



# 2017 Community Benefit Report

To learn more about John Muir Health's Community Benefit programs, visit [johnmuirhealth.com](http://johnmuirhealth.com)





Our support  
is woven  
into the  
fabric of the  
communities  
we serve.



Dear Community,

John Muir Health prides itself on many things, from top quality rankings for our team-based care to our partnerships with other leading health care organizations, including UCSF Health, Tenet/San Ramon Regional Medical Center and Stanford Children's Health.

We are equally proud of our diverse programs, collaborations and contributions that help to improve access to health care and the overall health of the most vulnerable residents in our community. As a not-for-profit, community-based health system, addressing community needs is rooted in our values. Many of our physicians, nurses, staff and volunteers serve the community well beyond their time at work. Our support and many partnerships are woven into the fabric of the communities we serve.

Overall, in 2017, we contributed \$125,622,038 to our Community Benefit activities, with 93% going specifically towards those facing barriers to health and wellness. These are much more than numbers. We are continually assessing the effectiveness of our programs to ensure they are having the intended impact. Each program provides direct benefits to individuals and families, and leads to a healthier community.

The stories in this report take you from a revitalized playground in Bay Point, to the kitchen table of a grateful 92-year-old Caring Hands recipient. You will also meet a Concord woman whose life changed when her bilingual community health worker taught her how to manage her diabetes. All of these examples highlight the difference we are making, as we strive to fulfill our mission: improving the health of the communities we serve with quality and compassion.

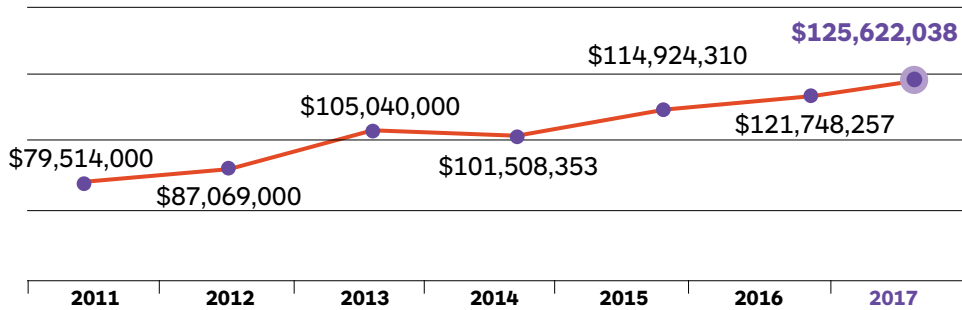
Cal Knight

*President and CEO,*  
John Muir Health

# Community Benefit Breakdown

John Muir Health's Community Benefit contributions focus on improving the health and wellness of our communities.

## Total Community Benefit Contributions



## 2017 Contributions

<b>\$102,495,453</b>	<p><b>Unpaid Costs of Medi-Cal</b></p> <ul style="list-style-type: none"> <li>The difference in cost of care and payments received from Medi-Cal</li> </ul>
<b>\$6,897,698</b>	<p><b>Health Improvement Programs &amp; Subsidized Health Services</b></p> <ul style="list-style-type: none"> <li>Hospital-based programs</li> <li>Partnerships with nonprofit organizations</li> <li>Wellness education</li> </ul>
<b>\$5,875,442</b>	<p><b>Charity Care</b></p> <ul style="list-style-type: none"> <li>Care provided for free or at reduced prices for low income populations</li> </ul>
<b>\$5,819,144</b>	<p><b>Health Professions Education &amp; Research</b></p> <ul style="list-style-type: none"> <li>Family Medicine Residency Program</li> <li>Internships</li> <li>Government-funded research</li> </ul>
<b>\$2,693,829</b>	<p><b>In-Kind &amp; Financial Contributions</b></p> <ul style="list-style-type: none"> <li>Community organization sponsorships</li> <li>Facility space</li> <li>Disaster relief</li> </ul>
<b>\$1,840,472</b>	<p><b>John Muir Community Health Fund</b></p> <ul style="list-style-type: none"> <li>Supporting organization of John Muir Health</li> <li>Program support for community-based health centers and nonprofit organizations</li> </ul>



# The ABC's of Community Health Needs

Our Community Health Needs Assessment, informed by input from stakeholders in the community, guides our work and strategy to meaningfully improve the lives of vulnerable populations. Our Community Benefit programming for 2017-2019 focuses on the following three priority areas:

**A**ccess to care, including primary and specialty care

**B**ehavioral and mental health services

**C**hoices involving healthy eating and active living



# Our Community Benefit Programs

One of the ways that John Muir Health provides Community Benefit is through partnerships with community-based nonprofit organizations and through internal health system departments that focus their work on serving low income and uninsured individuals.

Programs focus 100% of services on vulnerable populations, who are economically disadvantaged, experience evidence-based disparities in health outcomes and encounter significant barriers to care.



# Our Community Benefit Partnerships & Programs

## Community Partnerships

Contra Costa CARES - primary care coverage for uninsured

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Contra Costa Health Services - Healthcare for the Homeless, Mobile Health Clinic, Mobile Dental Clinic, Respite Center for the Homeless

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Contra Costa Unified School Districts and De La Salle Academy – Community School Nurse Program

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La Clínica de la Raza - Diabetes Services, Mobile Dental Clinic and Specialty Care Program

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Lifelong Medical Care - Mobile Dental Clinic

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Meals on Wheels of Diablo Region - Fall Prevention Program

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Operation Access - outpatient surgical and specialty care

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Village Community Resource Center - Mobile Health Clinic

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Contra Costa Health Services Respite Center for the Homeless

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Monument Impact - Positive Minds in Action (Mentes Positivas en Acción) Promotores Program

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One Day At a Time – Beyond Violence

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Putnam Clubhouse – behavioral health support services

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RYSE Youth Center – Beyond Violence

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**Food Bank of Contra Costa and Solano**

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**Healthy and Active Before 5 – healthy eating and active play for children**

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## John Muir Health-Led Programs

Caring Hands Volunteer Caregivers & Senior Transportation Program

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Community School Nurse Program

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Every Woman Counts Breast Cancer Screening Program

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Lung Cancer Screening Program – Clinical Research

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Medication Assistance Program – Senior Services

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Mobile Health Clinic

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Patient Navigator – Senior Services

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Ronald McDonald Mobile Dental Clinic and Dental Collaborative of Contra Costa

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Specialty Care Program

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Beyond Violence – Trauma Services

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Complex Community Care Coordination – Social Services

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**Diabetes Services – Health Education**

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**Senior Services – Health Education**

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**Wellness Services – Health Education and Support Services**

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### LEGEND

	Access to care, including primary and specialty care
	Behavioral health and mental health services
	Choices involving healthy eating and active living

## Healthy and Active Before 5



The whole public health field is moving away from putting the onus on individuals. We work with schools, clinics, religious institutions, and other organizations, aiming to pass internal policies that support better health and community change.

—Ali Uscilka  
*Director, Healthy and Active Before 5*



# Healthy and Active Before 5

## Grassroots Partnerships that Revitalize Parks and Encourage Healthy Changes for Kids

Remember how great it felt to play at your neighborhood park when you were young – climbing favorite structures, or chasing friends on the grass? What if your neighborhood park, however, had damaged equipment, broken glass, and no restrooms or water fountains? For some kids in Contra Costa County, that is their reality.

“Health experts agree that children should have 60 minutes of activity per day, but due to stark inequities in neighborhood parks, many kids fall short of that in Contra Costa County,” says Ali Uscilka, Director of Healthy and Active Before 5 (HAB45), one of John Muir Health’s Community Benefit partner organizations. “Social determinants of health, including good nutrition and physical activity, are so important to efforts to prevent or reduce childhood obesity in our area.”

She adds, “To combat structural barriers that threaten healthy development of very young children, we focus on building these strong community partnerships.” John Muir Health and several other key players, including First 5 Contra Costa, Head Start, La Clínica de la Raza and Contra Costa Health Services are part of the core team, working hard on collective impact with the goal of sustained change.

### Improving Playgrounds: Grassroots Efforts

To “benchmark” the condition of local playgrounds, HAB45 and its partners at First 5 Contra Costa and the East County Regional Group recently dispatched groups of East County residents to take a close look at the condition of Bay Point parks. More than 40 adults and 14 children piled into vehicles to survey nine sites. They found the parks to be in need of attention: only one had a functional bathroom or water fountain. Broken play equipment, holes in fences, and insufficient lighting were frequently noted on survey forms. These neighborhood resources needed work, though many had great potential.

Working in partnership, and with leadership from residents, the community groups have already made impressive changes. More than \$2.5 million in funding has been secured for park

improvements, with several priority parks re-opened, or under construction. The benefits to the community are immediate. One mother described her local park as “our second home.”

Beyond work on the parks, through HAB45, John Muir Health is helping to springboard broader policy changes, such as improving county agencies’ food practices and actions to promote a healthy lifestyle.

“In efforts to improve childhood health, the whole public health field is moving away from putting the onus on individuals. We work with schools, clinics, religious institutions, and other organizations, aiming to pass internal policies that support better health and community change. This includes serving more healthy food, and even adding physical activities at meetings,” says Uscilka. “We are changing cultural norms – changing what parents expect.”

Stephanie Merrell, Director of Community Health Improvement at John Muir Health, who sits on the Executive Board for HAB45, says that “Since 2011, we have been active partners, and can celebrate many victories. We have seen passage of 71 policies adopted by Contra Costa County agencies, reaching approximately 23,000 children and 24,000 adults. This demonstrates how partnerships create greater reach. As a not-for-profit health system, we love partnering to make an important difference in the communities we serve – helping families stay healthier throughout their lives.”

### Sustaining Change

“Creating meaningful, sustainable change in a community really is a long game,” says Uscilka. “It doesn’t end with a ribbon cutting. John Muir Health knows this, and works with us to respond to the long-term community needs.”

She adds, “Our funding from John Muir Health, and this reliable degree of sustainability, has allowed us to be successful. We still have a lot to do. Our color-coded map of playgrounds, for instance, shows lots of red and orange parks that still need a lot of work. Green parks are the great ones. What if the whole county had green parks?”



# Community Health Education

In 2017, John Muir Health provided **1,932** wellness and prevention classes, support groups, education seminars and community events. Some highlights include:

Diabetes Education Classes	Childbirth & Parenting Preparation	Senior-Specific Resources
Mental Health Workshops	Nutrition Seminar	Cancer Support Groups
Pulmonary Rehab Support Groups	Behavioral Health Community Classes	Spiritual Care Grief Support Groups

## People Reached Through Health Education

Community Health Education resources focusing on wellness and prevention were provided to **55,989** individuals, who represent patients, the underserved and broader communities.





## John Muir Health Diabetes Services



Our work with La Clínica is a great example of a joint partnership. Reaching a wide audience in need of services in Spanish is immensely helpful to the communities we serve.

– Gayle Curto  
*RN, Certified Diabetes Educator and Unit Supervisor,  
Diabetes Services at John Muir Health*

Certified Diabetes Peer Educator, Lisa Arjona, shows a colorful “blood cell” to patient Graciela Hernandez Zaragosa. The dangling pieces represent the “keys” of insulin that cells need to function well.

# John Muir Health Diabetes Services

## Teaching How to Balance Life with Diabetes

Concord resident Graciela Hernandez Zaragosa knew that diabetes ran in her family, so she got regular blood tests, just in case. At a visit to La Clínica de la Raza, her blood sugar level had soared to 300 – very high – so she was referred to the Diabetes Education Empowerment Program. The program was offered in partnership with John Muir Health’s Diabetes Services and La Clínica de la Raza to provide coordinated, evidence-based diabetes education.

Through the program, conducted in Spanish, Graciela learned to reduce the amount of carbohydrates she got from bread and tortillas, add more vegetables to her diet and control her portions. She also learned that walking helps to reduce her blood sugar.

“The class has definitely helped me. I am reading labels for salt, sugar, carbs and fat, and I use vegetable oil now,” she says. The changes benefit her family, too.

Graciela has successfully reduced her A1C, or long-term average blood sugar level. She is confident that she can now handle her blood sugar highs and lows. And, as an unexpected dividend, she gained new friendships with other program participants.

### **A Community Health Worker Approach Makes the Difference**

Graciela’s Certified Peer Educator from John Muir Health Diabetes Services, Lisa Arjona, clearly gets heartfelt satisfaction from her work. “I care about my patients, and I feel I am doing something very important, helping them make these changes, even an inch at a time,” she says. Arjona uses visual aids for teaching, including a pancreas-shaped pillow with small fuzzy beads that represent insulin. The healthy side of the pancreas has many insulin beads indicating a normal amount of insulin cells, while the other side of the pancreas has a limited number of insulin beads, indicating type 2 diabetes. The graphic depiction shows quickly what is happening in the body, and these types of visual aids get positive reactions from her class participants.

According to Gayle Curto, RN, Certified Diabetes Educator and Unit

Supervisor for Diabetes Services at John Muir Health, “Our work with La Clínica is a great example of a joint partnership. Reaching a wide audience in need of services in Spanish is immensely helpful to the communities we serve. Participants can gain insight about their blood sugar management through this program and in turn, lead healthier lives.”

### **Spreading the Word in the Community**

For the broader community, Diabetes Services is a visible presence at local health fairs, emphasizing early detection of diabetes for those at risk, as well as prevention. During November’s National Diabetes Awareness Month, Diabetes Services hosts Diabetes Dialogue lectures in English and Spanish on various facets of diabetes management, including eye care, foot care, heart health and kidney health. Since 1988, Diabetes Services continues to be recognized by the American Diabetes Association for following the National Standards for Diabetes Self-Management Education.

Healthy cooking demonstrations in Contra Costa County schools are a fun way to motivate younger audiences, and lectures and workshops are also held in partnership with local organizations such as RotoCare, De La Salle Academy, La Clínica de la Raza, and the Center for Human Development.

In 2018, John Muir Health received new funding from the Song-Brown program of the California Healthcare Workforce Policy Commission to help establish integrated behavioral health diabetes group sessions in medically underserved areas. Sessions, which are free and open to the community, are held at La Clínica de la Raza and conducted in Spanish.

As Graciela says, “I would tell other people who get diabetes to take action early. Get a little education, and use the tools to take good care of yourself.”

## Financial and In-Kind Contributions

John Muir Health contributes financial support to community organizations to help bolster their work in the community. In 2017, John Muir Health contributed **\$2,693,829** towards this effort. All financial sponsorships are aligned with our community benefit strategies. The health system also provides in-kind services by offering facility space for use by community groups and donations of food and supplies to the broader community.



## The Caring Hands Volunteer Caregivers Program



The program reaches seniors who may feel they have been forgotten. The depth of the conversation is amazing. They share the intensity of their life experiences beyond what a movie would portray. It enriches us both.

– Carl Kimmel,  
*Volunteer Driver for Caring Hands*



Anna Raefield, 92, with Caring Hands volunteer Ann Sussman, discuss a play they attended together recently.

# The Caring Hands Volunteer Caregivers Program

## Community Heroes

The Caring Hands Volunteer Caregivers Program (Caring Hands) helps local senior residents age independently in their own homes. The program matches frail or isolated seniors with community volunteers, who offer companionship, support with errands and transportation to appointments. For over 18 years, Caring Hands has improved the lives of seniors and is one of John Muir Health's signature Community Benefit programs.

"The results are remarkable. Week after week, you see volunteers who open their hearts and are happy to assist a senior in need, and you hear from seniors, 'My volunteer is my angel' and 'I would be lost without my volunteer's assistance,'" says Maria Amadea, Manager of Caring Hands.

She adds, "The Caring Hands bonds that develop are touching, and it is clearly a two-way street. Many volunteers feel that the connection has enormous value in their lives. Caring Hands embodies a culture of compassion and quality, key values of John Muir Health."

In 2017, Caring Hands volunteers collectively provided nearly 16,000 hours of assistance and companionship to 403 seniors.

### Transforming the Cycle of Loneliness

The program has two components: the first is a one-to-one match weekly program, in which a volunteer provides long-term support and assistance to a senior. This may include help with transportation and an escort to medical appointments, as well as assistance with errands, friendly phone calling, light household tasks and respite care to give a break to a family member.

The second is the Senior Transportation Program, which provides one-way assistance rides to seniors who may not need ongoing weekly assistance. In 2017 alone, nearly 7,500 rides to medical appointments and other destinations were provided.

Carl Kimmel and his wife Donna of Walnut Creek have been volunteers for 17 years. They love to step in when others need

help. "This program reaches seniors who may feel they have been forgotten. They are grateful and eager to share their experiences. The depth of the conversation is amazing. They share the intensity of their life experiences beyond what a movie would portray. It enriches us both."

### It's a Match

One current volunteer/senior match pairs Anna Raefield, age 92, of Concord with Ann Sussman, a mom whose part-time schedule allows her time to volunteer.

According to Anna, "It's a special day when Ann comes. I live in the house by myself, by choice. I don't have a car, so Ann takes me to the doctor. I feel that I have found a family member outside my own family. There is both help and laughter."

Anna continues, "We share comfort and advice, and she helps me to do the things I cannot do. For instance, with macular degeneration, I can't see as well as I did. I can ask Ann, 'what does this say?' We have a lot of the same taste in food – pasta! And we talk about her children and my grandchildren."

Sipping tea at Anna's kitchen table, Ann Sussman agrees that the program has created an extended family for them. "The ability to help someone, to have an inter-generational connection, is so important. My own mother passed years ago, and Anna is someone that I visit and worry about. So much of our lives are divided between work and our immediate families. Caring Hands partnerships expand beyond that. It's just a joy."

"I get back way more than I give," she adds. "I tell people, if you open yourself to the opportunity, it will reward you in many ways you won't realize until you do it." Recently, a friend also signed up as a Caring Hands volunteer.

"The need is tremendous," adds Maria Amadea, "because we all get older. In fact – aging is booming."

# Health Professions Education

## Workforce Development

John Muir Health is committed to supporting the education efforts of health professionals. For example, to highlight, the John Muir Health Family Medicine Residency Program trained eight residents for their first full year of rotations, including a rotation on Vulnerable Population Health. In total for 2017, **1,293 health professionals were trained at John Muir Health**, for a benefit of **\$5,112,463**.

Physicians &  
Medical Students

146 trained

Nurses &  
Nursing  
Students

950 trained

Other Health  
Professional  
Education

157 trained

Scholarships  
& Funding for  
Professional  
Education

40 scholarships



## Research

John Muir Health supports research that is available to the community. In 2017, John Muir Health contributed **\$706,681** in government-funded clinical and other research studies.



## John Muir Health's Commitment to the Community

To learn more about John Muir Health's Community Benefit programs, visit [johnmuirhealth.com](http://johnmuirhealth.com)