



ACCOMPLISHMENTS

2019

Saving Lives



60,000

The Emergency Medical Services Agency, with Public Health & County Fire, developed & provided L.I.F.E. files. Residents place important medical information in these files so first responders can provide the best care during a medical emergency.

Better Care



The **Hope Clinic** saw over 350 previously homeless patients with only 1 returning to the streets.



Santa Clara Valley Medical Center's **Post-Acute Transition** program won the Hospital Quality Institute's Outstanding Achievement Award.



The **Gender Health Center** is the first & only clinic in the South Bay specializing in care for transgender, non-binary and gender diverse patients.



Better Access

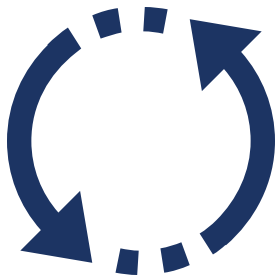
O'Connor Hospital, St. Louise Regional Hospital & De Paul Urgent Care became part of the Health System. This purchase assured the continued availability of essential healthcare services in our community.

Preventing Suicides

Let's Talk About It



Innovation & Improvement



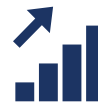
- ✓ **Primary Care Access Program** enrolled **5,000** more low-income, uninsured adults in Santa Clara County.
- ✓ **Unit-Based Teams** completed **19** projects and launched another **15**, to enhance quality care and make the organization better.
- ✓ **Behavioral Health** expanded outpatient and community-based services for those with severe mental illness.



With older men having the highest rate of suicide in Santa Clara County, *Let's Talk About It* was launched to connect them to available resources.



Benjamin's Story video was produced and distributed on YouTube. It was viewed over **335,000 times.**



Calls to the Suicide and Crisis Hotline - 1-855-278-4204 - increased with the number of calls from older men doubling at various times during the campaign.

Whole Person Care

Increased services to high-risk populations by **75%** and added

2,137 new patients

Better Health

Responding to the growing use of e-cigarettes and vaping products among teenagers, the Public Health Department, Board of Supervisors and cities passed 14 new tobacco prevention policies and banned the use of e-cigarettes and vaping products in unincorporated areas.