

Stanford Health Care 340B Report



Stanford
HEALTH CARE
STANFORD MEDICINE



Our Impact Can Only Be Possible with the Support of the 340B Program

Stanford Health Care seeks to serve humanity through science and compassion, one patient at a time, through its commitment to care, education, and discovery.

With a long legacy of innovation, the medical center has helped transform healthcare—using the first linear accelerator for radiation therapy, discovering a targeted cancer treatment for lymphoma, conducting the world's first heart-lung transplant, pioneering the field of angioplasty, and garnering five Nobel prizes to date.

Providing both general acute care services and tertiary medical care for patients locally, as well as for those who come from afar for treatment of complex disorders, Stanford Clinics offer more than 100 specialty and subspecialty service areas.

Stanford Health Care also continues to be a leader in quality, safety and service, and its programs are

consistently ranked amongst the very best in the nation. Stanford is considered one of the most advanced healthcare systems in its use of information technology, and has incorporated innovations in design and technology to revolutionize the patient experience at the New Stanford Hospital, expected to be opened in the fall of 2019.

The federal 340B prescription drug program is a vital lifeline for the most vulnerable populations in Northern California. Its funding allows Stanford Health Care to provide high-quality health care to uninsured and low-income patients by expanding critical health services and offering financial assistance on medication to patients that need it most.

We invite you to learn more about what the 340B program is doing for Stanford Health Care patients who need our innovative care, and would otherwise be unable to access it.



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Linda Hoff

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STANFORD HEALTH CARE



Stanford Hospital is once again ranked one of the best hospitals in the nation—based on quality, patient safety, and reputation.



ANNUAL ADMISSIONS

>76k Emergency Room visits
>26k Inpatient visits

Admission Data based on FY18

THE ONLY
Level-1 Trauma Center
BETWEEN
○ San Francisco & San Jose ○

98.4%

SHC physicians have a star rating of **4.5 or higher**



New Stanford Hospital
824,000 SQFT

Open for patient care in 2019

9,000+
Employees

3,600+
Medical Staff

1,300+
Residents & Fellows

3,200+
Nurses

\$378+
MILLION

Invested by SHC for Community Benefit*

COMMUNITY BENEFITS INVESTED BY SHC INCLUDE



Subsidized Health Services



Financial Assistance



Charity Care



Community Health Improvement Services

* In 2018; current year total is not yet available

340B Savings In Action

We strive to impact our community and improve patient care through our 340B savings. The following four areas identified in this report exemplify this impact.

Specialty Pharmacy

Patient Programs

Helping Patients Access Care

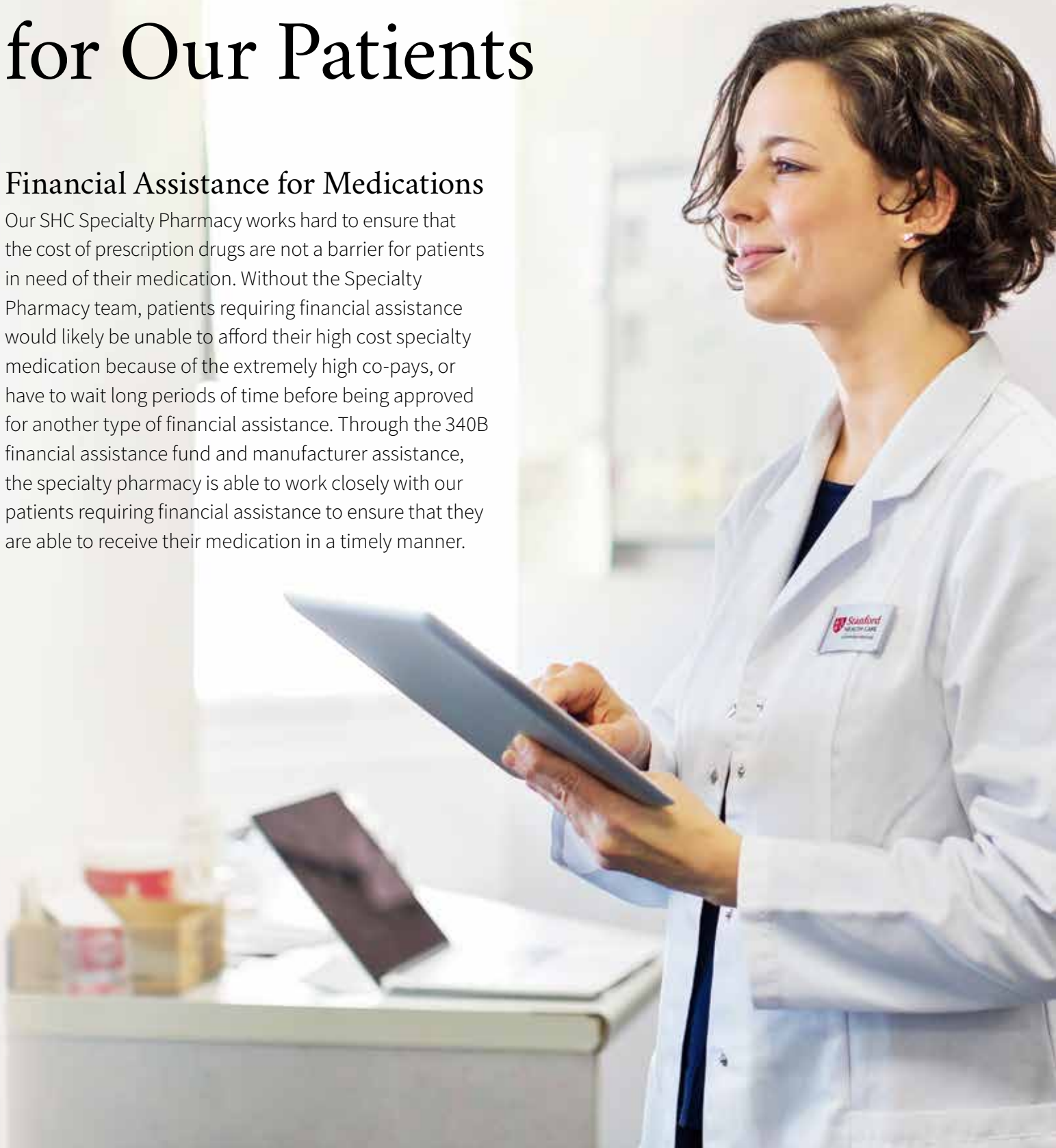
Health Education

TOTAL 340B SAVINGS >\$90M

Creating Access to Medications for Our Patients

Financial Assistance for Medications

Our SHC Specialty Pharmacy works hard to ensure that the cost of prescription drugs are not a barrier for patients in need of their medication. Without the Specialty Pharmacy team, patients requiring financial assistance would likely be unable to afford their high cost specialty medication because of the extremely high co-pays, or have to wait long periods of time before being approved for another type of financial assistance. Through the 340B financial assistance fund and manufacturer assistance, the specialty pharmacy is able to work closely with our patients requiring financial assistance to ensure that they are able to receive their medication in a timely manner.



Supporting Patient with High Co-Pays

SHC Specialty Pharmacy received a referral from the inpatient oncology team for a specialty medication. After getting the prior authorization approved, the team found out that the patient's co-pay for a month's supply of the drug was over \$2,000. The patient was unable to afford this substantial co-pay and became distressed, as each day that passed was crucial for this patient's health and quality of life. The specialty pharmacy team applied for SHC financial assistance and was quickly approved, allowing the patient to receive her medication.

Overcoming Insurance Restrictions

SHC Specialty Pharmacy received a referral for a case where the patient temporarily lost his health insurance just after a liver transplant. The patient required a Hepatitis C medication which was not covered due to the coverage lapse. Because post liver transplant patients are at a higher risk of being diagnosed with Hepatitis C, it was important that the patient receive his medication as quickly as possible. Fortunately, the patient was able to get approved for financial assistance through the 340B fund and was able to begin treatment immediately. The 340B assistance allowed the patient and his family to focus on his healing, and rest assured that his lapse of insurance coverage would not cause his health to suffer.

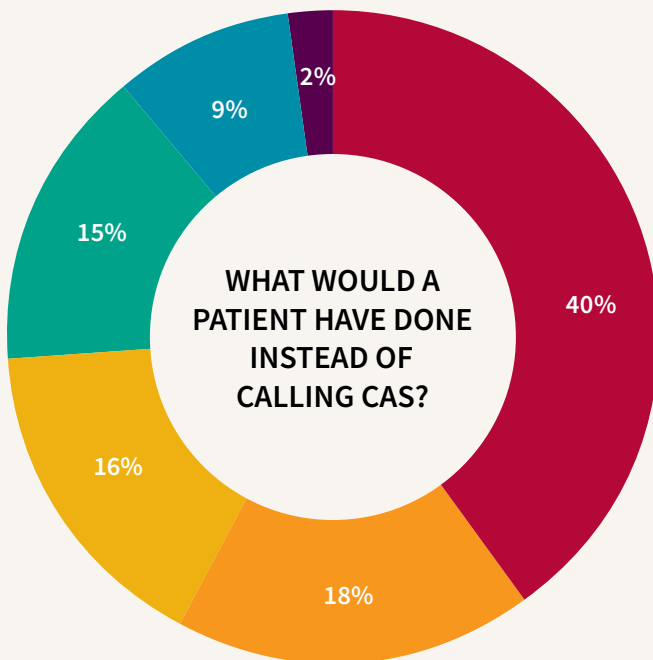
Helping Patients During Financial Hardship

A patient experienced a crisis, during which he lost his family, his job, and his health insurance. After being diagnosed with Hepatitis C and HCC, he was able to receive his medications through SHC's 340B financial assistance program. SHC's financial assistance program not only enabled this patient to receive his Hepatitis C medication in a timely manner, but also assisted with coverage for his labs and office visits at Stanford Health Care. The Specialty Pharmacy's work allowed the patient to begin his healing process and focus on finding a new job while his health insurance issues were resolved.

Clinical Advice Services

CAS is the free medical call center providing an umbrella scope of professional and clinical telephonic care programs for the Stanford Health Care enterprise.

- Using the CAS services, we are able to provide the appropriate level of clinical care for the patient at the right time, and allow physicians to focus on more pressing and complex patient care matters
- 93% of patients were satisfied with CAS services
- Decreased unnecessary ED visits by managing patient needs with an average referral rate of 2% to the ED based on nurse triage protocols



- Emergency Department
- Waited for symptoms to worsen
- Home care
- Made an appointment
- Urgent Care
- Call 911



Supportive Care Program

The Cancer Supportive Care Program is an integral part of the Stanford Cancer Center. The program provides patients with emotional, physical, and spiritual support through all stages of survivorship: living with, through, and beyond cancer. The program serves to help patients strengthen their body, nurture hope and courage, and enrich their spirit. Offering free support groups, classes, workshops, and personal one-on-one consultations, the program is open to all cancer patients in the community, regardless of where they receive care.



6,538
participants in

40
different classes for
the Cancer Center

8,432
participants in

32
different classes
for Neurosciences
(15.8% growth from FY17)

750
participants in

18
Cancer-related
support groups

391
participants in

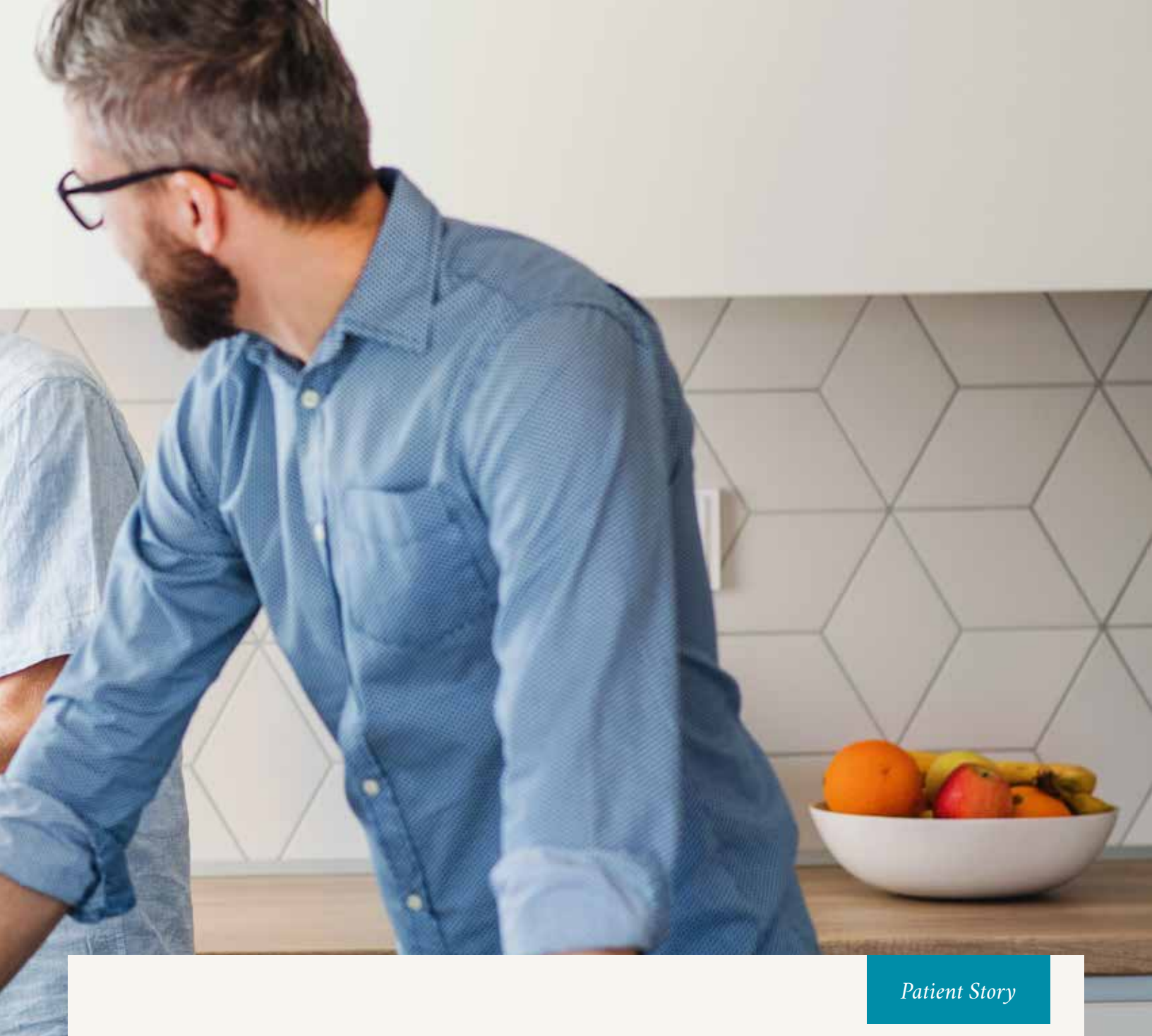
10
Neurosciences-related
support groups

Piloted online group support and online peer-to-peer support



Expanding Access to Affordable Housing for Patients and Families

- SHC provides temporary, short term housing for patients and their families while they are receiving care at SHC or post discharge. The rate the patient pays is subsidized based on a sliding scale and the patient's ability to contribute to the cost of the stay.
- In FY18, SHC provided 15,783 overnight stays in the 42 units at the HOME apartments and other accommodations supported by Stanford Health Care.
- SHC operates the HOME Apartments with operating costs over \$2M
- SHC also assists patients and families when access to transportation is a barrier to seeking care or discharging from the hospital. In certain circumstances, durable medical equipment such as hospital beds or wheelchairs may be provided.



Patient Story

Helping patient during vulnerable period

My boyfriend and I stayed here back in October of 2014 when I was having my MoyaMoya brain surgery and it was amazing. It's very convenient as it's right across from the hospital and they even have some free shuttle service. It's very clean, quiet and secure so safety is not an issue. The staff is amazing and always willing to make us feel like family. We stayed there for a little over a month and it became our

home away from home. It has all the amenities of a normal home so you save a lot with not having to eat out all the time. I'd recommend you stay here if it's an option to you as you won't be disappointed. The H.O.M.E made it easier to be away from our home in Maui for so long. We were truly blessed to get to stay here and will forever be grateful.

Source: <https://www.facebook.com/pages/HOME-Apartments-on-Welch-at-Stanford-University-Hospital/334383216605150>



Health Library

The Stanford Health Library provides individuals with an opportunity to work directly with medical librarians to answer questions about their health and healthcare. The Health Library provides free, evidence-based information (that is not available on the internet) to anyone, regardless of where they receive care. If desired, the Health Library will provide the research for them as well. Staffed with health librarians at all five branches, including at the Ravenswood Family Health Center in East Palo Alto, culturally-competent services, resources, and health education are provided to the community free of charge.

28,192
persons served

Hosted ongoing diabetes education classes and chronic disease self-management workshops every quarter



6,084

personalized research
packets by request

25,014

fielded questions from patrons in the
libraries, online, and via telephone

Advancing Communication Excellence at Stanford (ACES)

The Physician Partnership Team's vision is to create a relationship-centered culture at Stanford Health Care to improve the well-being of our patients and providers. Decades of research in the field reveal that relationship-centered care leads to better outcomes for patients, providers, and institutions.

Advancing Communication Excellence at Stanford (ACES) is the foundational relationship-centered communication course at Stanford, developed in partnership with the Academy of Communication in Healthcare in 2017. During the first year ACES was offered, FY18, 636 providers attended. 54 workshops were held in FY19 and 650 additional providers attended. The 650 providers were largely attending physicians, and the remainder included 114 advanced practice providers and 23 trainees. Significantly, providers were surveyed after attending, and 91% said they would recommend the workshop to others.

The team also conducted a rigorous study of the impact of ACES this year and found that Stanford Medicine ambulatory care faculty were 16% more likely to get a top box score for "Likelihood to Recommend Care Provider" after attending ACES.

91% would recommend
the workshop to others
in service of creating
better patient outcomes

Improving the Health of Our Community with the 340B Program

Stanford Health Care works continuously to not only maintain, but improve upon, our high standards for quality and patient experience. We also strive to increase our impact on the broader community.

The 340B drug pricing program creates extra funding opportunities for Stanford to operate programs which do not generate income but are essential to providing exceptional care. These savings enable SHC to improve the quality of care offered at our hospital and clinics, and improve the health of our local community.



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