



# 2018 Community Benefit Report





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

Calvin (Cal) K. Knight  
President and CEO, John Muir Health



**As a not-for-profit health system, John Muir Health is committed to improving the health of the communities we serve with quality and compassion. The people and stories in this Community Benefit Report show a strengthening bond with our community and a commitment to a shared and healthy future.**



We focus  
on what  
matters  
to you.



## 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 programming for 2017-2019 focuses on the following three priority areas:

### **A**ccess

to care, including primary and specialty care

### **B**ehavioral

health and mental health services

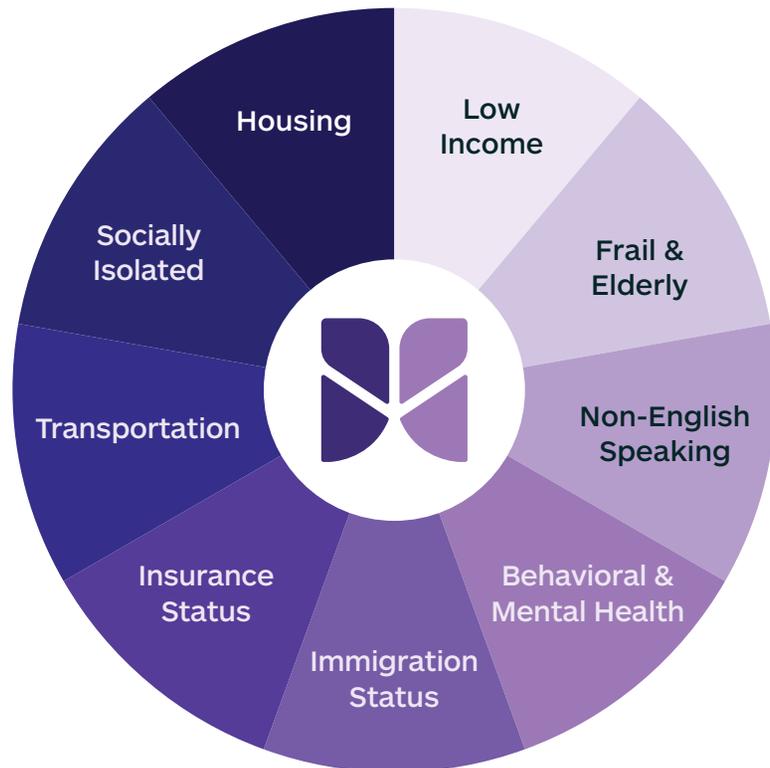
### **C**hoices

involving healthy eating and active living

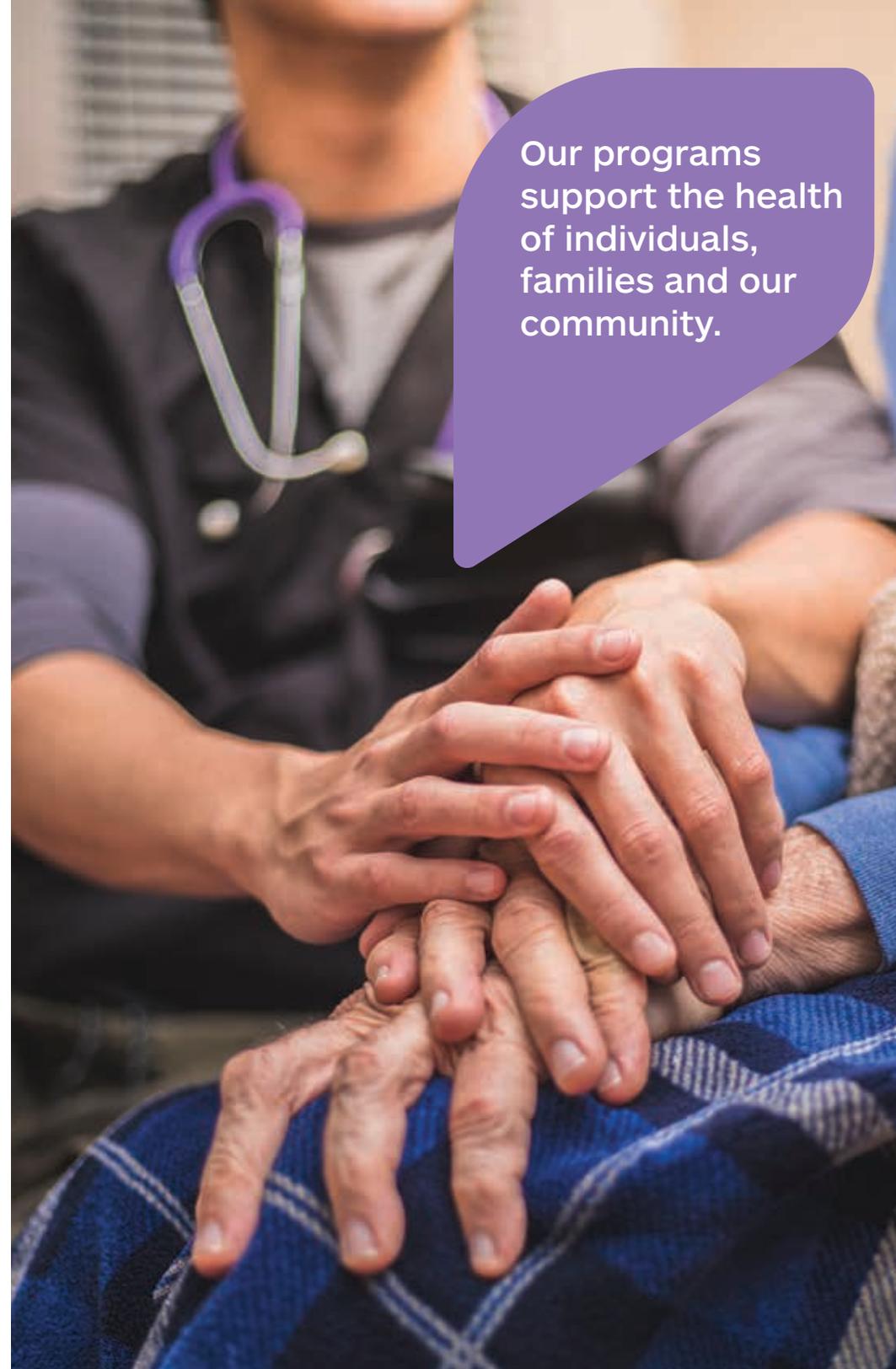
## Social Determinants of Health

One of the ways that John Muir Health provides Community Benefit is through partnerships with nonprofit organizations to address the social and economic factors that contribute to health.

**Our Community Benefit programs focus 100% of services on vulnerable populations.**



Our programs support the health of individuals, families and our community.



# Our Community Benefit Programs and Partnerships

In 2018, John Muir Health supported the following programs and partnerships to address the **ABC's** of identified community health needs.

## John Muir Health-Led Programs

### Access to Care

- Caring Hands & Senior Transportation Program
- Community School Nurse Program
- Every Woman Counts Breast Cancer Screening Program
- Lung Cancer Screening Program led by Clinical Research
- Medication Assistance Program for Senior Services
- Mobile Health Clinic
- Patient Navigator for Senior Services
- Ronald McDonald Mobile Dental Clinic and Dental Collaborative of Contra Costa
- Specialty Care Program

### Behavioral Health

- Beyond Violence led by Trauma Services and Social Services
- Complex Community Care Coordination led by Social Services

### Choices

- Diabetes Services – health education
- Senior Services – health education
- Wellness Services – health education and support services

## Community Partnerships

### Access to Care

- Contra Costa CARES – primary care coverage for uninsured
- Contra Costa Health Services – Healthcare for the Homeless, Mobile Health Clinic, Mobile Dental Clinic, Respite Center for the Homeless
- Mt. Diablo and Pittsburg Unified School Districts and De La Salle Academy – Community School Nurse Program
- Independent Living Resources – medical equipment loans and support services
- La Clínica de la Raza – Diabetes Services, Mobile Dental Clinic and Specialty Care Program
- Lifelong Medical Care – Mobile Dental Clinic
- Meals on Wheels of Diablo Region – Fall Prevention Program
- Monument Crisis Center – foot care screenings
- Operation Access – outpatient surgical and specialty care
- RotaCare, Pittsburg – Mobile Health Clinic
- St. Vincent de Paul – Mobile Health Clinic
- Village Community Resource Center – Mobile Health Clinic

### Behavioral Health

- Fred Finch Youth Center – mental health services
- Monument Impact – Positive Minds in Action (Mentes Positivas en Acción) Promotores Program
- One Day At a Time – Beyond Violence
- Putnam Clubhouse – behavioral health support services
- RYSE Center – Beyond Violence

### Choices

- Food Bank of Contra Costa and Solano
- Healthy and Active Before 5 – healthy eating and active play for children
- White Pony Express – food access



## Community Benefit Breakdown

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

### Total Community Benefit Contributions



### 2018 CONTRIBUTIONS

#### In-Kind & Financial Contributions

- Community organization sponsorships
- Facility space
- Disaster relief

**\$1,416,594**

#### John Muir/Mt. Diablo Community Health Fund

- Supporting organization of John Muir Health
- Program support for community-based health centers and nonprofits

**\$1,678,913**

#### Charity Care

- Care provided for free or at reduced prices for low income populations

**\$5,596,095**

#### Health Professions Education & Research

- Family Medicine Residency Program
- Internships
- Government-funded research

**\$7,283,324**

#### Community Health Improvement

- Community Benefit operations & community building activities
- Health system programs & nonprofit partnerships
- Wellness education
- Subsidized health services

**\$14,163,242**

#### Unpaid Costs of Medi-Cal

- The difference in cost of care and payments received from Medi-Cal

**\$99,823,740**

# Community School Nurses



School nurses are the Emergency Room of the educational setting. Any day, there can be a broken arm, a cut, or an emotional breakdown.

—Monique Risso, RN, BSN, PHN, NCSN  
Community School Nurse

*Monique Risso, RN, BSN, PHN, NCSN*  
COMMUNITY SCHOOL NURSE

*Adrienne Christensen, RN, BSN, PHN*  
COMMUNITY SCHOOL NURSE

# Community School Nurses

**In 2018 alone, the program provided more than 5,200 encounters.**

## **Community School Nurses: Eyes on the Health of Young Children**

Community School Nurses Monique Riso and Adrienne Christensen are busy putting headphones on second graders at Willow Cove Elementary in Pittsburg, CA, conducting hearing screenings in a brightly-lit, colorful classroom. Many of the children smile as they raise their hands when they detect tones from the audiometer.

The two nurses, John Muir Health employees, serve at elementary schools in Bay Point, Concord and Pittsburg, where health

and socioeconomic needs are greatest. They work in settings where many students are eligible for the federal free lunch program. Oftentimes, the community nurse is the primary point of contact for that child's healthcare needs.

Onsite nursing care can influence the wellbeing, academic success, and lifelong achievement of students—not just by providing hands-on treatment, but also with advocacy, and a way to connect families with key community resources.

This year, the program celebrates its tenth anniversary and now serves a total of five school districts, beyond the three schools, by providing expanded services to include a community school nurse-written Health Matters School Newsletter, clinical insight on Student Attendance Review Boards, health trainings for parents and teachers, and resource linkages via community health fairs.

“Our services are free to the

districts we serve, and it's wonderful to have the health system behind what we do. It brings John Muir Health into the heart of the community,” says Christensen.

The nurses agree that it's a critical time for the program's expansion, and note that the childrens' needs—physical and emotional—are increasing.

“When a child comes to me with a cut or a scrape, it may be just the tip of the iceberg,” she adds. “Sometimes, while I am putting a band-aid on them, they start talking. They may have faced trauma. They may not get any regular medical attention. They may even have seen a loved one experience violence. It's a new norm, that serious issues have come into the elementary school setting. Kids are exposed to so much.”

“School nurses are the Emergency Room of the educational setting,” says Riso, “Any day, there can be a broken arm, a cut, or an emotional breakdown.”

The nurses have treated everything including panic attacks, sickle-cell anemia, limbs stuck in play structures, head lice, Type I Diabetes, among others.

“School nurses help the district better understand the health needs of the children. Without school nurses, many childhood illnesses might go undiagnosed.”

“We are the bridge between the school administration, doctors, teachers, students, families and public resources,” says Riso.

Other functions of the Community School Nurses include participating in community health fairs, conducting a diabetes foot care program, and working with high school students in a summer internship program. “The program exposes the interns to nursing, respiratory therapy, surgery, biomedical engineering, and more, which can lead to a career in health care,” says Christensen. “In fact, that's how I first became interested in nursing.”

## **Community School Nurse Services:**

- Vision, hearing and lice screenings
- First aid treatments
- 504 Individual Education Plans
- Medication administration or management
- Communicating with primary care providers
- Classroom observations
- Family consultations

*Nurse Monique Riso conducting a hearing test on a second grade student.*





## Community Health Education

Community Health Education resources that focus on wellness and prevention were provided to **46,218** individuals, who represent patients, the underserved and broader communities.

*Some highlights include:*

Diabetes  
Education  
Classes

Childbirth  
& Parenting  
Preparation

Senior-Specific  
Resources

Mental Health  
Workshops

Nutrition  
Seminars

Cancer  
Support  
Groups

Pulmonary  
Rehab Support  
Groups

Behavioral  
Health  
Community  
Classes

Spiritual Care  
Grief Support  
Groups



Support  
where it's  
needed  
most.

# RYSE Center



RYSE is a huge blessing... it's great for every kid, every youth, who walks in the door. It's inspiring for the community and very inspiring for me. It's a safe place, and they have helped me rebuild my confidence, letting me know that support is out there.

—Jewelie Perez  
Beyond Violence client

*Marissa Snoddy, LMFT*  
LEAD THERAPIST

*Jewelie Perez*  
BEYOND VIOLENCE CLIENT

*LaVonda Vaughn*  
TRAUMA RESPONSE INTERVENTION SPECIALIST

# RYSE Center

## Beyond Violence: Healing and Connecting to Community

Since 2010, John Muir Health and its Trauma and Social Services have spearheaded an innovative violence prevention program known as Beyond Violence. The program goals are to reduce the prevalence of community violence in Contra Costa County, empower those affected by violence, and aid in the healing of individuals and communities through emotional support and safety net resources.

Beyond Violence supports young people ages 15-25, who have experienced intentional injury by gun violence, stabbings, or assault. Through partnerships with community-based organizations, a Trauma Response Intervention Specialist begins building a relationship with the young person at the initial stages of their injury. They provide ongoing crisis intervention and community-based case management to the young person and their family.

A key partner in the transition of young people from the hospital

to the community is Richmond's RYSE Center. The range of supportive services at RYSE is holistic, including youth-centric mental health services, case management, and vibrant programming in music, video production, graphic design, performing arts, and educational support.

Joe Kim, RYSE Community Health Director, is proud of the center's role in the community, and its positive approach in addressing the emotional, mental and political needs of local youth. "There's a movement in the field around youth development and trauma-informed care," says Kim. "It's exciting to be part of this and to build partnerships with those pushing forward."

### Injured Unexpectedly

Jewelie Perez, 24, is the breadwinner for her family—her mom, two sisters, and her daughter. One evening, while chatting in her driveway with her sister and a friend, a car passed them, then circled back. Suddenly, Perez was struck by a bullet on the side of her head and in the leg; her sister's forehead was grazed. Perez dragged herself behind their parked car for shelter. She recalls seeing her family's panicked faces, and blood everywhere. When the ambulance arrived, she said, "please don't let me die, I have

a daughter." Then, everything blurred.

At the hospital, Perez awoke to a visit from LaVonda Vaughn, a Trauma Response Intervention Specialist from RYSE. "Right away, she was a huge help to both me and my family," Perez says. Vaughn helped her secure victim compensation support, hotel vouchers for her family, and gift cards for food and clothing, as well as other necessities. Most of all, Vaughn helped them find new safe housing, keeping the family members together.

RYSE's Lead Therapist, Marissa Snoddy, is another essential partner in the Beyond Violence program. "Here, many young people like Jewelie, can actively process what has happened to them. Others just want space for all the emotions that come out, or to develop a new safety plan," says Snoddy. "We want people to know that healing is possible, even when it doesn't feel like it."

### A Unique Place for Youth

Rooted in community activism, RYSE is a vibrant, multifaceted space used by 50-80 youth per day. Walking through the brightly-painted halls, you see

music rooms, a recording studio, counseling rooms, a kitchen, and a vegetable garden.

"RYSE is a huge blessing. They have such a big impact in the community," says Jewelie Perez. "It's great for every kid, every youth, who walks in the door. It's inspiring for the community and very inspiring for me. It's a safe place, and they have helped me rebuild my confidence, letting me know that support is out there."

"At RYSE, we thought, how do we create sustainable communities that empower everybody," says Kim. "How do we create a door wide enough? Here, anybody can find a space for themselves. When we treat vulnerable, marginalized populations by centering on their needs, we are all better off."

He adds, "We are actively in the process of shaping our community, not just theorizing. It's exciting."

*Youth-painted Mural at RYSE Center*



## Financial and In-Kind Contributions

Our Financial support is aligned with Community Benefit strategies.

John Muir Health provides financial support to community organizations to help bolster their work. In 2018, John Muir Health contributed **\$1,416,594** towards this effort.

Our team also provides in-kind services by offering facility space for use by community groups and donations of food and supplies to the broader community.



# Philip Dorn Respite Center for the Homeless



“ The Respite Center is often the first stop after a medical crisis, and we help chart a path to the patient’s long-term stabilization.

—**Lavonna Martin, MPH, MPA**  
Director, Health, Housing & Homeless Services,  
Contra Costa Health Services

*Lavonna Martin, MPH, MPA*  
DIRECTOR, HEALTH, HOUSING & HOMELESS SERVICES

*Sue Dickerson, RN*  
REFERRAL NURSE, HEALTH CARE FOR THE HOMELESS

*Beth Gaines, RN, PHN*  
PROGRAM MANAGER, HEALTH CARE FOR THE HOMELESS

# Philip Dorn Respite Center for the Homeless

## Respite Center Gives Homeless Patients Rest, Recovery, and Connection to Services

In Contra Costa County, 2,234 people were homeless in 2018, and the number is rising. For those who experience a serious medical issue or a hospitalization, recovery can be seriously compromised—going back out onto the streets can mean a stressful, unstable situation with further health risks. A case in point is Anthony Souza, Jr., age 57, who was living in a tent

behind his sister's house. His situation became infinitely more difficult as he began chemotherapy for multiple myeloma, and had a reaction to the medication. A friend recommended that he might find help at the Philip Dorn Respite Center for the Homeless, a 24-bed program in Concord. That connection proved life-changing.

The Respite Center is designed to provide a place for recuperative care for medically fragile, homeless adults who are discharged from hospitals, but have no permanent residence. John Muir Health was one of the early supporters of the vision for the Respite Center a decade ago, in partnership with the Contra Costa County Health Services Homeless Program, the Health Care for the Homeless Program, and other hospitals.

"It's a tremendous relief to have a place to lay my head, all the food

I need, and people who are worried about my health and working with me to fix it," says Souza, in the Respite Center's bright, industrial main room. "My medical treatment was moved here, and they helped me straighten out my Social Security. I'm in touch with an oncologist, and they are getting me back into therapy."

"The Respite Center is often the first stop after a medical crisis, and we help chart a path for the patient's long-term stabilization," says Lavonna Martin, Director of Health, Housing & Homeless Services for Contra Costa Health Services. "Once an individual is housed permanently, unplanned interaction with health care significantly decreases. It reduces readmissions, and decreases associated costs of unmanaged disease. When you've been outside, exposed to the elements, health is not your number one priority, which often leads you to an Emergency Room."

This year, the center has been able to expand its work. Mobile outreach services operate three days a week instead of one, and three additional clinics have opened.

The range of services at the center is impressive. "We provide the care of an ambulatory clinic here, with a full staff of clinicians,

providing trauma-informed care," says Beth Gaines, RN, Program Manager for Health Care for the Homeless.

"For individuals to fully recover, they may need long-term housing, or substance abuse treatment, along with medical services," says Martin. "It all comes together here. This model has been shown to work—demonstrating great benefits and reducing hospital readmissions."

Sue Dickerson, RN, Referral Nurse for Health Care for the Homeless, sums it up: "Although there are monumental needs, we truly can support people here. Everybody is a player in that work, to provide a path and new opportunity. When patients leave, they are connected to a wealth of services, plus medical care, transportation, and more. We are their team."

Anthony Souza can testify. "The Respite Center is giving me a chance to get my life back in order, and in the right direction to help myself. It's made me feel a lot better about the kindness that's out there."



***Anthony Souza, Jr.  
in the main room of  
the Respite Center  
located in Concord.***



*First and second year Family Medicine Residents*

## Health Professions Education

### Workforce Development

We are committed to supporting the education efforts of health professionals. The Family Medicine Residency Program, in its second year, trained **16 medical residents**, which included a rotation on vulnerable population health. The program added eight more residents in 2019.

### Research

John Muir Health supports research that is available to the community. In 2018, John Muir Health contributed **\$1,593,548** in government-funded clinical and other research studies.

In total for 2018, **2,476** health professionals were trained during residencies, internships and fellowships, for a Community Benefit of **\$5,689,776**.



**408 Trained**

Physicians & Medical Students



**869 Trained**

Nurses and Nursing Students



**1,167 Trained**

Other Health Professional Education



**32 Scholarships**

For Professional Education

# John Muir Health's commitment to the community

To learn more visit:  
[johnmuirhealth.com](http://johnmuirhealth.com)

Email us at:  
[community.benefit@johnmuirhealth.com](mailto:community.benefit@johnmuirhealth.com)



**JOHN MUIR**  
HEALTH



**JOHN MUIR  
HEALTH**

[johnmuirhealth.com](http://johnmuirhealth.com)