



EQUITY IN HEALTHCARE



SAN MATEO COUNTY HEALTH
**SAN MATEO
MEDICAL CENTER**



OUR VISION & MISSION

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

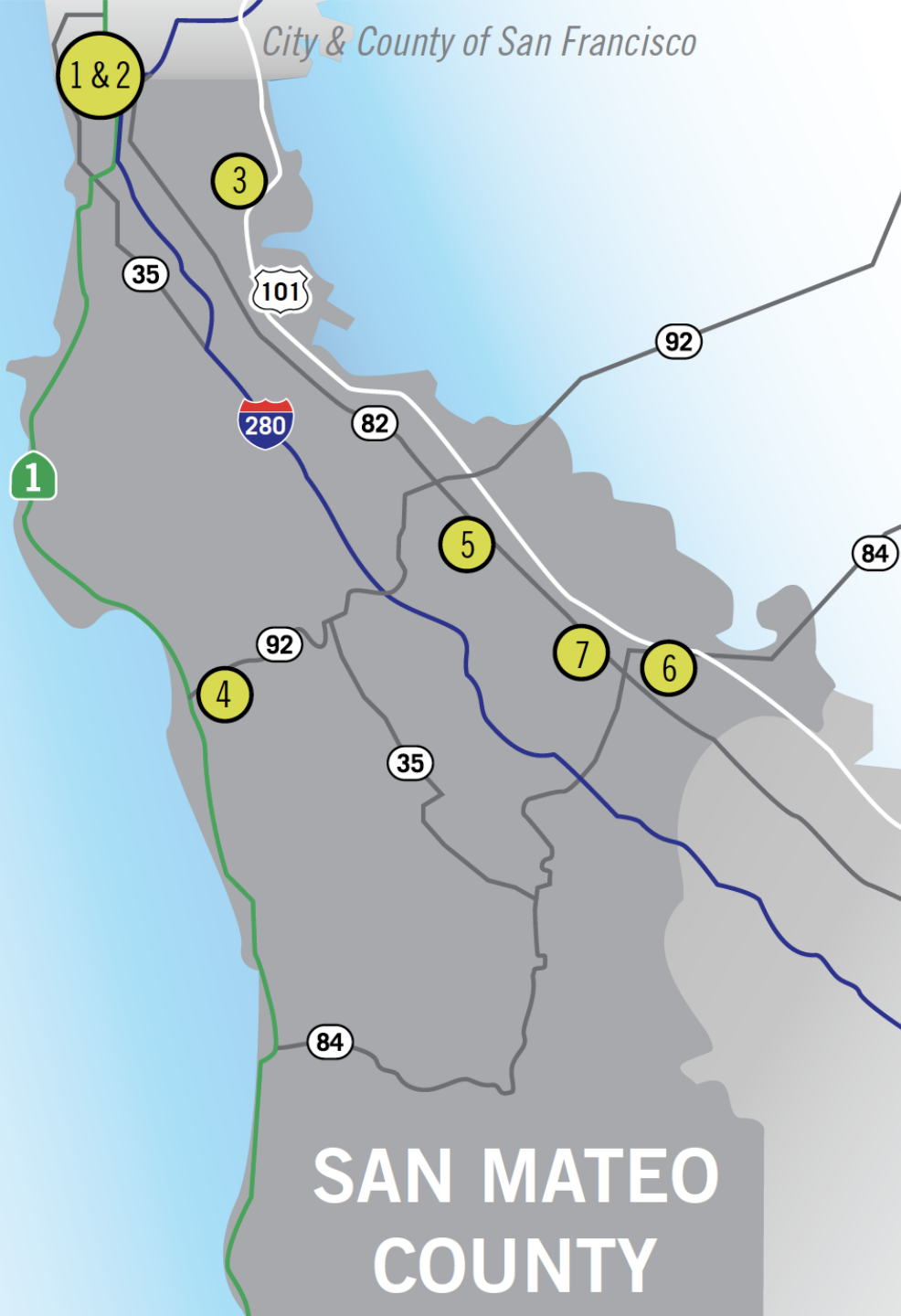
- The only public hospital and clinic system in San Mateo County (some counties don't have public hospitals)
- We are a small community hospital with a large ambulatory system
- Most patients have health coverage through the County, state, or federal government



MEDICAL
HOME FOR
58,000
PATIENTS



11
CLINICS
7
LOCATIONS



- 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

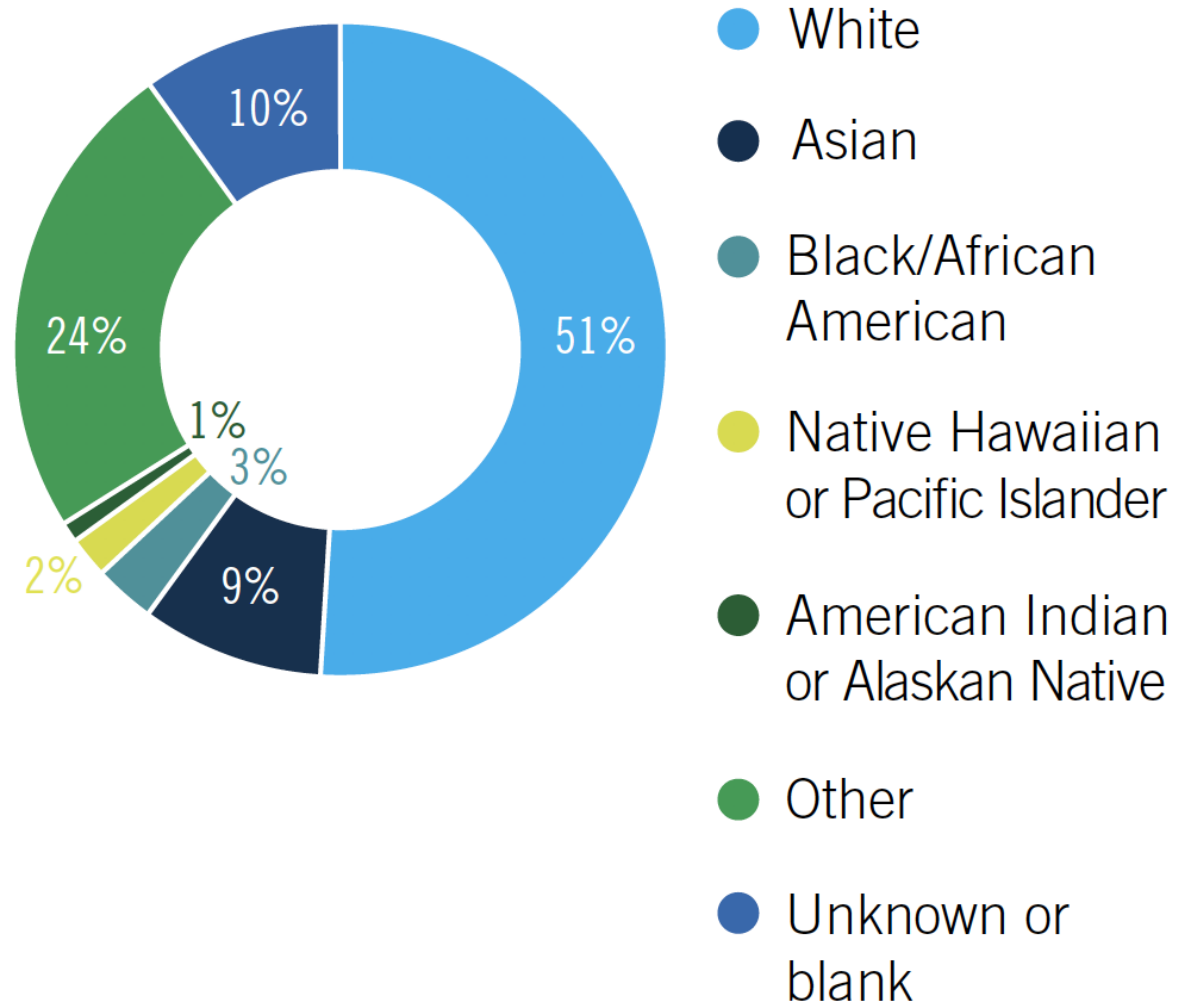


Health Care for the Homeless

WE COMMIT TO EQUITY

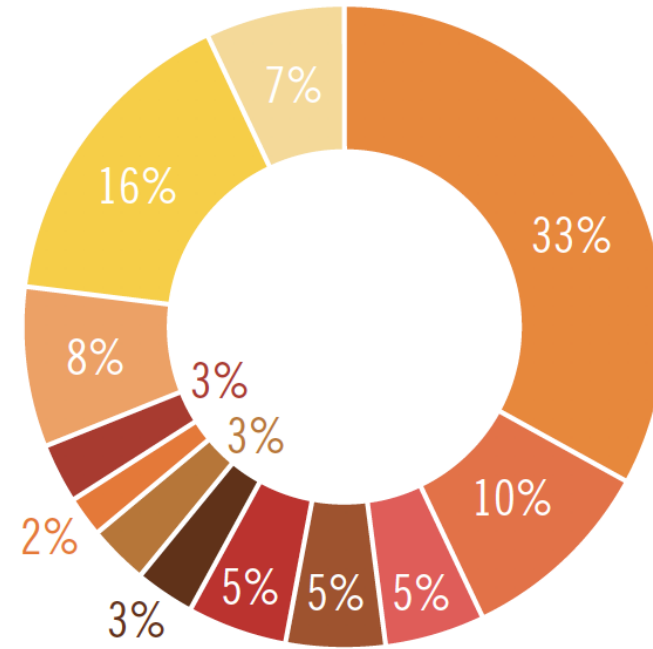
We include and prioritize the voices, experiences, interests, and needs of those who are most impacted by social injustices.

RACE



Race refers to how society groups
People based on their physical traits.

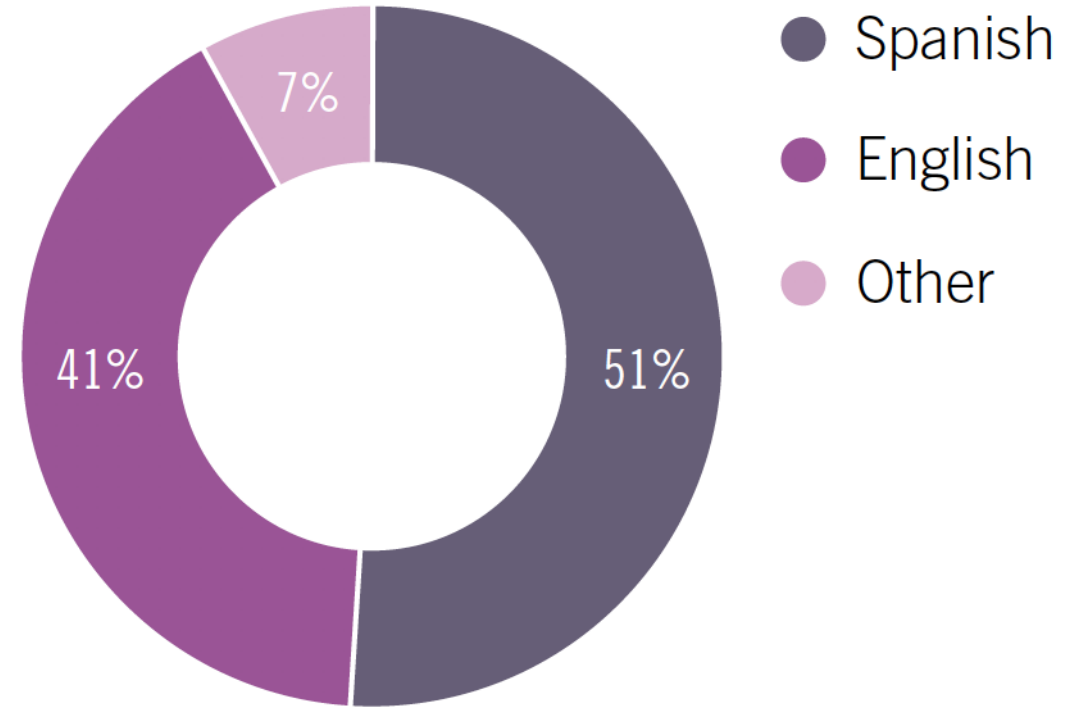
ETHNICITY



- Mexican
- Central American
- Latin American
- Filipino
- Guatemalan
- Salvadorian
- Chinese
- African American
- Other White
- Other/Mixed
- Other Ethnicity
- Unknown or blank

Ethnicity refers to how society groups
People based on a shared heritage.

LANGUAGE



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?

ASSESSING LITERACY

28%
of patients answer sometimes or always.



IMPROVING SIGNAGE


- Use plain language
- Use pictures
- Remove unnecessary signage

TO DO LIST:

Que debe hacer despues de la cita:



☐

A black square icon with a white 'Rx' symbol inside a circle, representing a pharmacy.

Pharmacy
Farmacia

How many/Cuantos: _____

Stop medicine after/Deje de tomar este medicamento después de:

☐


A black square icon with a white microscope and test tube symbol inside, representing a laboratory.

Lab
Laboratorio

☐ *Ok to eat/ Puede comer*

☐ *Do not eat after/ Deje de comer después de las:*
_____ *AM/PM*

☐

A black square icon with a white X-ray image of a ribcage inside, representing an X-ray service.

X-ray
Radiografia
(650) 573-2681

☐

A black square icon with a white silhouette of a person sitting on a bench, representing a rehabilitation service.

Rehab
Rehabilitación
(650) 573-2472

☐

A black square icon with a white silhouette of a person holding a plant, representing a food bank service.

Second Harvest
1-800-984-3663

IMPROVING HEALTH INSTRUCTIONS

- 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?

ASSESSING FOOD NEEDS

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

Free, healthy food is available

Fill out this form in your preferred language: [English](#) | [Chinese](#) | [Spanish](#) | [Tagalog](#)

We look forward to helping you apply for free, healthy food programs. Complete the form below and a friendly Food Connection specialist will contact you within 2 business days.

Name: *
First Name Last Name

Phone Number (cell phone preferred) *
Area Code Phone Number

Can We Text You? *
☐ Yes
☐ No

Preferred Language
☐ English
☐ Spanish
☐ Vietnamese
☐ Mandarin
☐ Cantonese
☐ Tagalog
☐ Other

Zip code

E-mail

☐ Interested in learning about CalFresh
☐ Interested in becoming a Promoter

Is there anything else you want us to know about your situation?

Submit

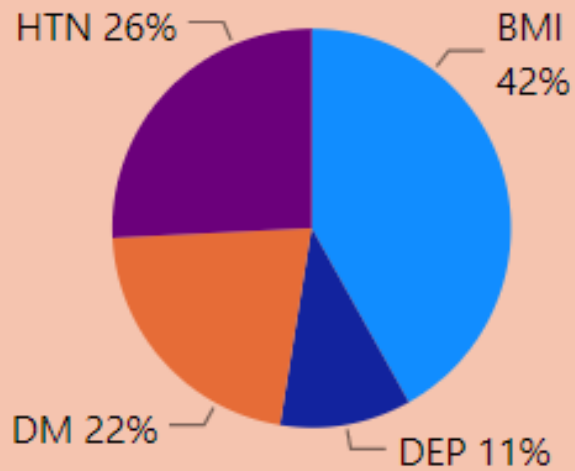
CONNECTING PATIENTS TO FOOD RESOURCES

Patient Morbidity Index

Food Secure

27.0%

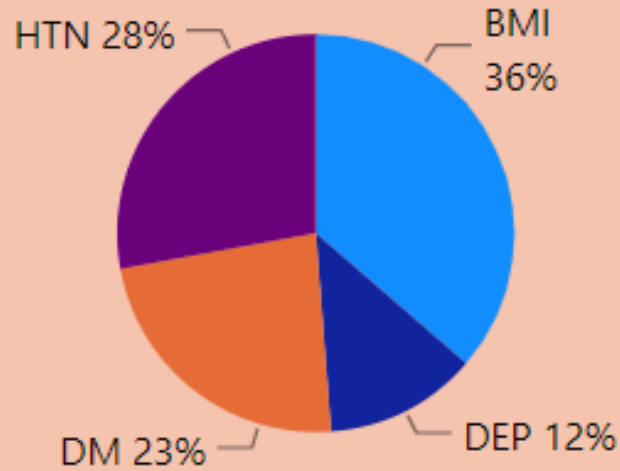
Uncontrolled Morbidities



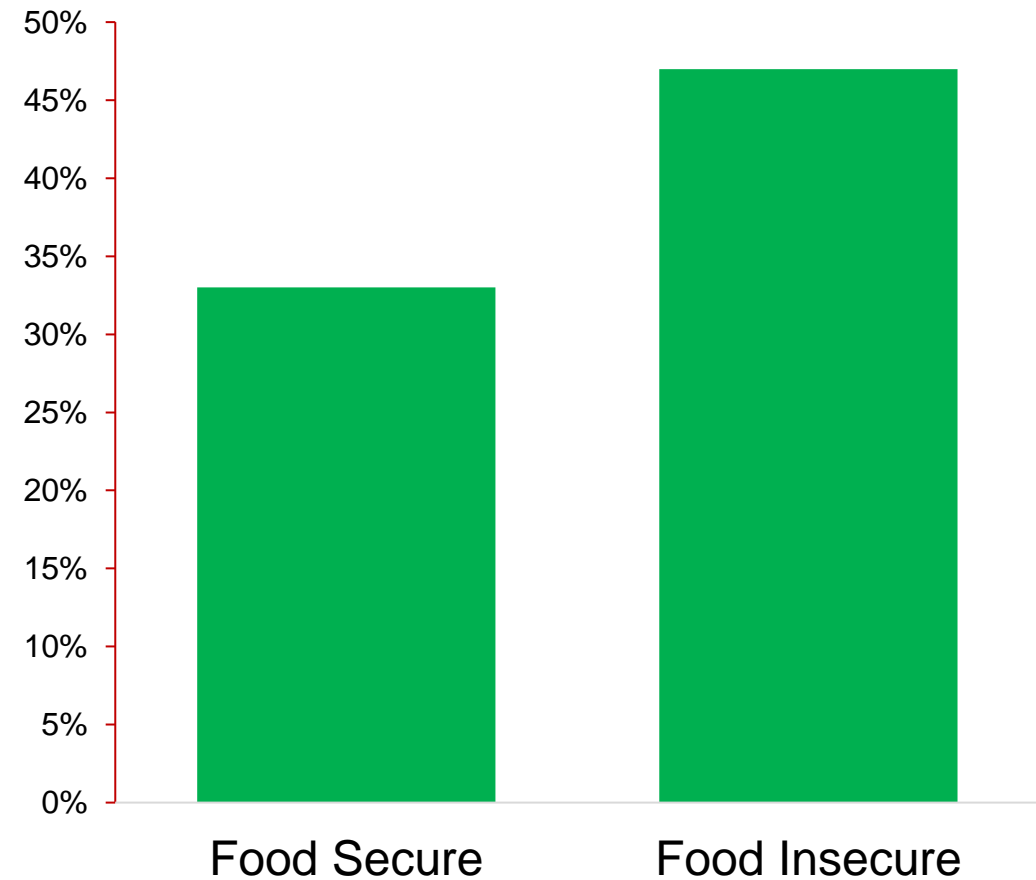
Food Insecure

32.4%

Uncontrolled Morbidities



% of Patients Needing ED Visit





QUESTIONS?



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