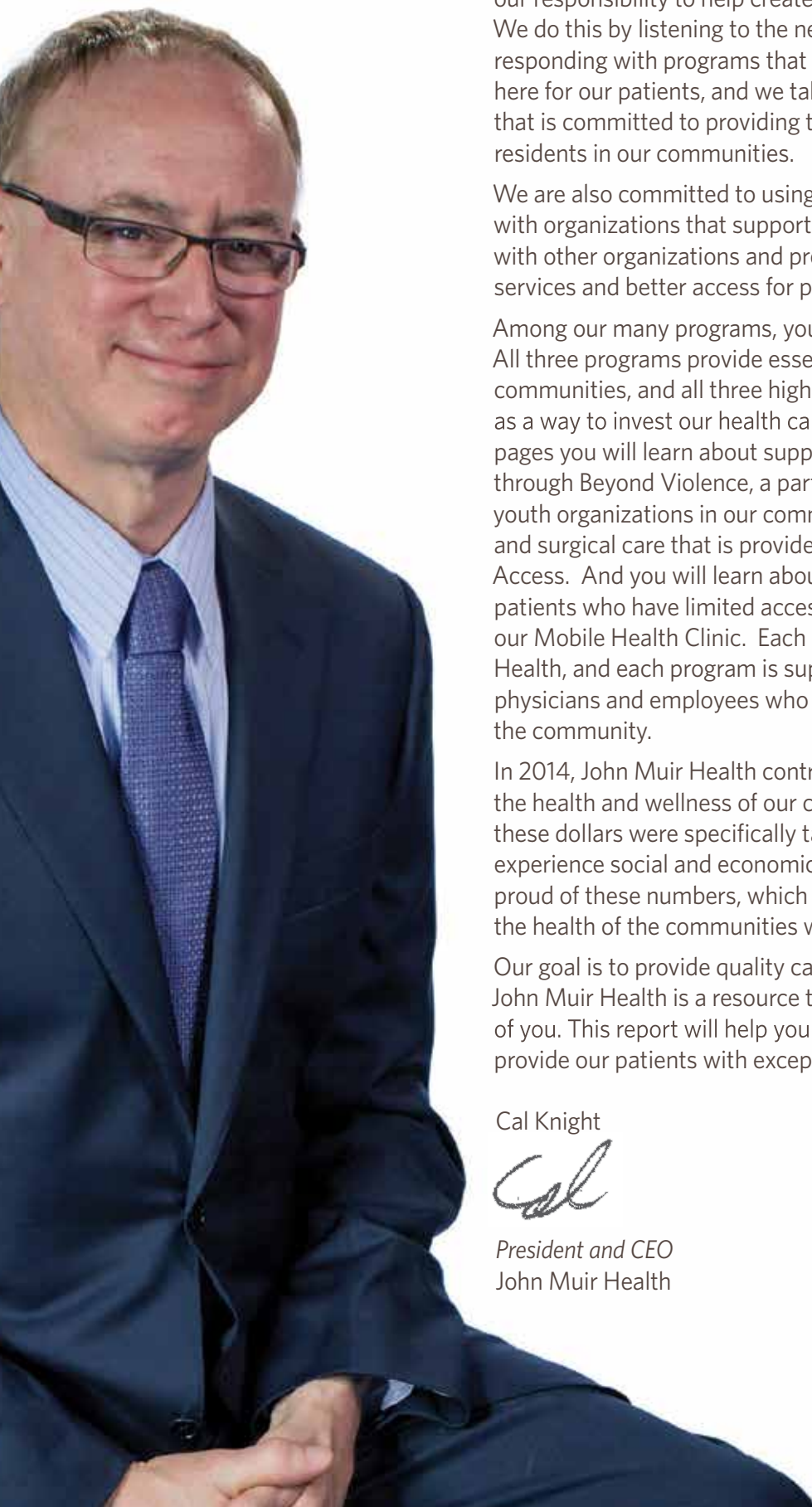




2014 Community Benefit Report



Dear Community,

As a not-for-profit, community-based health system, we believe that it is our responsibility to help create healthy communities in the areas we serve. We do this by listening to the needs of our community's residents, then responding with programs that provide access to quality health care. We're here for our patients, and we take pride in being part of an organization that is committed to providing the best possible patient care to all of the residents in our communities.

We are also committed to using our resources wisely through partnerships with organizations that support healthy communities. When we join forces with other organizations and providers, we're opening the way to more services and better access for patients in our community.

Among our many programs, you will find three highlighted in this report. All three programs provide essential services to the residents of our communities, and all three highlight cooperation with partner organizations as a way to invest our health care resources efficiently. In the following pages you will learn about supporting victims of intentional violence through Beyond Violence, a partnership between our Trauma Center and youth organizations in our community. You will read about health screening and surgical care that is provided through a partnership with Operation Access. And you will learn about our program for providing services to patients who have limited access to medical care in East County through our Mobile Health Clinic. Each of these programs is supported by John Muir Health, and each program is supported by our talented and compassionate physicians and employees who are dedicated to serving our patients and the community.

In 2014, John Muir Health contributed more than \$101 million to improve the health and wellness of our communities. Approximately 91 percent of these dollars were specifically targeted at those individuals and families that experience social and economic barriers to improving their health. We are proud of these numbers, which are consistent with our mission to improve the health of the communities we serve with quality and compassion.

Our goal is to provide quality care to everyone who needs our services. John Muir Health is a resource that belongs to our communities - and to all of you. This report will help you understand the importance of our efforts to provide our patients with exceptional health care that is accessible to all.

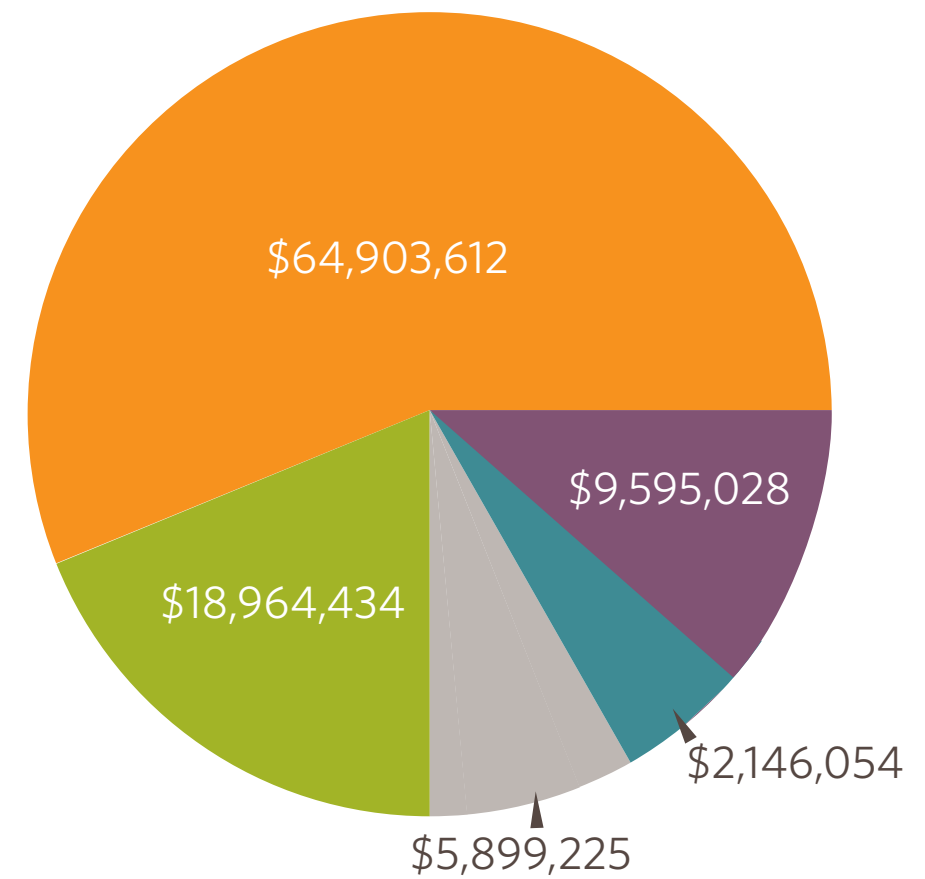
Cal Knight

President and CEO
John Muir Health

Community Benefit Breakdown

John Muir Health Community Benefit Expenditure Breakdown, 2014

TOTAL: \$101,508,353



- Charity Care
- Medi-Cal Shortfall
- Health Professions Education & Research
- Grants & In-kind Contributions
- Health Improvement Programs & Services

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. Community benefit includes charity care - care for which we receive no payments, the difference between the cost of care provided to Medi-Cal patients and our payment for those services, efforts to increase access to services and improve the health of the community through grants and partnerships, and support for health professionals' education and research.

Community programs we support

Just a few ways we are helping

Communities

Community Health Partnership Program
John Muir/Mt. Diablo Community Health Fund
Monument Impact

Adults

Complex Community Care Coordination
Every Woman Counts
La Clínica Specialty Care Program
Lung Cancer Screening Program
Mobile Health Clinic
Operation Access
Putnam Clubhouse
Respite Care Shelter for the Homeless
Transforming Chronic Care Partnership

Youth

Beyond Violence
Car Seat Safety Program
Community Nurse
Healthy and Active Before 5
Mobile Dental Clinic

Seniors

Caring Hands Volunteer Caregivers
Fall Prevention Program of Contra Costa County
Monument Community Senior Services
Senior Transportation Program



Beyond Violence

Intervention Specialists Mentor Vulnerable Youth

Fourteen-year-old Vanessa had just moved to Antioch with her mom and three younger siblings, and started at a new school. In February 2015, she went to a party with some new classmates. Suddenly, the party scene turned chaotic and frightening.

“Some boys were about to fight, and I went outside to avoid being hit. Then they started pulling out guns, and got into cars, trying to hit each other,” she recalls.

Everyone scattered. Vanessa ran for cover but fell and saw the bullet hole. “I screamed, ‘I got hit!’” The police came first, then the ambulance that took her to the hospital. There, most of the bullet was removed, though fragments remain.

Next came a very important connection: a program developed by John Muir Health in 2010 called Beyond Violence, in which local community partners intervene with vulnerable youth during a critical time. The program pairs victims with an Intervention Specialist, who supports the patient and family in coping with the injury, and assists with follow-up care. They serve as a link to community resources to promote healthy choices, and

victims of intentional violence extends beyond their initial treatment and hospitalization, which is why we developed this program,” said Kacey Hansen, Executive Director of Trauma and Transfer Services at John Muir Health. “Working closely with our community partners, we are getting patients the support and guidance they need to help their physical and emotional healing.”

Vanessa was connected with Shay Shaw, an Intervention Specialist from One Day at A Time, a community partner that provides services and resources to youth in East Contra Costa County. Another partner, The RYSE Youth Center, supports young people in West Contra Costa County. The organizations are doing the hard work of trying to prevent violence as well as to help its victims.

Shay’s energetic advocacy secured Vanessa transportation to medical appointments and special accommodations at school while she recovered.

Perhaps most directly, Shay provides one-on-one supportive mentoring throughout the recovery process. What does this mean to Vanessa? Looking down, the

quiet teen says, “Somebody cares. She just listens to me, and I don’t get listened to a lot.”

Shay nods emphatically. “It’s what more young people need. If they had someone to listen to what they are going through, they could get a little push in the right direction. They don’t always have the ability of an adult to think things through.”

“I’m happy to help any young person who is willing to be non-violent and do things the right way,” she adds.

Before the chaotic night, Vanessa was an avid dancer. She still loves steppin’, tango and every other kind of

dance, and wants to get back to it as soon as possible. For now, she rarely leaves home except for school and appointments. Happily, she was able to give up her crutches by her 15th birthday, and she should make a full recovery. Emotionally, she may be in a much better place due to the ongoing support she has received from her Intervention Specialist.

This support is rooted in our mission: to improve the health of the communities we serve with quality and compassion. Through the partnership with community organizations, John Muir Health’s Beyond Violence program is meeting those specific needs right where they are.

“I love what I do. We are trying to curb the senseless violence in the community. We need to connect and bridge gaps. It means talking to our young people in the streets, or wherever we have to go.”

– Shay Shaw,
Intervention Specialist,
Beyond Violence

2014 Beyond Violence Program At-A-Glance

- 66 young people participated in the program – 85 percent were injured by gunshot.
- Intervention Specialists led 49 conflict resolution sessions and provided 57 family interventions.
- 87 percent of clients avoided re-injury, 98 percent did not retaliate, 96 percent avoided arrest and 100 percent of clients remained alive.

to avoid further injury and the involvement of law enforcement.

“As the Trauma Center for Contra Costa and parts of Solano County, it’s important that our care for



Operation Access

Providing Colonoscopies that Change Lives

What happens when a person who lacks access to health care develops a serious condition that requires surgery or other intervention?

In our region, John Muir Health has partnered with Operation Access to provide a crucial safety net. The partnership allows our volunteer medical professionals and hospitals to provide surgical and specialty care at no cost to patients. Working with La Clínica and other community health clinics, the alliance opens doors to those who have no other access to these services.

Irving Pike, MD, John Muir Health's Chief Medical Officer and a gastroenterologist, got involved when he found that many uninsured patients over age 50 needed diagnostic colonoscopies – a step beyond regular screening colonoscopies. Every other week, Dr. Pike performs these procedures.

2014 Operation Access Program At-A-Glance

- 109 total services performed for 96 patients.
- 43 operating room procedures performed.
- 22 specialist evaluations completed.
- 100 percent of patients were highly satisfied with their surgery results.

"It amazed me when we found a backlog of patients who weren't just average risk screening candidates – they were a group at higher risk. They already had test results indicating blood in the stool, showing a higher percentage who have [dangerous] polyps," says Dr. Pike.

One recent example was Jose, a 52-year-old Contra Costa resident born in Mexico. When he experienced pain in

his left side, in the fall of 2014, Jose went to La Clínica. Based on this and his age, his primary care doctor called for a colon cancer screening test to detect blood in the stool. Lab results showed that he needed a diagnostic colonoscopy, and he was immediately referred to Operation Access.

Jose was amazed that he was a candidate to have a colonoscopy at John Muir Health. "Receiving this procedure would not have been an option if I had to pay for it," he shares.

On the day of the procedure, Dr. Pike removed four polyps, one of which was a "red flag" for being at risk for developing colon cancer. Dr. Pike says that Jose is exactly the type of patient who needs surveillance, and he is now a candidate for a follow-up colonoscopy in three years to prevent and detect any future risk of cancer.

"As a physician, you feel so thankful when there is something there and that you found it. The patient will have a chance at a better life. But there is also the concern about the patients that you can't get to," says Dr. Pike.

"Each patient I've had the opportunity to meet has been very motivated to maintain their health," he adds. "They are so appreciative of the care they receive from the staff at the hospitals, and from Operation Access."

Jose attests that he wants nothing more than to make choices that improve his health and lower his risks.

Since starting in 2014, Dr. Pike's colonoscopy procedures have addressed the needs of this specific higher-risk group, making a demonstrable difference in our community. More than 22 diagnostic colonoscopies have been performed at John Muir Health with plans of expanding in the near future.

This team-based care is supported by our volunteer professionals including interpreters, nurses, surgeons and other medical specialists. Together, they have successfully intervened to change the course of hundreds of life-threatening conditions -- and have definitely prevented many more.

Partnership

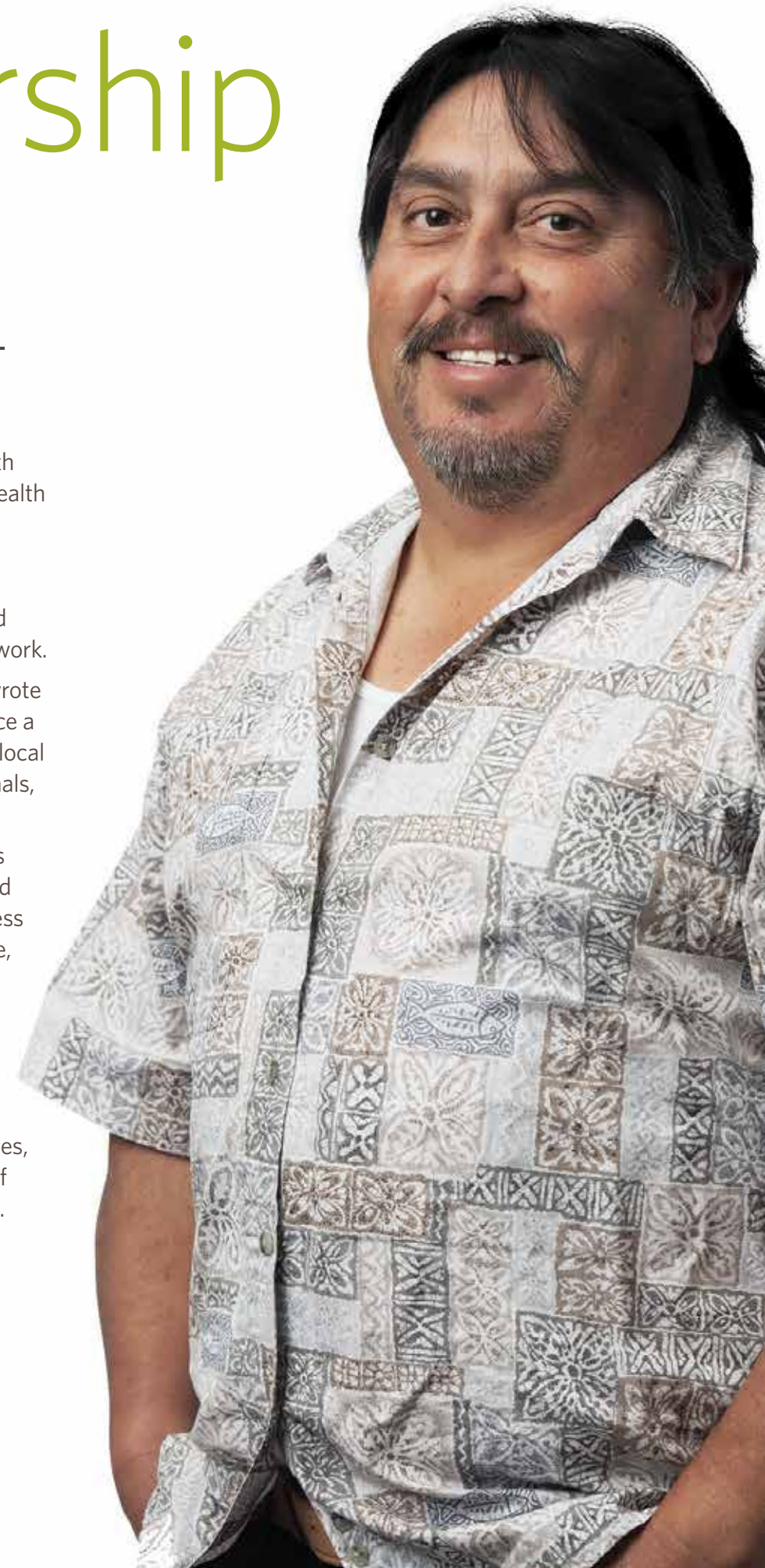
John Muir/Mt. Diablo Community Health Fund – A Major Supporter

The John Muir/Mt. Diablo Community Health Fund is a foundation funded by John Muir Health that has provided essential support to both La Clínica and Operation Access since 1999 and 2009, respectively. The John Muir/Mt. Diablo Community Health Fund has invested \$1,304,000 to support Operation Access's work.

This support began with a grant that underwrote Operation Access' three-year plan to enhance a strategic alliance among Operation Access, local hospitals, their volunteer medical professionals, and community clinics.

With this alliance in place, Operation Access Contra Costa referrals have more than tripled since 2009. A study in 2010 found that access to surgical and specialty care for low-income, uninsured Contra Costa patients increased by 250 percent and clinical referrals to Operation Access increased by 144 percent.

The John Muir/Mt. Diablo Community Health Fund's support of access to specialty care, coupled with John Muir Health's services, has been essential to improving the health of those who would otherwise not receive care.



Mobile Health Clinic

Volunteer-Driven Community Health Care Goes Where it's Needed

Bringing primary medical care directly to the streets of underserved communities, the Mobile Health Clinic eliminates barriers of transportation and access for some of those who need care the most.

The Mobile Health Clinic program is partnership-based and volunteer-driven, serving patients at the John Muir Health Saturday clinic in Brentwood. It also serves patients through partnerships with Contra Costa County's Health Care for the Homeless program and the RotaCare clinic in Concord. The service frequently serves as the medical home for patients who have few places to go for care, due to barriers such as lack of transportation and lack of insurance.

2014 Mobile Health Clinic Program at-a-glance

- 396 people were served through JMH's Saturday Clinic and 1,859 patients through partnership programs.
- Prior to utilizing Mobile Health Clinic services, 17 percent of patients reported that they had not sought out health care.
- Women's Health and Chronic Illness are primary reasons for a patient's visit.
- All patients agreed that they were highly satisfied with the services they received.

48-year-old Maria, a Knightsen resident, is one of these who has accessed care for years through the clinic. Maria came in because she was not feeling well, and had her labs checked. Mobile Health Clinic volunteers and staff found her diabetes was not well controlled, and she was anemic. She was given one-on-one information in Spanish on healthy eating and physical activity. She also attended a Spanish-language diabetes education class for Mobile Health Clinic patients.

The Mobile Health Clinic prescribed Maria medications. In a follow-up visit three months later, her anemia was resolved, and she had brought her blood sugar under much better control.

Maria says that she first learned of the Mobile Health Clinic while talking with a friend about not feeling well. Someone overheard, and told her about the clinic. They assured her that despite not being able to pay, she would not be turned away.

The continuing treatment has been a life-changer. "I just felt bad, but had no idea why. Now, I feel much better. The medicine helps a lot."

She also feels more confident now about her future health. At her last appointment, she was given a

blood glucose meter to monitor her diabetes. "I am aware of my blood sugar, and know how to eat to control it. Now with the monitor, I check it. If it's high I can eat what I need to, to bring it down."

Maria appreciates every volunteer who helps her at the Mobile Health Clinic. "I believe other than being good people, they are great doctors, nurses and staff. I am so grateful that they care and are worried about my health."

"They made me feel better. It's great that there is a clinic that can help those of us that can't get insurance, or don't have a way to get help."

- Maria, Mobile Health Clinic patient

Spotlight on a Mobile Health Clinic Volunteer

One long-time volunteer on the Mobile Health Clinic is Amelia Ramage, RN, Clinical Documentation Improvement Specialist at John Muir Health. She has been seeing patients since 2007.

Amelia relates, "Volunteering gives me the opportunity to connect and have a one-to-one relationship with patients who need help. It is also a way to give back to the community that has provided me so many opportunities."

She feels that her work with the Mobile Health Clinic patients is vitally important in the bigger picture for health care, as well as for each individual she treats. "Having no access to health care compromises the health of the community, and worsens the condition of patients with acute and chronic conditions," she explains.

"It is awesome to see how resilient, strong and dedicated to family the patients are! I have learned a lot from them, and hopefully I am able to teach them how to maintain and improve their health."



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

