




UNIVERSITY
OF
CALIFORNIA

UC Health

Community Impact



Community care is at the heart of the University of California health system.

It's the students who run the evening clinics for the homeless.

It's the staff who organize thousands of volunteers.

It's the nurses and physicians who seek to improve patient care.

Behind that care is a commitment—
a commitment to serve the health needs of Californians and beyond.

All For One Healthier California

UC Health plays a crucial role in the community. Its five medical centers and 16 professional schools provide vital services that cover California from Crescent City to Calexico.

One way of measuring this impact is through community benefit: charity care for the uninsured, training for tomorrow’s health leaders and research for treating everything from AIDS to cancer.

In fiscal 2011, UC Health’s community benefit totaled \$3.3 billion. That’s the estimated sum of programs or activities that respond to identified community needs and improve access to care, enhance community health, advance medical knowledge, reduce the burden of government or other community efforts. That’s impact.

COMMUNITY BENEFIT: \$3.3 BILLION

CHARITY AND UNREIMBURSED CARE: \$560.7M

Free medical services for patients who had no source of payment for urgently needed care and the unpaid cost of Medicare, Medi-Cal, State Children’s Health Insurance Program, indigent care programs and other safety net programs.

EDUCATION: \$174.7M

Teaching physicians, nurses and students; scholarships and funding for education.

RESEARCH: \$2.6B

UC research gives local residents access to the latest treatments and therapies for advanced illness and complex health conditions.

DONATIONS AND SPONSORSHIPS: \$1.8M

Through financial and in-kind contributions, UC Health offers support to community organizations to improve community health.

TOTALS FROM UC HEALTH SCIENCES CAMPUSES AT UC DAVIS, UC IRVINE, UCLA, UC SAN DIEGO AND UCSF





PARTNERSHIPS

The Dynamic Duo

The Venice Family Clinic started as a small storefront operation in 1970. It has grown into the nation's largest free clinic, serving 25,000 patients, nearly two-thirds uninsured. Affiliated with UCLA, the clinic relies on 2,250 volunteers—more than half from UCLA, including 1,100 students—and a staff of 225, with 20 physicians and two dentists from UCLA.

The clinic is special not only for its size but also its soul. People like UCLA pediatrician Wendy Slusser and pediatric dentist Francisco Ramos-Gomez. They have designed programs to prevent childhood obesity and cavities so patients such as Sam will maintain a healthy weight and healthy teeth. They also have developed training tracks so UCLA medical residents learn the ins and outs of community health.

They know that an ounce of prevention is worth a pound of cure—or in Sam's case, 38 pounds.

UC Health has affiliations with more than 100 county, Veterans Affairs and community-based health facilities and administers statewide helplines for poison control (UCSF School of Pharmacy), healthy pregnancies (UC San Diego School of Medicine) and quitting smoking (UC San Diego cancer center).

Leaders In Training

UC has the nation's largest health sciences educational system, with 16 professional schools in seven fields. Its five medical schools rank among the nation's best. Pending state support, a sixth medical school is scheduled to open in 2013 at UC Riverside, serving medically underserved populations in Inland Southern California. Also, UC Merced is developing plans that could lead to a future medical school.

In nursing, UC has three schools and a growing program at UC Irvine with a community focus. "We must be in partnership with the communities we serve if we are to see our goal of advancing health, improving quality of care and shaping policy become reality," said Heather Young, founding dean of UC Davis' nursing school.

UC trains dental students while serving the community: 15,000 visits a year to the Wilson-Jennings-Bloomfield UCLA Venice Dental Center and 10,000 visits a year to UCSF's Buchanan Dental Center. UC also has leading programs in optometry, pharmacy, public health and veterinary medicine—the state's only public veterinary school.

MEDICINE UC DAVIS, UC IRVINE, UCLA, UC SAN DIEGO, UCSF

DENTISTRY UCLA, UCSF

NURSING UC DAVIS, UC IRVINE (PROGRAM), UCLA, UCSF

OPTOMETRY UC BERKELEY

PHARMACY UC SAN DIEGO, UCSF

PUBLIC HEALTH UC BERKELEY, UCLA

VETERINARY MEDICINE UC DAVIS



A PRIME Example

The UC Irvine Family Health Center is ground zero for the effects of poverty on health. Headaches and dizziness could signal the stress of not being able to pay the bills. Or they could foreshadow “maladies of poverty” such as diabetes and heart failure. The Santa Ana clinic gets 53,000 visits a year—20 percent of outpatient safety net care in Orange County.

The patients, many working poor with public health insurance, receive medical care and get connected to additional resources. “The patients not only live longer; they live better,” said Dr. Charles Vega, a physician at the clinic and director of UC Irvine’s PRIME program.

Launching its first PRIME program at UC Irvine in 2004, the UC system has pursued growth in medical school enrollment through development of innovative educational programs focused on the needs of the medically underserved. Six programs are now in place, with a total projected enrollment of 375 students by 2014.

PRIME PROGRAMS:

RURAL HEALTH AND TELEMEDICINE *UC DAVIS*

LATINO COMMUNITY *UC IRVINE*

DIVERSE DISADVANTAGED *UCLA, UC RIVERSIDE*

SAN JOAQUIN VALLEY *UC MERCED, UC DAVIS, UCSF*

HEALTH EQUITY *UC SAN DIEGO*

URBAN UNDERSERVED *UCSF, UC BERKELEY*



Foresight Is 20/20

The future is brighter for thousands of underprivileged patients, from the very young to the very old, thanks to services provided by UC's optometry programs.

About half of the 100,000 patients seen each year at UC Berkeley's School of Optometry clinics come from all walks of life in the community at large. Exams and services also are provided off-campus, in schools, community clinics, nursing facilities and even homes to patients who otherwise do not have easy access to vision care.

Mobile eye clinics also are operated by UC San Diego, UCLA and UCSF. UC San Diego's EyeMobile program reaches half of the low-income preschool children in San Diego County. The kids receive free vision screening, exams, glasses and ophthalmic care services to give them a chance to see and learn. Since it began in 2000, the program has screened more than 107,000 San Diego preschoolers, performed more than 17,000 exams and provided more than 6,900 pairs of glasses.

"A lot of them wouldn't get glasses if we weren't here," EyeMobile manager Abel Aramburo said. "After they get the glasses, you see a remarkable improvement."





NURSING

Practitioner Makes Perfect

UC has ramped up its efforts to help address a nursing shortage, including establishing a nursing school at UC Davis and expanding nursing education classes at UC Irvine. Meanwhile, UC nurse practitioners serve on the front lines, delivering compassionate care to the community at three nurse-run clinics.

UC Irvine opened Orange County's first nurse-managed clinic at El Sol charter school in Santa Ana, an underserved, predominantly Latino community, supported by a \$1.5 million federal grant. UCLA's clinic at Union Rescue Mission has provided primary health care services to the homeless and indigent on Skid Row, with more than 8,600 visits a year.

At Glide Health Services in San Francisco's Tenderloin district, UCSF nurse practitioners serve the city's homeless and poor. The nurse-run clinic receives 13,000 visits a year, from acupuncture to behavioral health to diabetes. It's a holistic approach, so patients who visit behavioral health also get checked to see if their blood pressure is normal and their vaccinations are up to date.

"Any door is the right door," clinic manager Karen Hill said. "A lot of people here have felt marginalized by traditional medicine. We try to work together with the patient. My focus is completely community."

TELEMEDICINE

“I recently saw a patient who told me that the drive to see an endocrinologist was nearly five hours each way. He was so grateful to be able to receive care close to home.”

ALISON SEMRAD

UC DAVIS ASSISTANT PROFESSOR

UC Davis is a national leader in using telemedicine to close gaps in access to care based on geography. Thousands of consultations are provided in more than 30 specialty areas each year, including linking endocrinologist Alison Semrad with a patient 165 miles away at Shasta Community Health Center in Redding.





CLASSROOM COLLABORATIONS

On A Mission

San Francisco public school students are getting a double dose of service from UC campuses. At John O'Connell High, Emily Ozer encourages students to teach their teachers to be more effective, one of five such youth-led participatory programs in San Francisco high schools. Ozer, a UC Berkeley School of Public Health associate professor, said the programs show promise in improving the mental health and well-being of teens. "The students did a really thoughtful job of engaging the teachers as allies," she said.

When UCSF graduate student Charlie Morgan first visited Mission High dressed in a T-shirt and jeans, students told him he didn't look like a scientist. That's the point. UCSF is helping change the face of science through its award-winning Science and Health Education Partnership, which works with San Francisco public schools to support quality science education for K-12 students. At Mission, Morgan and UCSF postdoctoral fellow Norma Velazquez Ulloa are teaming with teacher Becky Fulop's biology class to engage in hands-on experiments with real-world relevance.

"I really appreciate the students having access to scientists who don't look like what they may think the typical scientist looks like—young people, people of different ethnicities, people who look more like them," Fulop said. "I want them to see the way science is really performed."



HEALTHY LIVING

“As a child, I really enjoyed cooking with my parents. I wanted to share that enthusiasm and plant the seeds for a genuine interest in healthy food.”

ANDREW NUIBE
UC DAVIS MEDICAL RESIDENT

Through UC Davis' Communities and Health Professionals Together program, pediatric residents partner with local organizations to enhance the health of children.

Andrew Nuibe helps kids in a K-6 afterschool homework club prepare their own healthy snacks—and prevent childhood obesity.

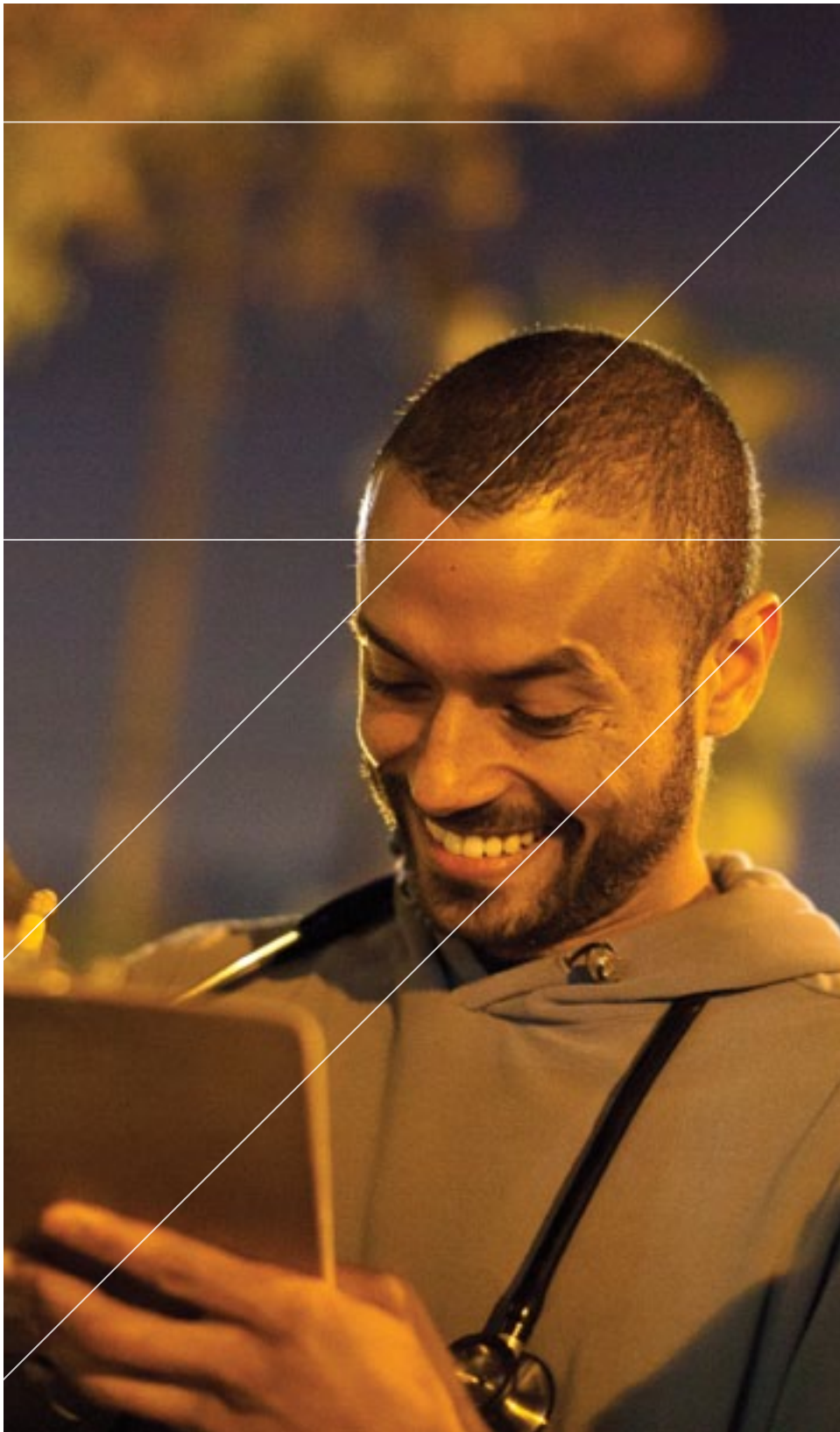
Mend It Like Beck

At UC Health, learning extends beyond the classroom. Students volunteer to run clinics that serve the neediest patients.

“The need is infinite,” said Dr. Ellen Beck, who helped start UC San Diego’s Student-Run Free Clinic Project 15 years ago. Initially, the clinic saw 10 patients in one room. Buoyed by Beck’s determination, enthusiastic students and dedicated community partners, the clinic now serves more than 2,000 people a year. It has grown to four sites, including First Lutheran Church in downtown San Diego, where clients are mostly working poor ineligible for publicly funded support but unable to afford private insurance.

“This is really what shaped my perception of what medicine should be,” said Dr. Ryan Yoon, who first volunteered at the clinic while a UC San Diego medical student and still helps out as a medical resident. “You’re making a difference in the community. Here you really are important.”





STUDENT-RUN CLINICS

MOBILE CLINICS

Saving Lives Rain Or Shine

After losing his job, Spencer has been on the streets for 10 years. Just a few blocks from the Hollywood Walk of Fame, the senior citizen still gets the star treatment at UCLA's student-run Mobile Clinic Project, which has helped him control his diabetes and improve his health. The interdisciplinary clinic has served the homeless of West Hollywood every Wednesday night rain or shine for more than a decade, providing compassionate care and small necessities such as socks and gloves.

"They save lives," Spencer said.

The mobile clinic was inspired by the Suitcase Clinic, which is run by UC Berkeley School of Public Health and UCSF Joint Medical Program students who provide low-income and homeless people with free services including foot washing, vision screening, dental care and legal advice. All UC medical school campuses have student-run clinics, with the mobile clinic being a joint project of the UCLA College of Letters and Science, School of Medicine, School of Public Health, and School of Law. Many volunteers are undergraduates, who gain invaluable experience.

"You get to see how things are in real life," said third-year student Josue Reynaga.

A Pet Project

The second Saturday of each month, the homeless line up outside Loaves and Fishes in downtown Sacramento to receive free medical care, not for themselves but for their animal companions. UC Davis School of Veterinary Medicine students run the Mercer clinic, which offers pets everything from vaccinations to wound care, along with holiday gift baskets filled with food, toys and other treats.

“It is an opportunity for me to really remember what vet school is all about,” said second-year vet med student Lauren Richardson. “I get to help animals that otherwise don’t receive any sort of medical care or attention. The best part of working at Mercer is when we receive a phone call from a client thanking us for taking such great care of their pet.”



COMMUNITY VOLUNTEERS

A Helping Hand

From answering phones to assisting women giving birth, more than 6,000 volunteers lend their services to the UC Health system.

There are burn center survivors like Chris Wilkins, treated at UC Irvine for a rare condition where he lost nearly all his skin, who return to provide support to new burn victims. There are cancer survivors like Suzanne Mink who coach newly diagnosed cancer patients at UC Davis. There are four-legged providers of pet therapy and two-legged providers of art therapy, all generously giving their time to improve patient care.

Roger Whistler embodies this good Samaritan spirit. The retired building inspector has volunteered for 18 years in UC San Diego's neonatal intensive care unit as a cuddler. He holds premature babies when their parents can't be there, freeing the nurses to do other tasks. The tender touch of this grandfather of 12 and great-grandfather of nine has calmed thousands of newborns.

"Each baby is a little different," Whistler said. "You have to adapt yourself to what makes them feel most comfortable."



A Window Into Wisdom

UC Health is rooted in its three missions of patient care, teaching and research. They come together in a powerful way to impact the community. Patients benefit from UC innovations such as cochlear implants for hearing, the nicotine patch to help quit smoking and Herceptin breast cancer treatment. With \$2.6 billion in annual health research funding and several thousand clinical trials, UC continues to advance science toward solving health's toughest challenges.

Jay Levy epitomizes this pursuit. In 1983, the UCSF researcher co-discovered the AIDS virus, HIV, collaborating with community health professionals and HIV patients. A handful of patients who have the virus but remain healthy continue to visit him weekly. Three decades later, Levy hasn't given up on fighting this devastating disease, and neither have they. From his office, a converted closet with a window, Levy builds on insights from these patients to pursue a cure through stem cell therapy or a vaccine. Meanwhile, his students have gone on to lead health programs around the globe.

"This place really donated back to the community and the community donated itself to us. It gives me encouragement," Levy said.



