EQUITY IN HEALTHCARE
Every patient will live their healthiest life.

We partner with our community to provide excellent healthcare for patients, including those experiencing social, environmental, or economic challenges.
WE ARE THE SAFETY NET

• The only public hospital and clinic system in San Mateo County (some counties don’t have public hospitals)
• We are a small community hospital with a large ambulatory system
• Most patients have health coverage through the County, state, or federal government
MEDICAL HOME FOR 58,000 PATIENTS

11 CLINICS
7 LOCATIONS
Call first to check vaccine availability

1. Daly City Health Center
2. Daly City Youth Health Center
3. South San Francisco Clinic
4. Coastside Clinic
5. San Mateo Clinics
6. Sequoia Teen Wellness Center
7. Fair Oaks Health Center
Chronic Disease Management

Pain Management Clinic

Integrated Behavioral Health

Health Care for the Homeless
WE COMMIT TO EQUITY

We include and prioritize the voices, experiences, interests, and needs of those who are most impacted by social injustices.
Race refers to how society groups People based on their physical traits.
Ethnicity refers to how society groups people based on a shared heritage.
We provide care in the preferred language of each patient.
OUR STRATEGY

Reduce barriers to health care related to social determinants of health, starting with food insecurity and low literacy.
How often do you need help when you read instructions or other written materials from your doctor or pharmacy?

28% of patients answer sometimes or always.
IMPROVING SIGNAGE

- Use plain language
- Use pictures
- Remove unnecessary signage
TO DO LIST:
Que debe hacer después de la cita:

• Use plain language
• Use pictures
• Design in black and white (easier to print on demand)
Within the past 12 months, did you worry if your food would run out before you got money to buy more?

12%
Of our patients answer yes.
NEED FOOD?

Scan the QR code or visit www.shfb.org/food to get FREE FOOD

1. Open the camera app
2. Focus the camera on the QR code by gently tapping the code
3. Follow the instructions on the screen to complete the contact form
4. Submit the form and we will call you within 2 business days
5. In the notes section, please add:

Second Harvest of Silicon Valley is not a government agency.
Patient Morbidity Index

Food Secure
27.0%
Uncontrolled Morbidities

HTN 26%
BMI 42%
DM 22%
DEP 11%

Food Insecure
32.4%
Uncontrolled Morbidities

HTN 28%
BMI 36%
DM 23%
DEP 12%

% of Patients Needing ED Visit

Food Secure
Food Insecure
QUESTIONS?
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