



2015 Community Benefit Report



Dear Community,

As a not-for-profit, community-based health system, one of our most important priorities is to help create and maintain healthy communities throughout the region we serve. This is part of our mission and it is a critical part of the vision for John Muir Health.

In addition to our own diverse programs and investments in our communities, we are proud of the partnerships that help deliver vital health services to those who are most vulnerable. As we develop our community benefit plan, we actively listen, and then we build and support alliances with other organizations and providers. In this way, we open the door for greater access to health and wellness services.

In this report, you will see how our programs, partnerships and contributions create success stories - highlighting how we have improved life and health for people in our region. Whether it is in providing dental care to children in low-income communities, free breast cancer screening, diagnosis and treatment for uninsured women, or identifying local seniors at risk to fall, John Muir Health is helping to fill the needs of our community. We are proud to share the results of our efforts.

In 2015, John Muir Health contributed more than \$109 million to improve the health and wellness of our communities. Approximately 89 percent of this amount was directed to individuals and families who face social and economic barriers to improving their health. We are committed to using our resources wisely on programs and partnerships that serve vulnerable populations most effectively. In the pages that follow, you will see how we are bringing together community partners with John Muir Health physicians, nurses, employees and volunteers, to create a network of services for those in need.

John Muir Health is a resource that belongs to everyone in the communities we serve. We recognize the great responsibility that comes with our important role as a health care system, and we will continue to seek out opportunities and partnerships to improve health in the communities we serve. Our heartfelt thanks go to our partners in this important work, and to the amazing physicians, nurses, staff and volunteers who are dedicated to improving the health of our communities with quality and compassion.

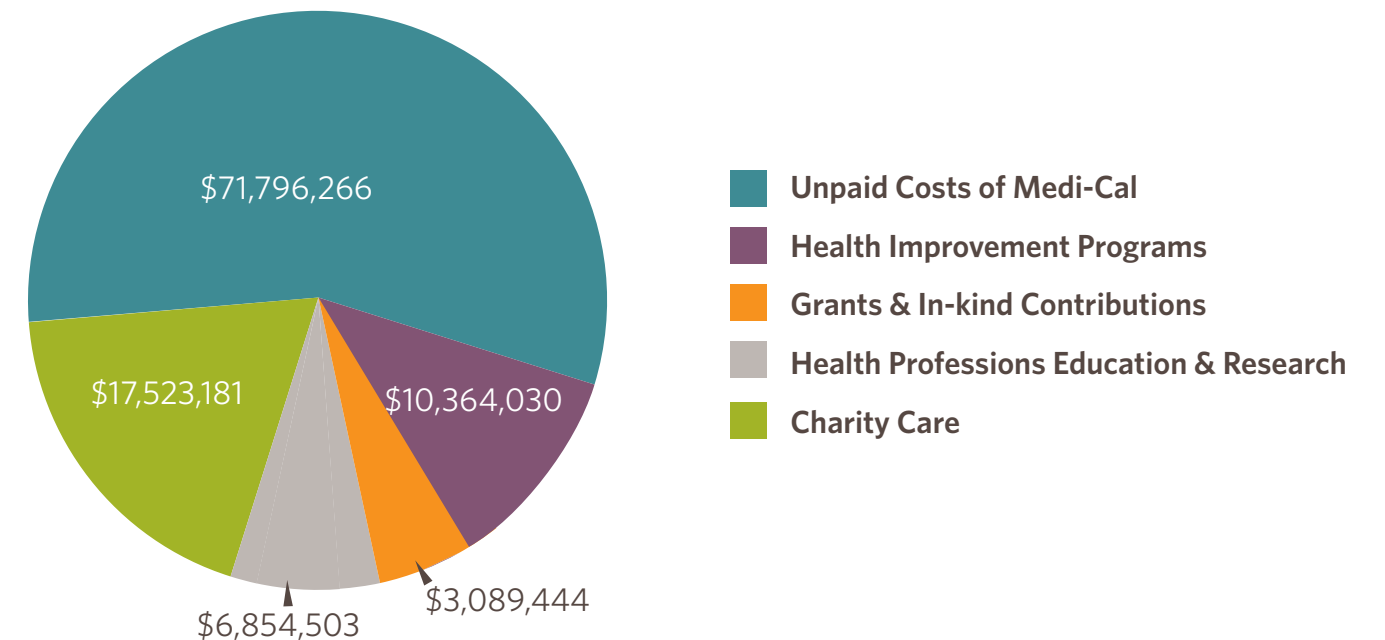
Cal Knight

President and CEO
John Muir Health

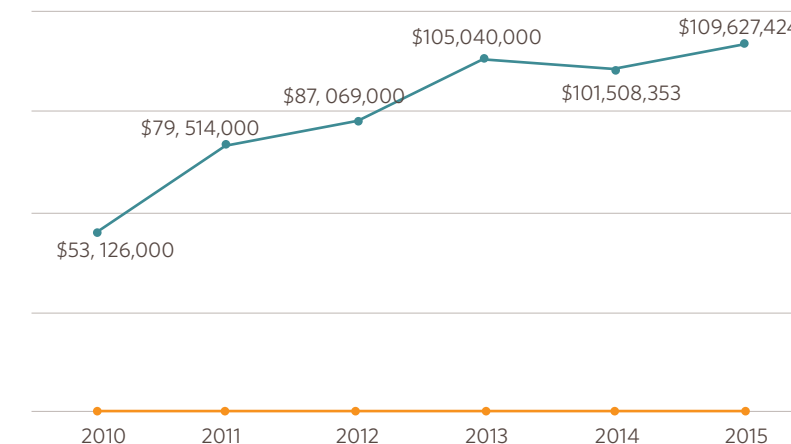
Community Benefit Breakdown

John Muir Health Community Benefit Contribution Breakdown, 2015

TOTAL: \$109,627,424



Total Reported Contributions



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 supporting our community

Communities

John Muir/Mt. Diablo Community Health Fund

Seniors

Caring Hands Volunteer Caregivers & Transportation

Fall Prevention Program of Contra Costa County

Monument Community Senior Services Outreach Program

Adults

Contra Costa Cares

Complex Community Care Coordination

Every Woman Counts

Lung Cancer Screening Program

Mobile Health Clinic

Operation Access

Putnam Clubhouse

La Clínica Specialty Care Program

Monument Impact Positive Minds in Action Program

Respite Care Shelter for the Homeless

Transforming Chronic Care Partnership

Youth

Community Nurse Program

Beyond Violence

Healthy and Active Before 5

Mobile Dental Clinic



Every Woman Counts

Breast Cancer Screening Addresses a Problem that Couldn't Be Ignored

Cristina, a 41-year old East Bay single mom with two children, was quietly nervous about something she had noticed. At first, she thought the small lump in her left breast was nothing. But soon, she knew she had to act.

Cristina's sister helped her investigate where to go to have it checked, and they found Every Woman Counts, a State of California program locally operated by the John Muir Health Cancer Services team since 1996. The John Muir Health Cancer Institute has a unique model of providing free breast cancer screening and diagnostic services through "one-stop-shop" monthly clinics, in which most breast health services are provided at one location on the same day to low income, uninsured women at risk for breast cancer. Under the medical direction of Deborah

Medi-Cal coverage for their treatment.

"I didn't know what would happen, because I had no insurance. But when I came in for a mammogram, I was so grateful to learn that there was so much help in my community," Cristina says, through an interpreter.

All in one day, Cristina had a clinical breast exam, and a diagnostic work-up, including imaging procedures and a biopsy to remove a small sample of breast tissue to send to the lab for testing.

It was just in time: results showed an advanced type of cancer in her left breast, as well as abnormal findings in the right breast.

"Same day services providing culturally sensitive, seamless, quality breast health services are key to decreasing barriers for women, preventing loss to follow-up and diagnosing cancer as early as possible. This process is very important to help the vulnerable populations of our community gain access to treatment in a timely manner," says Shellie Campos, nurse practitioner and Cristina's nurse navigator from screening and diagnosis through treatment at John Muir Medical Center, Concord. "Cristina had a biopsy

on a Thursday, and the results and Medi-Cal clearance on Monday."

Dr. Mary Cardoza, a general surgeon at John Muir Health, performed Cristina's double mastectomy, observes that Cristina's case is a great example of the program's success. "She started out with a stage III cancer, which is very serious, and to see her standing here now looking great is wonderful," she says.

"I'm very happy that we're able to provide the same state-of-the-art breast cancer care to patients without insurance as we do to those who have it in our

community. I believe that every woman should be able to get this level of care, and I'm happy to help. I'm lucky to work at a place like John Muir Health that supports this

"This program is a barrier breaker. Even with health care reform, there are still many patients who don't have insurance. These safety nets need to be in place, especially to diagnose cancers as early as possible."

- Shellie Campos, Nurse Practitioner

program and makes these vital connections for patients."

"This program is a barrier breaker," adds Campos. "Even with health care reform, there are still many patients who don't have insurance. These safety nets need to be in place, especially to diagnose cancers as early as possible. The fact that we work so closely with our physician

specialists, and with our community partners and volunteers, is an added joy of the program."

Throughout the process of Cristina's diagnosis and treatment, Cancer Services staff provided culturally-appropriate education and information, and her nurse practitioners with expertise in breast cancer as well as interpreters brought together resources from multiple John Muir Health departments and community agencies.

"I love that John Muir Health supports ALL of our community, and has programs that meet these specific needs so well," says Campos. "This case shows the importance of our teamwork in this program. It also makes it very personal. For Cristina, you can see the difference it made in her life."

As for Cristina, she wishes to express "millions of thank-yous" for all the care, treatment and support she was given. "I'm so happy to be here for my children. I want to give support to my family, and to guide them into the future."

Cristina's sister is planning a party for her, now that the treatment is finished. Cristina looks forward to a big potluck with family and friends, complete with music. "Now, I will be able to dance," she says, smiling.

Every Woman Counts at John Muir Health - By the Numbers

- 382 women were served in 2015. Since 2006, a total of 3,423 women have been served through the program.
- 29 one-stop-shop breast clinics were held in 2015. Since 2006, 172 have taken place.
- 79% of women served through the program had a preferred language other than English.
- Five cancer diagnoses were made in 2015. All women were provided with additional support and enrolled in the Breast and Cervical Cancer Treatment Program.

Kerlin, MD, the collaboration and coordination with radiologists Vivian Wing, MD, and Joan Reynolds, MD, the Imaging Department, and the Breast Health Center are essential components for this program in providing same-day services. The aim of the program is to provide breast health services for early cancer detection and to ensure that a resource is there for uninsured, low-income women at a critical time. In addition, women who receive a cancer diagnosis can get help enrolling in the state's Breast and Cervical Cancer Treatment Program, which provides them with



Fall Prevention Program

Meals on Wheels and Senior Outreach Services & John Muir Health Partner to Change Lives

Usha Mehta found her world becoming smaller, and her busy lifestyle diminishing. The 72-year-old widow had fallen several times, and felt weak and afraid of walking or navigating challenging errands by herself. Her usual schedule tapered down to a few activities, and she became isolated at her Monument area home in Concord. "The falls made me slow down," says the former preschool teacher and busy grandmother. "I was losing energy, and wasn't strong."

Her daughter noticed these changes, and suggested that Usha connect with services in the community that could help her. Usha's call to Meals on Wheels and Senior Outreach Services, which John Muir Health supports, created a turning point in her life.

After an initial conversation with Meals on Wheels and Senior Outreach Services staff, Usha was immediately referred to the organization's Fall Prevention Program.

What's more, Usha was soon enrolled in the In-Home Exercise Program, a part of the Fall Prevention Program. The physical therapist who came to see her learned that she was weak from anemia, was on many medications, and had a history of injuries from her falls. Usha was definitely considered in the high-risk category.

But that's where the life-changing benefits of the program paid off even more. With the opportunity to get personal, guided exercise training, Usha was determined to improve her balance and regain her strength. She followed her home program diligently. "I walked forward, backwards, in figure eights, used ankle and arm weights, and did balance exercises," she recalls. She was thrilled that in just ten weeks, she was moved into the low-risk group. In fact, Usha showed the most improvement on her balance test

of any of the session's participants. "I'm a success case," she says, smiling.

Usha's story is one example of how the programs at Meals on Wheels and Senior Outreach Services work together to meet the needs of so many local residents who face a spiral of problems caused by frailty. The lack of strength and balance can disrupt access to healthful meals, social contact, and much more, and can lead to isolation and depression. As Usha puts it, "For seniors, this program is a blessing."

Since 2008, John Muir Health has provided nearly \$750,000 in

financial support and participated planning for the Meals on Wheels and Senior Outreach Services Fall Prevention Program. A goal of the program is to help seniors live independently at home longer. Prevention of more serious health conditions is another goal, as well as reduction of emergency room visits.

Says Usha: "They always made me feel comfortable and helped me so much by sending someone to check everything in my home for safety, such as area rugs and other hazards. I was very surprised how much I missed. They put in a shower grab bar, a shower stool, bathroom rails and a bedside handle."

John Muir Health Senior Services, John Muir Health Home Health and Case Management are some of the many partner agencies that refer seniors to this program across Contra Costa County-- part of a larger, coordinated and comprehensive team-based care approach.

Supporting the services that intervened in Usha's case is just one example of John Muir Health's mission-based commitment to partnering with the local community by being responsive to its needs -- supporting the growth of vibrant and healthy communities through strong partnerships with community organizations to address what is most important.

"I was so scared of my life - extra cautious, afraid of a lot of things. Look where I am now! My daughter is so happy. I'm more confident, and feel that someone is looking over me," she says.

"I was so scared of my life - extra cautious, afraid of a lot of things. Look where I am now!"

- Usha Mehta, Meals on Wheels and Senior Outreach Services client

Falls are the leading cause of injury deaths among older adults. Those 65 and older have a one-in-three chance of falling annually; 20-30 percent will suffer injuries. They are most likely to fall in their own homes.



2015 Fall Prevention Program - by the Numbers

- 281 seniors were served in the Fall Prevention Program.
- 88 percent report that they would not have access to fall prevention services otherwise.
- 164 home modifications were conducted, including installation of items such as grab bars, shower benches and raised toilet seats.
- 73% of seniors reported that they have not fallen since the modifications, and 100% reported a positive difference in their lives.
- 50 seniors participated in the In-Home Exercise Program, and 84% have not fallen since. 95% report that they have continued to do exercises on their own.

Mobile Dental Clinic

Bringing Dental Services to Children in the Community

Early in the morning, a brightly painted van rolls into a Target store parking lot in Richmond, CA, but the passengers are not there to shop. The mobile dental clinic has arrived for its weekly visit, bringing access to dental care to children in the community.

Some of the youngsters who enter the clinic have never been to a dentist before; some just need cleanings. Others may have abscesses, multiple cavities, or need extractions or root canals. The clinicians move deftly, using a hand-held X-ray device. Onboard, they have all the tools of a regular dental office. The difference is that this clinic on wheels is able to bring care directly to multiple communities in need.

"This is the only collaborative program like it in Contra Costa County, targeting kids who are uninsured," says Chris Grazzini, clinical program manager of Community

years ago identified oral health as a major community need. "A group of concerned health providers came together, including the County Public Health Department, LifeLong Brookside Healthcare, John Muir Health, and La Clínica de la Raza to look at what could be done. We were approached by Ronald McDonald House Charities to partner, and the rest is history. Currently the van serves Richmond, San Pablo, the Monument area of Concord, Pittsburg, Bay Point, Antioch, Oakley and Brentwood. On Monday and Tuesday, it's West County; on Thursday and Friday, it's Central and East County."

The mobile dental program is a model of the strong partnerships with community organizations that John Muir Health supports. In this joint venture, the Contra Costa County Children's Oral Health Program provides screening and triage in low-income schools. The other partners provide the dental care, patient registration, assistance with enrollment in other health programs, and connect children and families to a medical and dental home. John Muir Health provides the mobile clinic, the driver, and program coordination.

Dentist Valerie Lam, DDS, of LifeLong Brookside Dental Care, says that "There are enormous benefits for the people we see, a population of kids who don't have access to dental services because they are so expensive. First and foremost, we need to educate the kids and parents about what leads to cavities." About working with the collaborative team, Dr. Lam says, "This work fits everything I believe in."

Sulena Lopez, the mother of one young patient in the dental chair, says in Spanish that "being here is a big help." She is very appreciative that her children have had cleanings, x-rays, sealants and other treatments at the mobile clinic. "The treatments are very good, and the people are very helpful. The children have beautiful smiles," she adds.

Some families who visit the clinic have more struggles than others. Not long ago, one particular case made quite an impact on the staff. A stepmother was determined to find resources for three young girls, age 2 to 7, who had survived years of abuse within their family. The girls had no insurance coverage, and had dental issues that had gone untreated. They were fearful of their exams, but the clinic's

compassionate staff was able to put them at ease.

"Kids in tough situations do get to us, but we know we are able to make a real difference in their lives," says lead dental assistant Alejandra Franco. "We're happy when the kids are happy, and smiling, and their teeth aren't hurting anymore."

Every day on the van is different, according to the clinic's driver, Maynor Guerra. He says that the presence of the van at schools, and in the Target lot, creates awareness and word of mouth. "We have a great team. I think we're doing a great job, but in Contra Costa County, there are so many more places that still need the help."

Grazzini agrees. "Without our mobile dental clinic and

this community collaboration, these children would have no other way of getting services, or would have to wait a very long time to be seen. It's so satisfying to bring this help directly to them."

"Kids in tough situations do get to us, but we know we are able to make a real difference in their lives."

- Lead dental assistant Alejandra Franco

Mobile Dental Clinic Impact - By the Numbers

- Since 2004, the clinic has served 6,052 children in 13,436 visits
- On average, 43% percent of patients reported that prior to their Mobile Dental Clinic visit, they had never been to a dentist.
- In 2015, 100% percent of patients were connected to a Dental Home
- To date, 12,428 preventative services and 6,469 restorative services have been provided

Health Improvement at John Muir Health. Providing this service is extremely important. We know that if we don't take care of dental health when children are young, it can lead to pain, school absences, depression and even heart problems. Oral health has a direct impact on the whole child," says Chris Grazzini.

According to Grazzini, the cooperative program started after a report issued by Contra Costa County several



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

