. Working On Wellness Active Living Classes       | 10. Seasonal Festivals                      |
| 2. Schwartz Center Rounds                          | 11. Staff Wellness Retreats                 |
| 3. Cancer Awareness Resources and Education (CARE) | 12. Inpatient Smoking Cessation             |
| 4. Financial Fitness                               | 13. Out Patient Smoking Cessation           |
| 5. Garden Giveaways                                | 14. Relapse Prevention                      |
| 6. Community Supported Agriculture (CSA)           | 15. Community Wellness Collaborative        |
| 7. Food Smarts Nutrition Workshop                  | 16. Behavioral Health Center Wellness       |
| 8. Cooking Demonstrations                          | 17. Wellness Navigators (volunteer program) |
| 9. Night Shift Food Trucks                         | 18. Working On Wellness Massage             |

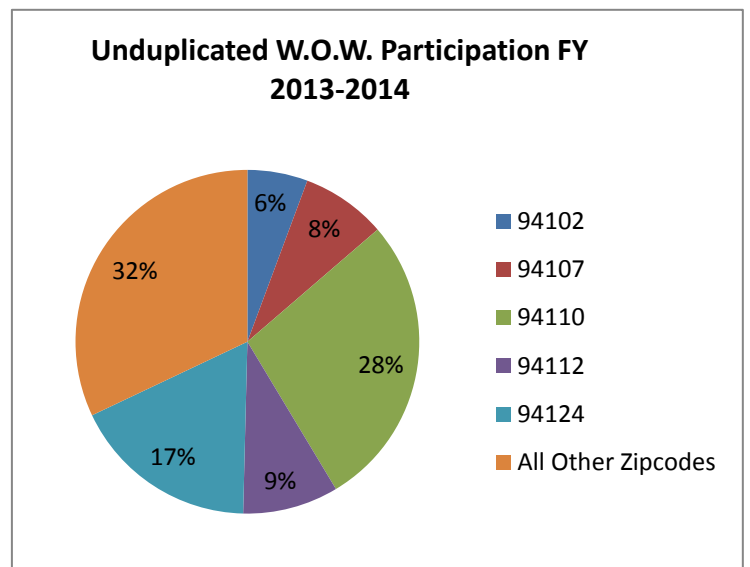
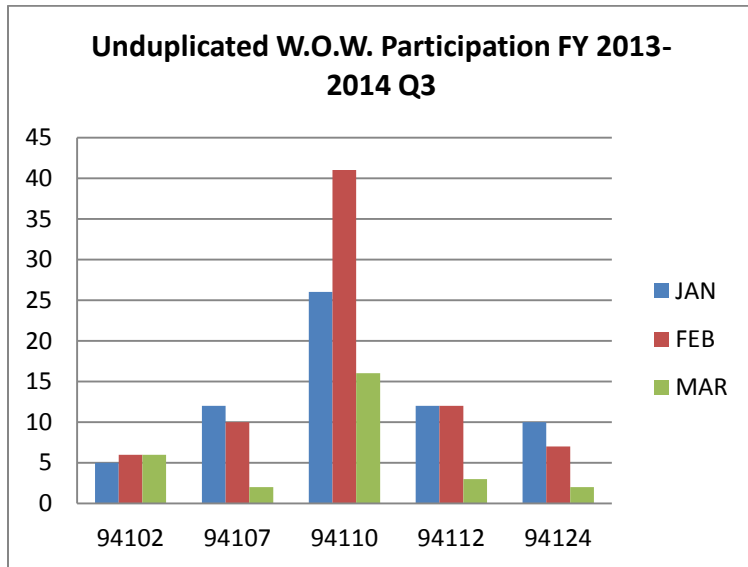
Working on Wellness (W.O.W.) Classes

SFGH Community Wellness Program offered 14 weekly Active Living W.O.W classes and 1 Healthy Eating W.O.W. class in Q3-Q4. The graphs below show our 5 most popular Active Living Classes. We average 250 duplicated participants per class/quarter.



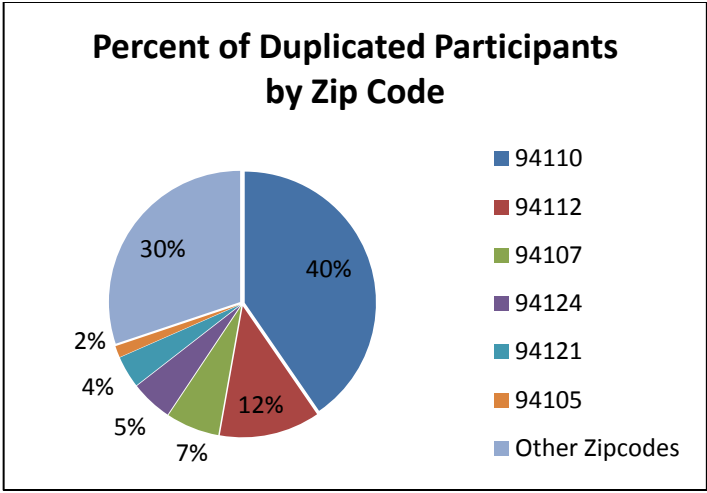
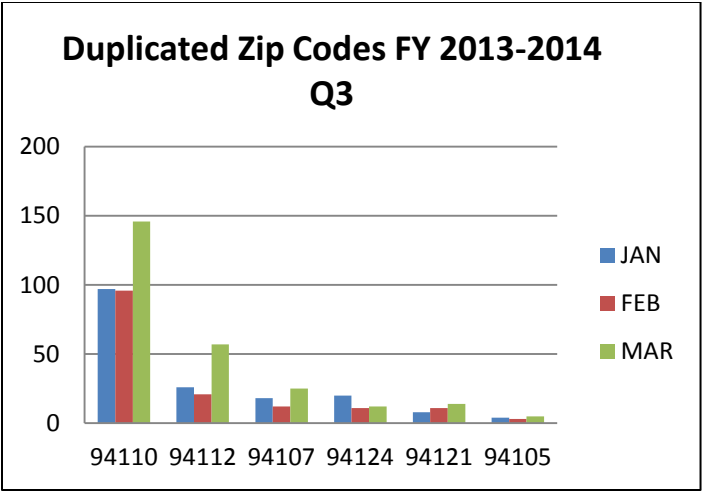
Working on Wellness (W.O.W) Participant Demographics

During Q3, the Community Wellness Program served 266 unduplicated participants. Of those, 125 were brand new to the program, 86 were returning participants from previous years, with 55 not disclosed. Of those 266 participants, we determined that the majority of our participants come from the following zipcodes: Mission (94110), Excelsior (94112), Potrero Hill (94107), Bayview/Hunter’s Point (94124), Tenderloin (94102). The remaining 32% of participants came from various neighborhoods in San Francisco, and the greater San Francisco Bay Area (primarily the East Bay). Greater San Francisco Bay Area participation are from San Francisco General Hospital staff.



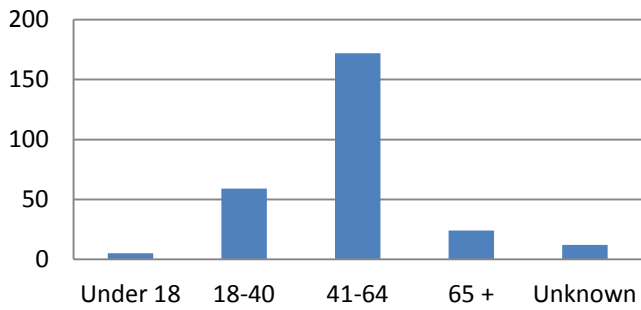
During Q3, the Community Wellness Program compiled class participant zip code data through our from sign-in sheets. From our data, we learned that our largest utilization comes from the following zip codes: Mission (94110), Excelsior (94112), Potrero Hill (94107), Bayview/Hunters point (94124), Richmond District (94121), Financial District (94105).

**N=266 unduplicated participants**

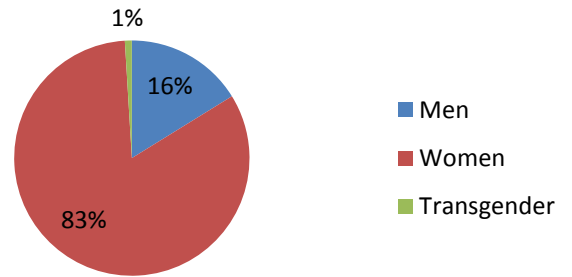


Participant Demographics

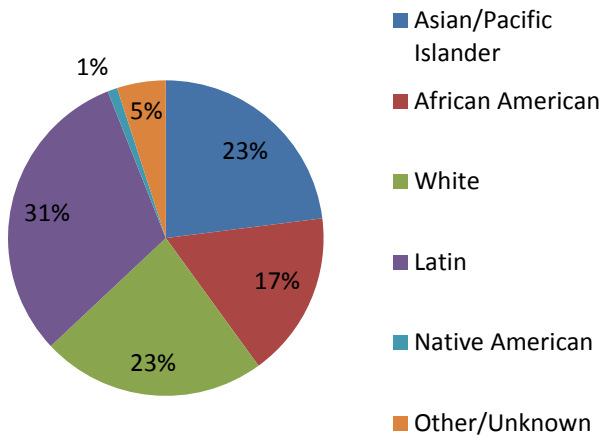
### W.O.W. Participants Age Demographics



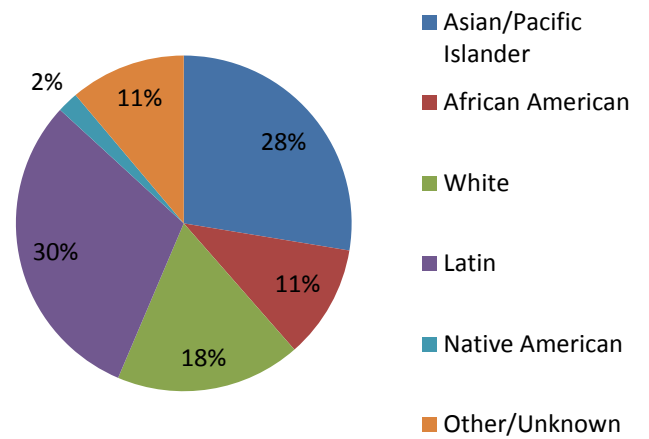
### W.O.W Participants Gender Demographics



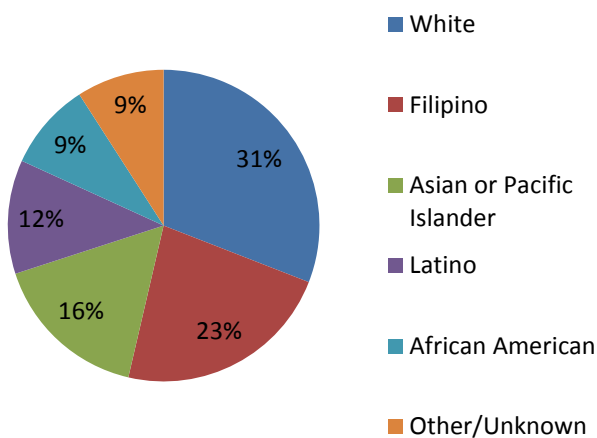
### SFGH Patient Demographics



### Community Wellness Program Ethnicity Demographics

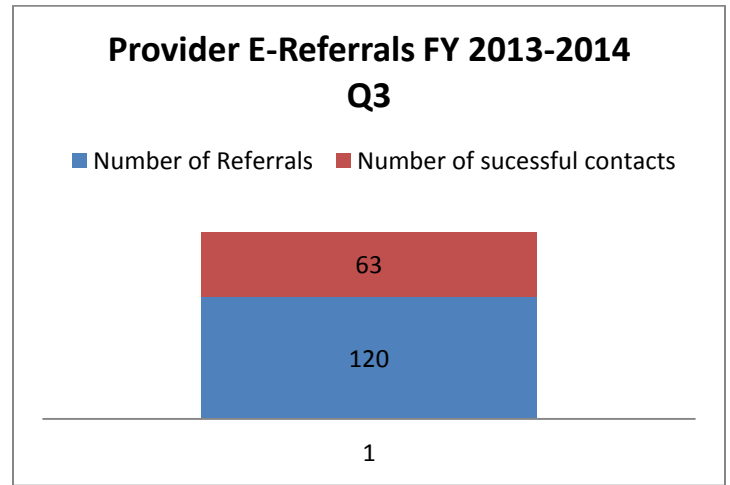


### SFGH Staff Demographics



Provider E-Referrals

The Community Wellness Program launched E-Referral in January 2012. Wellness Staff works to ensure all E-Referrals are called within 5 business days of receiving the provider referral. In Q3, we successfully reached 63 patients by phone to invite them to participate in appropriately selected wellness activities.



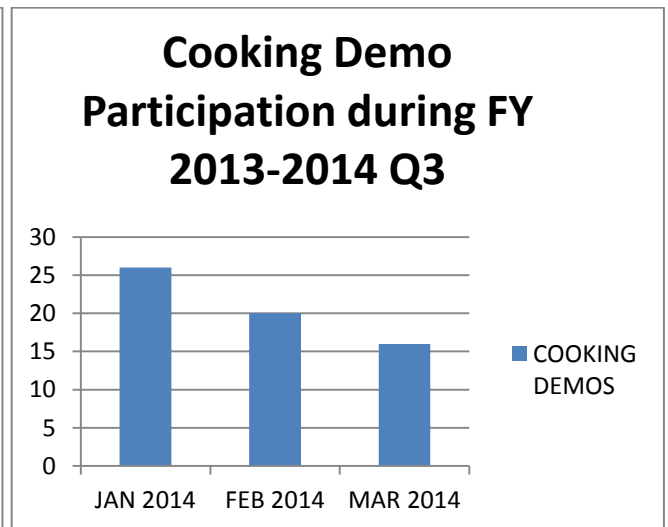
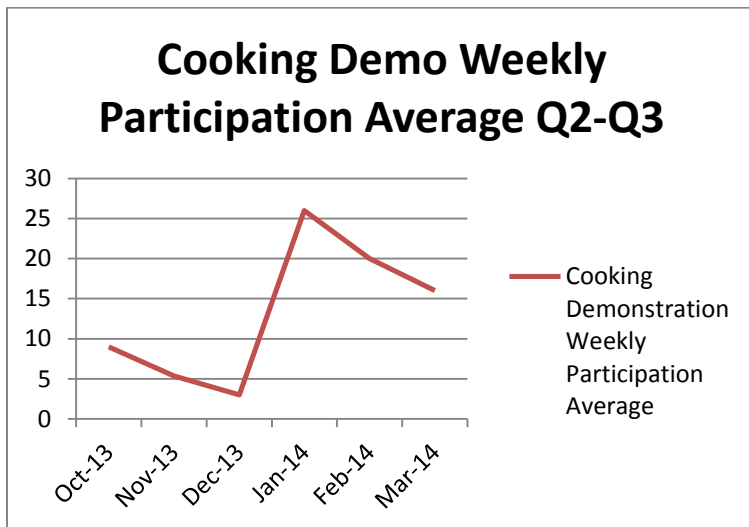
Healthy Eating Programs



The Community Wellness Program offers two ongoing (Cooking Demonstrations & Community Supported Agriculture) and four seasonal (Food Smarts Nutrition Workshop, Garden Giveaways, Seasonal Festivals, and Nutrition Outreach) healthy eating programs. We offered monthly cooking demos in the Community Wellness Center where participants have the opportunity to learn fresh, economical, simple recipes, nutrition information and had a chance to participate in food discussions. In Q3 we focused on enhancing our Cooking Demonstration experience and participant outreach and recruitment. Every cooking

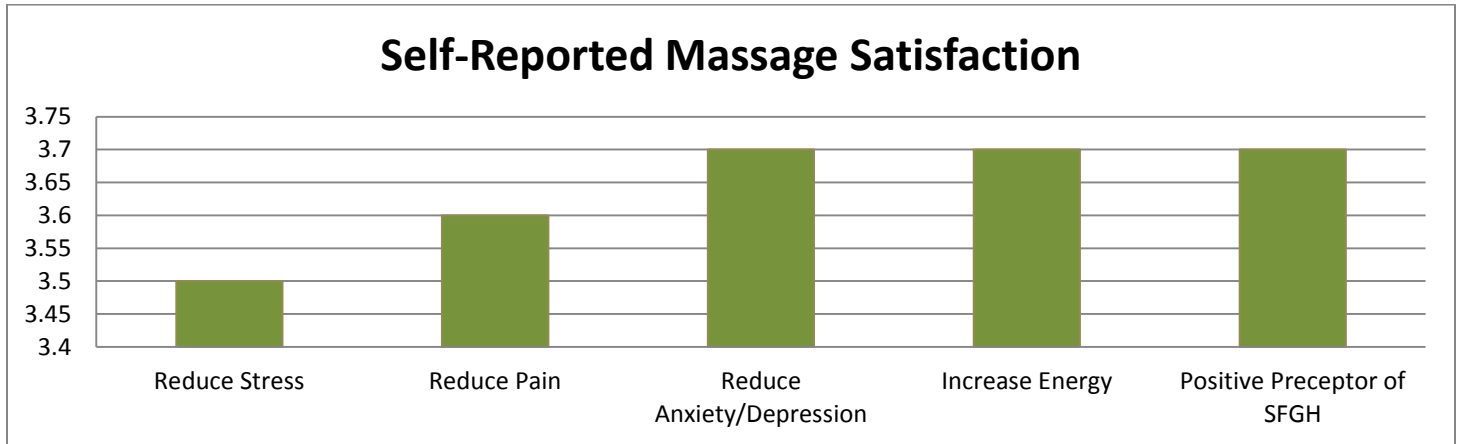
demonstration is led by a team comprised of a certified chef and registered dietitian.

The chart below compares the weekly average of participants from Q2 & Q3. This graph demonstrates a linear progression of participation in Q3.



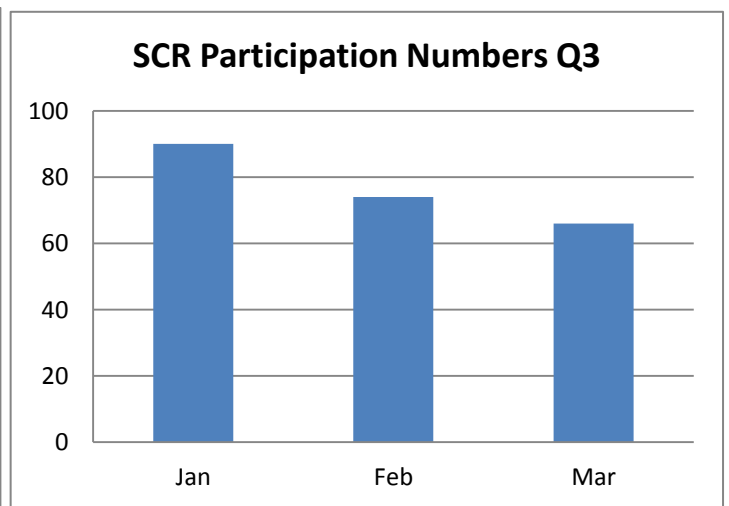
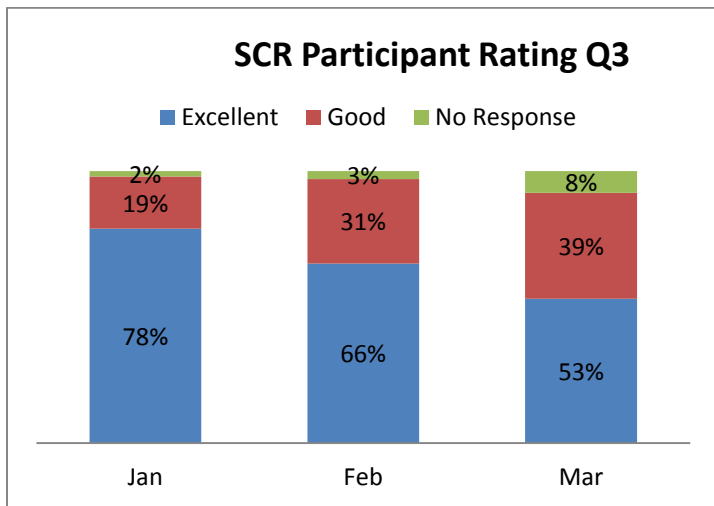
W.O.W. Massage

The Community Wellness Program provides massage twice a month to SFGH staff, patients, and community members. In FY 2013-2014 Q3, participants were asked to rate their stress levels, mood, and attitude towards SFGH on a scale of 0-4, after receiving a 10 minute chair massage. The results are as follows:



Schwartz Center Rounds

The Community Wellness Program offers monthly Schwartz Center Rounds as for interdisciplinary health care providers and staff. Topics this quarter included: *A Triumph for Client and Caregivers*, *The Health Care Provider as a Patient*, *Health Care Reform : Initial Impact on Patients and Caregivers*. Our data reflects that 95% of SCR participants are rating the program excellent or good.



Forthcoming (FY 2014-2015 Quarter 1)

1. Leah’s Pantry Nutrition Workshop
2. National Youth Leadership Conference
3. Nutrition Outreach Activities