2012 Annual Report and Honor Roll of Donors

John Muir Health &
John Muir Health Foundation

JOHN MUIR HEALTH

We are dedicated
to improving
the health of
the communities
we serve with
quality and compassion

2012 Initiatives

- Increase access to the health system
- Deliver a superior patient experience
- Develop a robust ambulatory care system
- Foster clinical excellence
- Support innovative medicine
- Continue to deliver safe, high-quality care

Highlights of 2012

- Finalized a partnership with Lucile Packard Children's Hospital at Stanford
- Completed design of the first of several regional outpatient care centers
- Coordinated the care of patients with chronic conditions by physician-led teams
- Initiated a system-wide change in technology which will enable us to provide even better care and improve the patient experience

A Message from our President and CEO

Thank you for your generous support of John Muir Health. This is a pivotal time for the health system and support from our community is vital so we can continue to offer the very best care, as well as the latest technology, equipment and facilities to our patients.

In this report, you will read about some of the exciting partnerships, new facilities and strategic initiatives that are integral to our future. You will also read about the life-saving treatment a young woman received that shows the expertise of our physicians and staff. It also demonstrates our ability to offer a full-range of services not usually available at a community health system.

This type of patient story is what makes John Muir Health a special place to work and receive care. It is our culture of excellence, the finest I have ever experienced, that separates John Muir Health from other health care organizations. We have an extraordinary team – committed donors, physicians, staff and volunteers – that will enable us to continue to provide this level of care in a rapidly changing environment.

John Muir Health is, and will remain, an independent, locally-based health system that belongs to the community. With your continued support, we will sustain the excellence of John Muir Health now and for years to come.

Sincerely,

Calvin K. Knight

President & CEO, John Muir Health

Dear Friends,

Thank you for your generous support of John Muir Health this past year. The number one priority for John Muir Health has always been to give the best possible care to our patients.

This deep concern for the well being of our patients has created a culture of caring throughout John Muir Health with our physicians, nurses and staff. We see this same culture of caring reflected back to us in the way of financial support from our community by the generous gifts we received this past year.

As many of you know, this is an exciting time for health care. John Muir Health is meeting this challenge with a new commitment to our mission and strategic initiatives that will strengthen our patient care, enhance our clinical excellence and create new innovative programs and partnerships in medicine. We are dedicated to meeting the health care needs and improving the health of everyone in our community moving forward.

Your philanthropic support is more important than ever before. Being connected and in partnership with our community allows us to create the best possible health care experience and outcome for everyone in our community.

Thank you again for your advocacy and your generosity.

Sincerely,

Jack E. Thompson
Chairman, John Muir Health Foundation

Patrick J. Carew
President, John Muir Health Foundation

Transforming Outpatient Care for Our Community

Why make a change?

John Muir Health, a leader in hospital-based services, recognized a need to strengthen its outpatient services and provide more affordable care. Health care is changing rapidly. The gap between the supply of primary care physicians and the demand for primary care is growing. John Muir Health's mission is now and always has been to improve the health of the communities served with quality and compassion. In this new health care environment, John Muir Health and its Physician Network are determined to do that at a lower cost without sacrificing quality. Increased coordination of care, clinical integration and access to health care for families are the objectives of this new outpatient care center.

Walnut Creek selected as first location

Walnut Creek was selected as the site of the first regional outpatient care center, but other regional centers are already in the planning stages. John Muir Medical Group physicians (internists, pediatricians and family care practitioners) whose offices are currently located in Walnut Creek will move into the new center in January of 2014.

A primary care team

In this new care model, there is a team of physicians, nurses, case managers and medical assistants who work together to provide patient care. Embedded within the primary care suites will be the services of the patient-centered case managers. These case managers will work closely with physicians to manage patients with chronic conditions. Case managers will also use the centralized telephone banks within the suites to check on patients after they have stabilized and no longer need concentrated focused care, but still need reminders to promote wellness practices at home.

A medical destination

In the new outpatient care center design, a patient may access a range of medical services under one roof rather than find it necessary to travel to multiple sites for various services. This consolidation of

services in one place enhances the patient experience and also allows the team to more easily work together to coordinate each patient's care. The services will be seamless, integrated throughout the outpatient care center.

The center will have a total of six primary care suites, a pediatric suite, a specialist suite, and an urgent care center open seven days a week. Also on site will be two X-ray rooms, two ultrasound rooms, laboratory services, infusion rooms and an osteoporosis center. There will be room for up to 43 physicians at one time, but the vision for specialists is that they will use offices on a part-time basis allowing a variety of specialists on site. John Muir Health plans for this center to become a medical destination and to model future outpatient centers in Contra Costa County after this practice model.

The Urgent Care Center is open seven days a week!

The Plan for Comprehensive Primary Care

This medical destination will house internists, family care practitioners, pediatricians and specialists.

Medical Services

- An urgent care center, open seven days a week
- Medical imaging (two ultrasound rooms and two X-ray rooms)
- MuirLab patient service center
- Case managers coordinating the care of patients with chronic conditions
- A metabolic nutrition program
- An osteoporosis center with bone density testing
- Behavioral Health services
- Senior services
- Infusion capability
- Volunteers available to assist patients

Amenities

- Guest WiFi available and chargeable areas for iPads and laptops
- A medical library accessible to patients and visitors
- Grab and go lunch counter
- Conference rooms for community health classes and other community uses

Construction is underway

An existing building was found at 1450 Treat Boulevard that provided 70,000 square feet of space for medical services on the first and second floor. The interior design of the center was finalized in 2012 and construction began in January of 2013 with an opening date in January of 2014 planned. The objectives in the design were to bring about efficiency from the economies of scale but at the same time convey to the patient a feeling of a small doctor's office within the physician suites. There will be plenty of natural light in the building and the major hallways will be adjacent to large windows. Walking distances for patients will be minimized. Registration will be centralized and easy to find. Patient privacy will be observed with screens between stations at registration and offices available for sensitive conversations.

A community asset

The outpatient care center is located close to Concord and Pleasant Hill and many services such as Urgent Care and MuirLab are not dependent on whether or not your physician is in the building. The center's services will be convenient to many members of the community. Behavioral Health services will be available to counsel patients of all age groups. Senior services will have an office near the Behavioral Health office on the second floor. John Muir Health's Community Health Improvement department will offer a variety of free health-promoting classes in the community education center, which has large and small conference rooms available for community use. The Outpatient Care Center in Walnut Creek will be a community asset serving the health needs of the region.

The pediatric department will have a separate waiting room

The gallery leading to the primary care waiting room
Below: the patio garden outside Urgent Care

Commemorative Opportunities

$6,000,000

Naming of the Center

$1,000,000

Pediatrics

Urgent Care

Atrium Lobby

$500,000

Registration Lobby

Primary Care Suites (3 areas)

Community Education Center
Reserved

$250,000

Community Education Center
- Large Conference Room

Reserved

Ancillary Services
- Medical Imaging and MuirLab

Primary Care Waiting Rooms and Galleries (3)

Urgent Care Waiting Room and Gallery

$100,000

Entry Gardens (2)
1 Reserved

Pediatric Waiting Room
Reserved

Specialist Suite Waiting Room (2nd floor)

Bone Density and Metabolic Nutrition Program Waiting Room

$75,000

Community Education Center
- Conference Rooms (3)

1 Reserved

$50,000

Urgent Care and Pediatric Conference Room

Primary Care Conference Rooms (3)

Staff Lounge for Urgent Care and Pediatrics

Staff Lounges for Primary Care and Specialists (4)

$25,000

Community Education Library
Reserved

Urgent Care Procedure Rooms (3)
All Reserved

Primary Care Procedure Rooms (6)
2 Reserved

Specialist Procedure Room
Reserved

$10,000

Exam Rooms
- Primary Care (72)
- Pediatric (13)
- Urgent Care (9)
- Specialty (12)

One Family's Nightmare Had a Happy Ending

On January 14, 2013, Varsha Jayaraman was at home relaxing on winter break from the University of San Francisco. Heading out to lunch with friends, she developed a severe and unusual headache. Instinct told the 20-year old nursing student to return home. She called her mother, Latha, at work and left a voicemail.

When her mother called her back, she suggested she take something for the headache. Based on their phone conversation, however, Latha rushed home to find her daughter on the couch repeating "call 9. Call 9." "Call 9-1-1?" her mother asked. Varsha gave her a thumbs up. Then she passed out.

Varsha's 17-year- old brother, Vivek, did whatever he could to spend every day with her in spite of finals week for him.

John Muir Health's Neuroscience Services

At the emergency department, Varsha was promptly evaluated by David SooHoo, MD, an emergency physician who intubated her. A CT scan of the brain was quickly performed, and it showed a large intracerebral hemorrhage. Dr. SooHoo consulted Geoffrey Adey, MD, a neurosurgeon and Moussa Yazbeck, MD, a neurointensivist.

The doctors explained to Latha that her daughter had suffered a major brain hemorrhage, and that a large blood clot had formed on the right side of Varsha's brain. "I felt that I needed to talk to my sister-in-law, who's a physician in LA," said Latha. Drs. Adey and Yazbeck spoke on the phone with Latha's sister-in-law to explain Varsha's condition.

Varsha was immediately taken for a cerebral angiogram performed by Dr. David Goldberg, an interventional neuroradiologist. She was found to have an arterio-venous malformation (AVM). "An AVM is an abnormal connection between the arteries and the veins while bypassing the capillaries. They usually form before birth and are not generally thought to be inherited," explained Dr. Yazbeck. Dr. Adey determined the need for an emergent craniotomy and AVM resection to save Varsha's life.

The seriousness of the situation began to sink in when Varsha's mom realized that her sister-in-law was driving from LA to John Muir Medical Center, Walnut Creek. "When I saw my daughter with all the tubes, I felt disbelief, and helplessness." Her dad had arrived from his San Francisco office. Family members gathered in the neurosurgical ICU waiting room. "Everybody started to pray," said Latha.

The road back home

Afterwards, Dr. Adey was hopeful about the outcome. The next morning, Varsha was responsive. She was definitely weak on the left side, and her vision was impaired. But the doctors told her parents she was going to be OK. Her mother stayed with her around the clock. The wait for the outcome was difficult.

On January 28, Varsha moved to the rehabilitation floor. She began speech therapy, and then much more rehab – 12 days of occupational, speech, and physical therapy. She saw the same therapists every day, and did very well. "Usually, she was shy, but now she was talking all the time," Latha recalls. Varsha wanted to do all her therapies back-to-back, and was anxious to get back to school. "She asked if she could go back to therapy in the summer so she could continue with her classes," her mom laughs.

On February 9, Varsha went home to her family. She still has occupational and speech therapy, and completes comprehension exercises. She says that she really misses her nurses and therapists. "The doctors were all positive and patient. Whenever we needed anything, there was somebody to help." She adds, "I knew I wanted nursing as a career, but now I can't wait to have patients. Before discharge, Dr. Yazbeck explained my first CT scan with the AVM. He told me what was wrong inside the brain and then he showed the after-picture with no AVM. It was so interesting!"

Varsha is well on the way to a full recovery, and to finishing nursing school. Her training has included a personal experience that will inform her practice for the rest of her life.

" I need you, mom," Varsha spoke for the first time. "I'm going to be right here, and I'm not giving up on you," her mom responded.

Varsha's Continuum of Care

Emergency/Trauma

David SooHoo, MD, an emergency physician, promptly evaluated Varsha when she arrived and intubated her because of her altered mental status. A CT scan of the brain was performed immediately, showing a large hemorrhage in the right hemisphere.

Interventional Radiology

Interventional neuro-radiologist, David J. Goldberg, MD, performed a presurgical embolization to control potential bleeding during surgery.

Neurosurgery

Neurosurgeon Geoffrey R. Adey, MD, determined the need for an emergent craniotomy and AVM resection to save Varsha's life. (An AVM is an abnormal connection between the arteries and the veins while bypassing the capillaries.)

Neurocritical Care

Neurointensivist Moussa F. Yazbeck, MD, met Varsha's mom in the emergency department and explained what was happening. He continued to facilitate Varsha's recovery in the Neurosurgical ICU. Also on board in the ICU was Dr. Kimberly Miller, neuro-psychologist, who assessed Varsha's progress.

Rehabilitation Unit, a change of scene

"In rehab, I could always come and talk to my recreational therapist, Margaret," said Varsha.

Rehab Therapists

Rami Fasheh, MD, hospitalist and Tinah Ali, Allison Stephens and Kelly Ortlieb, Varsha's physical, occupational and speech therapists, worked with her while she was on the rehab floor.

Medical Director Rehabilitation Services

David Padgett, DO, physical medicine and rehabilitation specialist, checked on Varsha every day in rehab to gauge her progress.

The Family

Vivek, Meenakshi, Varsha, Shyam and Latha Jayaraman are grateful for the care that Varsha received from so many, including the ICU nurses, surgical nurses, rehab nurses, hospitalists, case coordinators, medical social workers and other John Muir Medical Center, Walnut Creek staff

A System-wide Change in Technology: Transforming the Way We Work

One of John Muir Health's major goals is to make it easier for our patients to navigate our health system so we can provide even better care to the communities we serve. We'll do that, in large part, through the implementation of an integrated electronic health record. Through more robust technology we will improve operational efficiency, make health care more affordable and deliver on our unwavering commitment to do what's best for our patients. When this new system is implemented, there will be:

A Single Patient Record Providing caregivers within John Muir Health access to one electronic health record with the most recent and pertinent clinical information to care for the patient. An example of this would be one common allergy, medication and problem list available within all clinical areas of John Muir Health.

Patient Portal Providing patients with a streamlined registration/scheduling process and offering easy online access to their clinical information.

Single Revenue Cycle System Positioning John Muir Health to enable risk-sharing revenue modes, such as Accountable Care Organizations (ACOs).

Health Information Exchange Providing the infrastructure that positions John Muir Health to share and receive patient data from outside health care organizations.

Single Patient Identifier This allows for better coordination of care by ensuring that patients have one rather than multiple identification numbers and corresponding health records within the health system.

In November, most of the physician practices will go live and the remaining practices in Walnut Creek that move into the Outpatient Care Center are scheduled to go live in January. In the spring, the Concord and Walnut Creek medical centers, Home Health and the Behavioral Health Center will go live on the same day.

Kate Bennett, MD, Chief Medical Information Officer, is surrounded by the Implementation Physician Champions. Currently, they're busy helping to make design decisions and supporting the development of clinical content. Members of the Physician Advisory Group, along with subject matter experts, are also contributing greatly. From left: Drs. Peter Benson, Priti Patel, Kate Bennett, Tom Greely and Devorah Ben-Zeev.

Expanding Care for Children

In response to requests from families and pediatricians for enhanced children's specialty services at John Muir Health, we have partnered with Lucile Packard Children's Hospital at Stanford (LPCH), the premier destination for pediatric care in Northern California.

In the summer of 2011, John Muir Health and LPCH began a successful partnership in urology and surgical services. Besides collaborating with those rotating specialists, we have now added a pediatric rheumatology clinic twice a month, a full-time permanent pediatric gastroenterologist, pediatric neurologist, and pediatric orthopedists. These specialists live in our community and are available every day.

Local care for our community

John Muir Health has always provided high-quality children's services to the families in our community, but this partnership, finalized at the end of 2012, strengthens our children's services and capabilities. John Muir Health took the first step in developing this partnership with the opening of new facilities in April of 2011. Those include:

- a new 16-bed pediatric complex care unit and
- a 35-bed state-of-the-art Neonatal Intensive Care Unit (NICU), the only Level III-B NICU in Contra Costa County.

Our families will now be able to access children's specialty services of the highest quality in their own community without the burden of travel taking them away from school and work.

The Services and Specialties of John Muir Health
Our Vision is to Exceed Our Patients' Expectations

John Muir Health's outstanding health care has attracted national recognition in many disciplines. A culture of innovation and the commitment of talented health care teams steadily enhance the offerings to patients.

The mission statement drives our efforts: We are dedicated to improving the health of the communities we serve with quality and compassion. Our vision is to exceed our patients' expectations for seamless, consistently positive experiences.

Primary Care: coordinating comprehensive care

John Muir Health primary care physicians are located throughout Contra Costa County and parts of Alameda and Solano counties. These gate-keepers (internists, family care practitioners, and pediatricians) coordinate comprehensive, patient-centered care. They refer to specialists, order lab tests or x-ray services, and arrange hospital admissions. They are the first point of care in prevention, diagnosis and treatment of diseases, care for infants, children and adolescents, and care for adults of all ages.

Four conveniently-located Urgent Care centers help provide care right away, without a trip to the emergency room. They are open extended hours seven days a week, including holidays.

Behavioral Health

The John Muir Health Behavioral Health Center has been providing comprehensive mental health and substance abuse services to children and adults for over 20 years. The Behavioral Health Center provides the full continuum of inpatient and outpatient care for children, adolescents and adults requiring assistance with emotional or chemical dependency issues. Our young adult programs are particularly effective due to our focus and experience with pediatrics and family systems.

Thanks to the John Muir Medical Center, Concord Volunteers and a special donor the facility has recently been upgraded with new therapeutic art depicting the surrounding hills of Mt. Diablo, photographed by a local artist and conservationist. This art was specifically chosen to help our patients and visitors feel welcome in our home-like setting.

Children's Services

For high-risk infants born at John Muir Medical Center, Walnut Creek or for fragile infants transported in from other hospitals, our neonatal intensive care nursery is designed to provide a supportive environment and offers private rooms for the infants and their families. This is the only Level III B NICU in Contra Costa County. A High Risk Infant Follow-Up Program is available after a child goes home from the NICU to make sure each child meets important developmental milestones.

The pediatric complex care unit also provides a private room with a bed for a parent and other conveniences for families. From a mother of a three year old: "The care and attention that we received was phenomenal. We loved the playroom too!"

A partnership with Lucile Packard Children's Hospital at Stanford now gives local families fast access to a spectrum of children's specialty services near home.

Neuroscience Services

Terence Chen, MD, Medical Director of Neurosurgical Services, notes that, "We are one of a handful of leading medical centers in Northern California with such advanced neuroscience capabilities. We have a strong commitment here to staying ahead. As we continue the growth and development of our neurosurgical, neurological and rehabilitation services, a new level of sophistication and collaboration is attained with the addition of our Neurocritical Care Program. Neurocritical Care addresses the unique and specific needs of neuroscience patients and facilitates their recovery from a host of potentially devastating neurosurgical/ neurological conditions. Varsha Jayaraman's story is illustrative of the expertise and commitment of our staff augmented by the most advanced technology available."

Becker's Hospital Review named John Muir Health among the 101 Hospitals with Great Spine and Neurosurgery Programs.

Emergency and Trauma Services

The award winning emergency departments in Concord and Walnut Creek offer the highest level of care to patients of all ages. Both include triage rooms, separate pediatric waiting areas and private treatment rooms with space for family members. Between the two locations there are 76 treatment rooms and dedicated imaging capability within each department.

Our emergency physicians are board certified and both emergency departments are certified stroke and STEMI (heart attack) receiving centers. Nearly 97,000 patients visited the Emergency Departments in 2012. Each department is in direct contact with paramedics on their way to the hospital which helps to ensure the best possible care.

Within the new Walnut Creek tower, there are four trauma rooms. This Level II trauma center is the designated center for Contra Costa County and parts of Solano County. The rooftop helipad allows a patient to be delivered to the trauma center within about two minutes of arrival. A trauma surgeon is always in-house, and neurosurgeons, orthopedic surgeons, plus other medical and surgical specialists, are promptly available 24 hours a day.

Cancer Services

John Muir Health is the recognized regional provider of cancer care in the San Francisco East Bay and is differentiated by its advanced capabilities and technology, high quality of care and individualized and compassionate patient service. The objective of all who work in cancer services is to empower patients, offer hope, and extend and improve their quality of life.

The team of nurses, nurse navigators and other healthcare professionals collaborate to provide expert care from diagnosis through treatment and beyond. Clinical Research is ongoing with a great number of different trials presently underway.

Oncology Advisory Committee

Cancer services operate with an Oncology Advisory Committee including physician directors representing specialties such as Breast Health Services, Brain Tumor and Neuro-Oncology, Gastrointestinal Oncology, Gynecologic Oncology, Thoracic/Esophageal Oncology, Urology, Radiation Oncology and Medical Oncology services.

Recognitions and Certifications

- Integrated Network Cancer Program Accreditation 1 of 2 in California
- National Accreditation Program for Breast Centers
- The National Quality Measures for Breast Centers - John Muir Health is 4th in the Nation to receive this distinction and the only Certified Quality Breast Center of Excellence in Northern California.

Orthopedics Services

John Muir Health has the largest non-academic orthopedic program in California, with doctors using state-of-the-art technologies to diagnose conditions ranging from traumatic injuries to arthritis to sports injuries. Two recent quality initiatives have achieved great success. The Perioperative Quality Improvement initiative launched the expansion of the preoperative clinic for elective hip, knee and spine surgery. Patients are thoroughly assessed three to four weeks before surgery and, if necessary, care plans are initiated to manage patient-specific needs to assure functional recovery. The second initiative is the Hip Fracture Response program which manages a speedy response to patients with hip fractures to minimize pain and encourage early mobility. John Muir Health is also a participant in the California Joint Replacement Registry which engages all patients to participate in pre- and post-surgical assessment to achieve key quality outcomes.

U.S. News and World Report named John Muir Health's Orthopedics program one of the best in the United States for the past four years. Becker's Hospital Review also named it among the 101 Hospitals with Great Orthopedic Programs. The department was awarded first place at the Society for Perioperative Assessment and Quality Improvement (SPAQI) for the Hip Fracture Rapid Response program in March 2013.

Douglas M. Lange, MD, Chair,
Orthopedics Advisory Institute

Rehabilitation Services

Inpatient rehabilitation care helps patients recover from stroke, brain injury, neurological disorders, surgery or illness. Four outpatient physical rehabilitation locations offer physical, hand, speech and neurological therapy.

The Commission on Accreditation of Rehabilitation Facilities (CARF), a hallmark of quality, gave John Muir Health's Rehabilitation Unit accreditation for inpatient rehabilitation programs for adults, adolescents, and children and the stroke specialty program for adults. They commented that the neurosciences program is the most advanced they have seen and should be nationally recognized.

The Joint Commission awarded John Muir Health a "Best Practice" distinction for the Brain Injury program, and Primary Stroke Center certification for the rehabilitation programs in Walnut Creek and Concord.

Women's Health Services

John Muir Health offers a full range of women's health services, including low-dose imaging mammograms at several locations, osteoporosis services, the Women's Heart Program, the Women's Continence and Pelvic Health Service, and the Breast Health Center, where a multidisciplinary team supports women through screenings, diagnosis, treatment and education. Classes and services are also offered in pregnancy planning and fertility, pregnancy, high risk pregnancy, birth, breastfeeding and parenting. In 2012, John Muir Health was ranked by *US News & World Report* in the Top 50 hospitals for Gynecology.

Cardiovascular Services

Recognized as a premier provider of cardiovascular care in the San Francisco Bay Area, John Muir Health offers a full spectrum of advanced cardiovascular services. The superior programs and expert physicians and staff have earned numerous awards and accreditations, demonstrating John Muir Health's on-going commitment to delivering the highest standard of cardiovascular care.

Recognitions and Accreditations

- Designated as Contra Costa County STEMI Receiving Centers (the most severe type of heart attack) with STEMI door-to-balloon times less than 60 minutes.
- Accredited Chest Pain Centers with PCI (a procedure that opens narrowed arteries in the heart), the highest level of accreditation.
- Two of only 164 hospitals in the nation to receive Platinum recognition for implementing a higher standard of care for heart attack patients as outlined by the American College of Cardiology/American Heart Association.
- Recipients of the American Heart Association/American Stroke Association's prestigious "Get With The Guidelines" Stroke Gold Plus Achievement Award. This is John Muir Health's third consecutive year winning one of the highest distinctions for stroke and heart failure care.
- Accreditation by the American Association of Cardiovascular and Pulmonary Rehabilitation for all cardiac conditioning centers.
- Accreditation by the Intersocietal Commission for the Accreditation of Echocardiography Laboratories (ICAEL).
- Selected as one of three Bay Area sites for use of the Edwards Transcatheter Heart Valve replacement program. This is the first and only FDA approved transcatheter aortic heart valve in the U.S.

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The Distinguished Friends are donors who have given $10,000 or more over one or more years to the programs, projects and facilities of John Muir Health. The cumulative giving level is determined by the total amount pledged and/or donated to the John Muir Health Foundation.

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$5,000,000 or more

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Pictured with Steve Davenport, Foundation Director on the left, is Hank Miller. Hank and his wife Bonnie were early donors to the Outpatient Care Center naming the entry patio garden near the Urgent Care Center

Women's Philanthropic Circle

Women's Philanthropic Circle (WPC) members make annual gifts of $1,000. These gifts are pooled together for the purpose of funding clinical programs or projects at John Muir Health. The "Circle" began in 2002 with 25 founding members and has raised nearly $600,000. We recognize here those members of the WPC for 2012.

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For information on how to join the "Circle" you may contact Sharon Capece, Director of External Relations, at 941-2188 or sharon.capece@johnmuirhealth.com

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Please accept our apologies for any errors and notify the Foundation Office so our records may be corrected.

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The Heritage Society honors donors whose legacy gifts will benefit John Muir Health in the future.

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This circle recognizes gifts arranged through charitable trusts, charitable gift annuities, pooled income funds and testamentary pledges.

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John Muir Health Recognition

US News & World Report America's Best Hospitals 2012

- Only non-academic hospital to appear in the Top 50 (Walnut Creek)
- Top 50 in Orthopedics, Gastroenterology, Gynecology in the US
- 22 services nationally ranked or rated high (Concord and Walnut Creek)

US News & World Report Best Regional Hospitals 2012

- Walnut Creek rated #2 out of 45 hospitals in the San Francisco Bay Area
- Concord rated #3 out of 45 hospitals in the San Francisco Bay Area
- Walnut Creek rated #7 of the 400 acute care hospitals in California
- Concord rated #18 of the 400 acute care hospitals in California

John Muir Medical Center, Walnut Creek ranked #2 and John Muir Medical Center, Concord ranked #3 in the San Francisco Bay Area as rated by *US News & World Report*

HealthGrades Awards

- Distinguished Hospital for Clinical Excellence
- America's 100 Best Hospitals
  - Emergency Medicine Excellence Award
  - Gastrointestinal Care Excellence Award
  - General Surgery Excellence Award
  - Neurosurgery Excellence Award
  - Pulmonary Care Excellence Award

Becker's Hospital Review

- 100 Great Community Hospitals
- 101 Hospitals with Great Orthopedic Programs
- 101 Hospitals with Great Spine and Neurosurgery Programs

Magnet Designation for Nursing at Walnut Creek & Concord

- Magnet hospitals consistently outperform others by achieving better outcomes, better patient safety, and increased patient satisfaction.
- Magnet nurses have advanced education and certification.
- Magnet hospitals attract highly qualified nurses, clinicians and physicians.

Joint Commission's Gold Seal of Approval for certification as Primary Stroke Centers

Leapfrog Group

- "A" Hospital Safety Score - Concord and Walnut Creek

Blue Distinction Center for Hip and Knee Replacement/ Spine Surgery/Cardiac Care

John Muir Health Financial Information for 2012

We are pleased to report to the community that in 2012, John Muir Health saw positive results from our operations and fundraising. The results at right reflect our performance on a pro-forma basis after adjusting for one-time items in 2012. As a not-for-profit, locally governed and community-based organization, our focus remains firmly on improving the health of the communities we serve. All of our remaining funds are reinvested in the community in much-needed programs, advanced technology, community services and – in 2012 – a system-wide technology transformation.

Where Our Income Came From

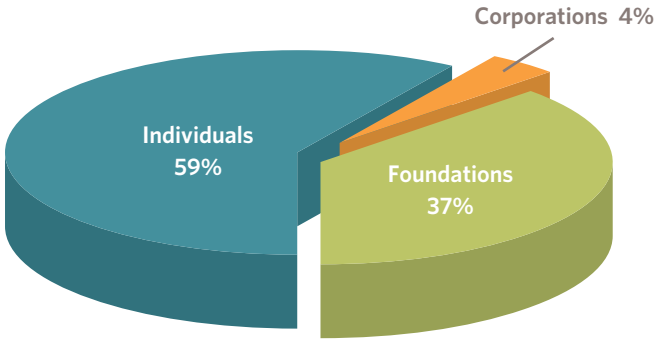
	(in thousands)
Patients, Insurance Companies, Medicare and MediCal	$ 1,388,574
Less: Services Provided to Patients Who Could Not Pay	(60,915)
Other Health Related Services Including Foundation Fundraising	78,353
Total Operating Income	**1,406,012**

Where It Went

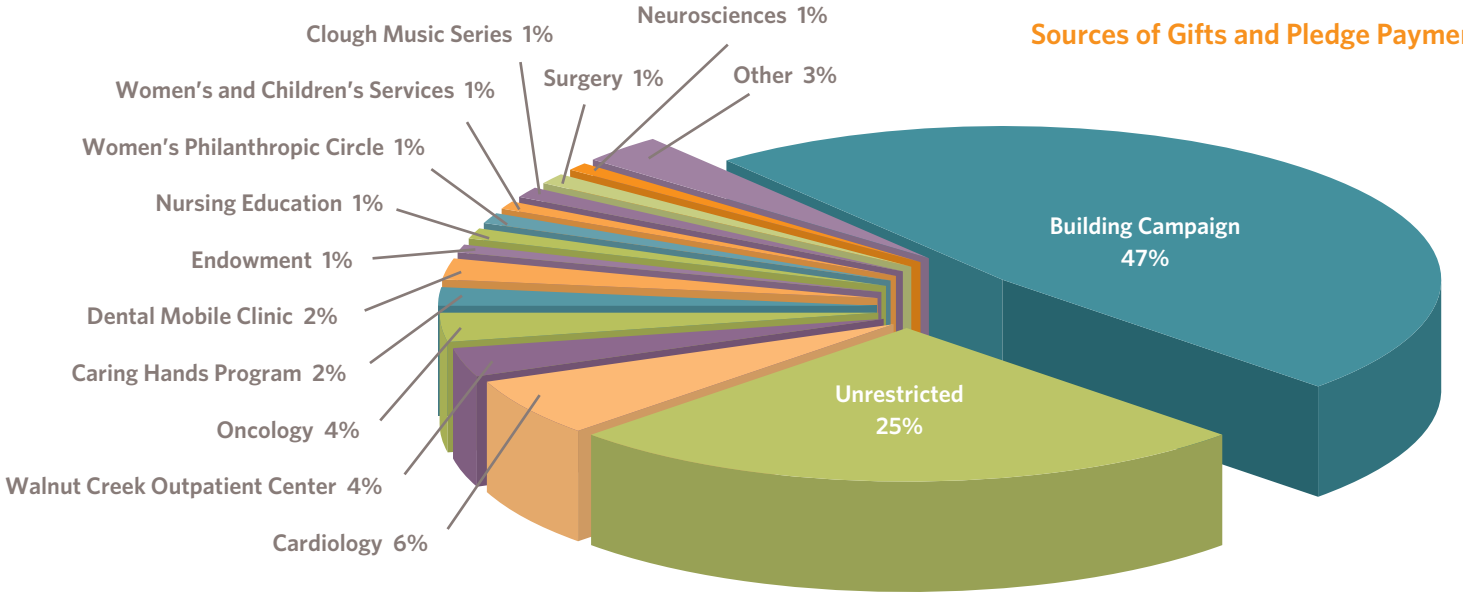
Salaries and Benefits	724,703
Paid to Others Who Provide Goods and Services for Patient Care	455,590
Depreciation	68,777
Interest Paid on Borrowed Funds	19,341
Other	55,337
Total Operating Expenses	**1,323,748**
Funds Remaining that will be used for Future Programs and Services	**$ 82,264**

John Muir Health Foundation Gift Report for 2012

Thank you to our community for your gifts and pledge payments of $6,011,287



Sources of Gifts and Pledge Payments in 2012



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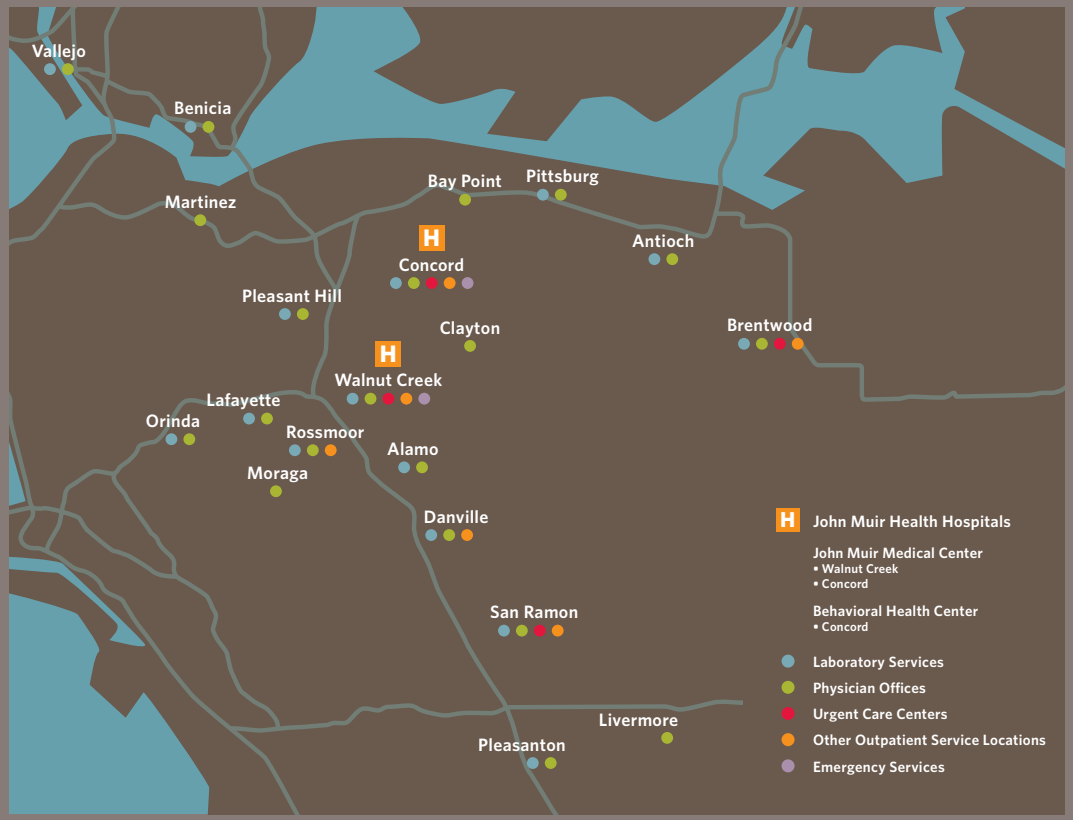

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