



2013 Community Benefit Report

To learn more about John Muir Health's community benefit programs, visit Community Commitment at johnmuirhealth.com.



Dear Community,

At John Muir Health, we respond to the needs of all of the communities we serve, including those most in need, with the expertise and the high standard of care for which we are known. This commitment runs deeply throughout our entire organization, with a wide array of community benefit services and programs led directly by our physicians, employees and volunteers.

In 2013, John Muir Health contributed more than \$105 million to improve health in our community. We provided surgical care through Operation Access, placed public health nurses in schools, took our mobile health clinics into underserved areas, and treated patients referred for specialty care, such as breast cancer. We take steps to reduce violence through the County's only Level II Trauma Center, and support behavioral health programs for those in need who have mental health concerns.

Improving health for our most vulnerable and underserved populations demonstrates how John Muir Health is listening and responding to the needs of the community, and supporting the growth of vibrant and healthy residents through strong partnerships with other local organizations. We work together with our community partners to coordinate and enhance access to a continuum of care that helps patients improve their mental and physical health.

John Muir Health is proud to provide quality care to everyone who needs our services. We are a resource that belongs to this community - and all of its residents.

This report will help you understand the importance of these efforts, which are consistent with our mission to improve the health of the communities we serve with quality and compassion.

Cal Knight
President and CEO
John Muir Health



Community benefit is much more than charity care. It includes efforts to improve health in the community, to increase access to services, to educate health professionals and to conduct research. We are deeply involved in the process. It is all part of our strong tradition of giving back.

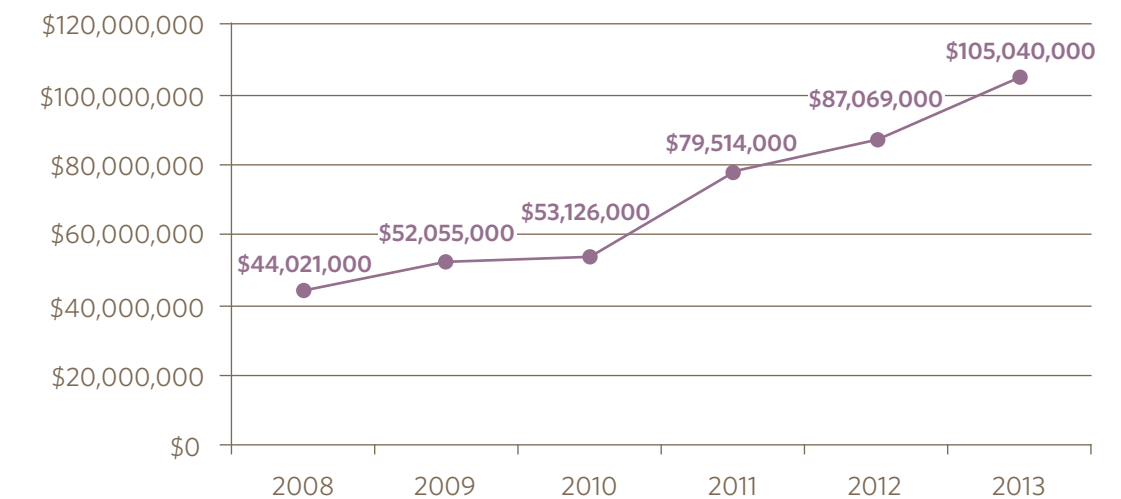
Community Benefit Breakdown

John Muir Health Community Benefit Expenditure Breakdown, 2013

Charity Care	\$25,143,000
Medi-Cal Shortfall	\$60,713,000
Health Professions Education and Research	\$5,432,000
Grants / In-kind Contribution	\$2,606,000
Health Improvement Program & Services	\$11,146,000
TOTAL	\$105,040,000

Community benefit describes the many health programs and medical services supported entirely or in part by John Muir Health that provide tangible benefits to the community and improve the health of its residents. This includes charity care -- care for which we receive no payments, the difference between the cost of care provided to Medi-Cal patients and our payments for those services, efforts to increase access to services and improve the health of the community through grants and partnerships, support for health professionals' continuing education and research.

Total Community Contributions



In 2007, John Muir Health set aggressive goals for increasing the amount of charity care and community benefit provided by the health system as part of our strong tradition of giving back to the communities we serve. These numbers reflect our increasing efforts to address health needs identified through a triennial Community Health Needs Assessment and ongoing work with our community partners.

How We Help

Programs for our Community:



Communities

- Faith and Health Partnership
- Monument Impact
- John Muir / Mt. Diablo Community Health Fund

Adults

- Complex Community Care Coordination
- Cardiac Outpatient Education Program (COPE)
- Emergency Department Referral Liaison
- Every Woman Counts
- Lung Cancer Screening Program
- Mobile Health Clinic
- Operation Access
- Putnam Clubhouse
- Specialty Care Program
- Respite Care Shelter for the Homeless

Youth

- Car Seat Safety Program
- Community Nurse
- Beyond Violence
- Healthy and Active Before 5
- Foster a Dream
- Mobile Dental Clinic
- Teen Pregnancy Resource Program

Seniors

- Caring Hands Volunteer Caregivers
- Chronic Care for the Low- Income Frail Elderly
- Fall Prevention Program of Contra Costa County
- Senior Transportation Program
- Monument Community Senior Services Outreach Program

Specialty Care:

Critical Care for the Uninsured

A Critical Need

One of the greatest needs in Contra Costa County is care from medical specialists for uninsured residents, many of whom lack access to health care due to their immigration status. We work together with community partners to fill this gap. Patients referred by primary care providers at La Clínica receive diagnostics and treatment at our facilities, from John Muir Health-affiliated specialty physicians. The program, part of our Cancer Services, provides care and patient navigation services for breast, gynecology, lung, brain, urology and gastroenterology patients.

We received 200 referrals in 2013, far exceeding the initial goal of 24. In 2013, our specialty care program provided over \$646,000 in charity care. One recent patient, age 39, came to gastroenterologist Ming (James) Fang, MD for an upper endoscopy and colonoscopy. He had been seen at La Clínica for GI symptoms, and needed follow-up. "The doctor is good to do this test," Saul said. "I don't know if I have something -- cancer, or an ulcer. I am happy that I don't have to wait, and glad to be

treated at John Muir Health." When asked where he would go for care otherwise, he simply said "I don't know."

The Specialty Care Program provided 577 procedures and interventions in 2013. The majority included consultations and diagnostic tests. Three patients were diagnosed with cancer. Patients receive comprehensive follow-up care from medical oncologists, radiation oncologists, surgeons and other specialists as needed.

A Letter About a Patient:

A primary care physician wrote about a patient she had referred, an 80-year-old man who appeared at La Clínica in the Monument Corridor in Concord. He had complained of dizziness on a hot day. His blood work showed new onset anemia with very low hemoglobin, and the doctor sent him to an emergency room. He was simply sent home with iron supplements when he was in need of further care.

The physician wrote: "I was very worried...I ended up advising him to move to another county, but then the Specialty Care Program started. Dr. Fang evaluated him and [he] received the workup that he needed...besides providing excellent care, this program is an example of efficiency.

I am really thankful, and at La Clínica our patients and the clinicians appreciate the commitment and dedication of Dr. Fang and all the people behind this program who provide care for our community's sick, destitute and excluded."

Sincerely,
Claudia Husni, MD, MPH
La Clínica de la Raza



"I always put myself in the patients' shoes. I grew up where many people had limited access to health care. Improving access is critical. I am interested in being part of the solution."

-Dr. Ming (James) Fang,
Gastroenterologist, John Muir Health

The Community Nurse Program:

Intervening for Better Student Health



It may not be on everyone's radar, but the school nurse has become a thing of the past in many school districts, due to budget cuts. Stepping into the gap, John Muir Health's Community Nurse Program funds two public health nurses who provide services in low-income area schools in the Pittsburg and Mt. Diablo school districts. The program was developed with the school districts in 2008. This long-term investment in a health improvement initiative has helped thousands of students since that time.

The role of the Community Nurse is to advance the well being, academic success and life-long achievement of students. Nurses promote health and safety, intervene in health problems, provide coordinated care management and actively connect students and families with needed resources. They are also involved in developing care plans to manage problems in the school setting. Community Nurses put the pieces together for integrated, coordinated care that creates the best outcome for students.

One emphasis is on chronic disease, primarily asthma and diabetes care, which is significantly prevalent among kids in low income communities. The nurses teach classes on how and when to use inhalers and medications -- and can help provide them if families have no insurance.

"Diagnosing and treating diabetes is a very big challenge. Our biggest concern is the at-risk kids we don't know about. That's why there is so much emphasis on the cafeteria serving healthier foods for prevention," says Janice Stephens, RN. Obesity prevention is also been a goal for Catherin Crofton, RN, who has taught the importance of fruits and vegetables in all her classrooms in Concord.

Referrals received during a recent year by the Community Nurses resulted in a total of 7,046 interventions, of five types: medical interventions, family consultations, screenings for vision, hearing, and head lice, first aid care, and notifications to families about missing screenings and immunizations.

And then there are special situations which, according to Stephens, highlight why school nursing is so rewarding.

Pinpointing a Child's Medical Issues

One young child was referred by a teacher because he could not stay upright in his seat. He had weak muscles, and was inattentive. After referral for a medical workup - made challenging by transportation and language barriers - a complex neurological condition was diagnosed. The Community Nurse secured comprehensive care for the child, who was also fitted for hearing aids and eyeglasses. He also gets help through occupational therapy and physical therapy. Chris Grazzini, RN, MS, Program Manager, observes: "There are moments of pure joy when it all comes to fruition."

"The difference we make can provide kids full access to their potential. They have less absenteeism, fewer ER visits, better health, and can access the educational system like everyone else."

-Janice Stephens, RN

The Putnam Clubhouse:

A Restorative Place for Troubled Adults

The Putnam Clubhouse in Concord is a place where adults challenged by mental illness can rebuild their lives. Opened in 2008, this welcoming community fills a critical gap in the county's continuum of care for adults with mental health issues. The center supports recovery through work and work-mediated relationships.

The aim is to provide evidence-based, cost-effective peer support and vocational rehabilitation intervention. By several measures, it is a transformative, successful model.

John Muir Health and its Behavioral Health Center are major supporting partners in the Clubhouse, providing core funding, strategic planning assistance, program development and comprehensive support services. Cindy Bolter, Chief Nursing and Operations Officer at John Muir Health's Behavioral Health Center, calls the Clubhouse "A special, supportive environment that provides structure, opportunities for success and a sense of belonging. It plays an important part in successful recovery."

Meeting and Surpassing Goals

Measuring the effectiveness of the program with its members shows its success: in a 2013 survey, 90 percent reported increased emotional well-being; and 23 members gained jobs.

One story shows the power of the Clubhouse to transform a chaotic existence into one of personal growth, education and confidence. At 18, Stephen joined the U.S. Army, serving in Korea. While there, he was hospitalized for psychotic symptoms, and was diagnosed with bipolar disorder. Upon his return, Stephen lived on and off with his father. He became more stable with the help of medication, but remained isolated.

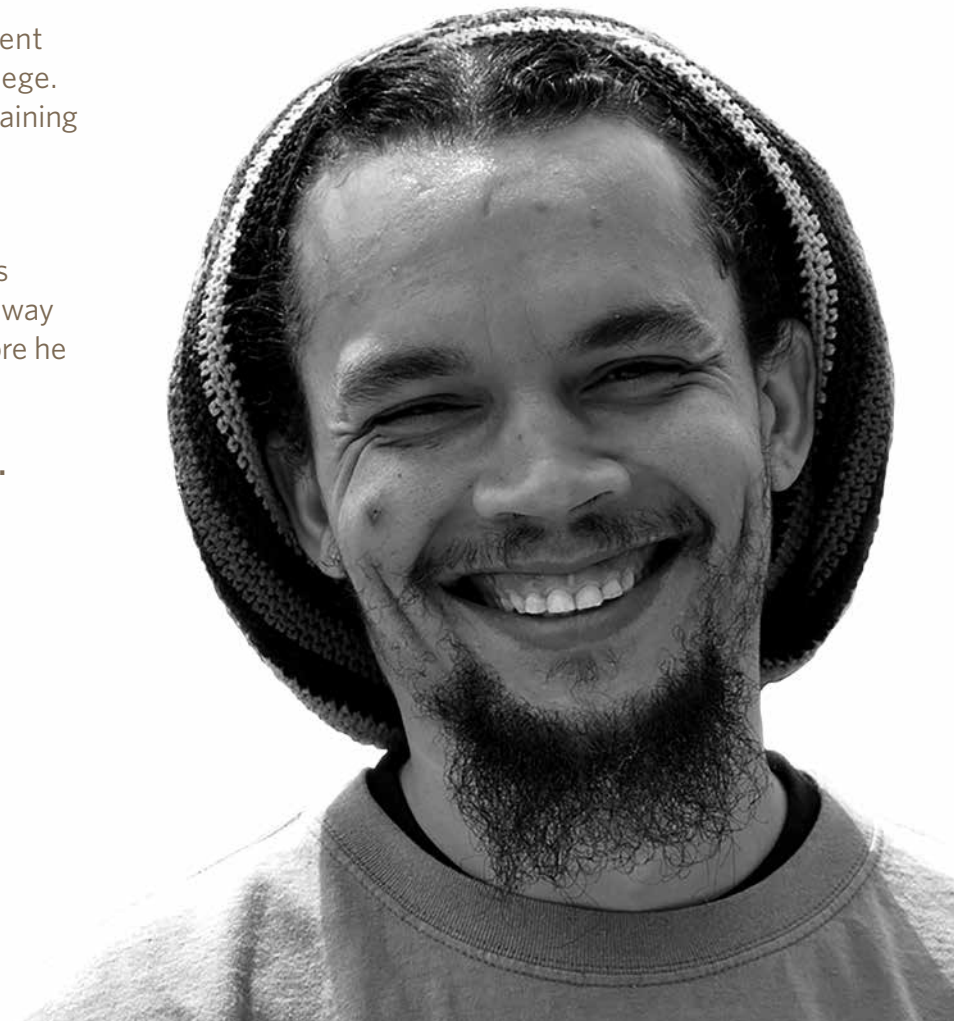
A family friend and his doctor encouraged Stephen to look into the Clubhouse program. "Once I gave it a try, my life significantly changed for the better," he says. "The people at the Clubhouse validated my strengths, helped me to improve upon my weak points, and most importantly, gave me a sense of purpose." He volunteered alongside peers

and staff, helping to help run all aspects of the facility, including serving on its Board of Directors.

He participated in a Transitional Employment program, and enrolled in a community college. Most recently, Stephen achieved his goal of gaining a full-time paid position.

Stephen's dad was thrilled with his son's transformation. "All these little puzzle pieces came together to make a human being that's way beyond the shell of a person that he was before he walked into the Clubhouse," he says.

For more, visit putnamclubhouse.org/story.



"The main thing I can say is never give up... because of my experience, I know that things can get better, and they do get better."

-Stephen,
Former Putnam Clubhouse Client