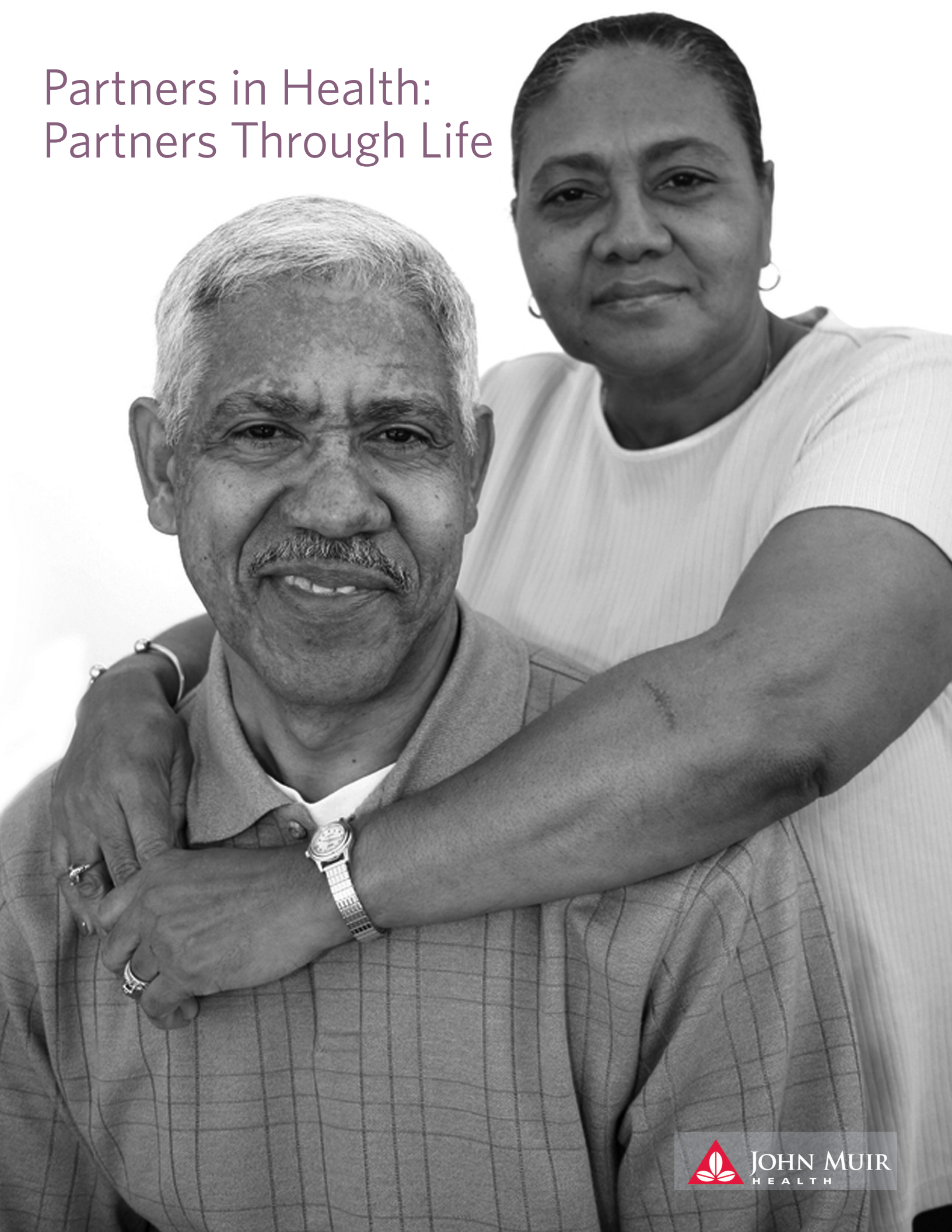


Partners in Health: Partners Through Life



JOHN MUIR
HEALTH

Adults

In Contra Costa County, 61 percent of the population is made up of persons between the ages of 20 and 64. Adults living in Contra Costa County have experienced devastating effects from the recession. The annual unemployment rate for Contra Costa adults increased from 3.5 percent in 2000 to 10.3 percent in 2009. Last year, 56.8 percent were living below 200 percent of the federal poverty level, which was \$42,000 for a family of four.

The precarious economic times have adversely impacted access to health care for many adults. John Muir Health responds to the unmet health care needs of low-income adults by providing services in the most appropriate setting to assist in achieving optimal health. The following programs highlight the clinical support services and resource connections provided through John Muir Health's collaborations in 2009.

Operation Access

Ingrid, a part-time cashier at Jack in the Box, was experiencing progressively worsening abdominal pain that radiated to her lower back. She was unable to do life's simple things, like taking a walk or going to the grocery store. More seriously, her job was in jeopardy because of her limited ability to bend over or to lift even moderately heavy items. She was sent home on a number of occasions and then missed a full week of work due to her increasing pain and inability to sleep. In desperation, Ingrid went to the Emergency Department and connected with La Clinica - Monument, which immediately arranged a surgical evaluation through Operation Access.

Low risk, outpatient surgical procedures are coordinated by Operation Access with hospitals and physicians who volunteer their services. Ingrid was given priority and matched with John Muir Health surgeon, Ronald Cooper, M.D, who along with six other John Muir Health surgeons donates surgical care to uninsured county residents. Dr. Cooper asked Ingrid to prepare for surgery by maintaining a strict diet, which she followed rigorously. Thanks to her modified eating habits in conjunction with pain medication, Ingrid did not have to go to the Emergency Department again as she prepped for her gall bladder surgery. After surgery, Ingrid is pain-free and has full physical mobility. Walking, running, and all the physical demands of her workplace are no longer an issue. Best of all, Ingrid's increased productivity at work has been noticed by her managers and she now has a full-time position.

2009 Operation Access Program Highlights:

- 100 percent of Operation Access patients are low income and uninsured.
- John Muir Health provided 27 percent of Operation Access services for Contra Costa residents.
- 100 percent of patients reported improvements in quality of life after their surgical procedure.



Herb Putnam Clubhouse

A veteran in his mid 30s, Stephen was first hospitalized for psychotic symptoms while serving abroad in the Army. Upon returning to the United States with nothing more than the clothes on his back, he felt hopeless and had lost his will to live. After being hospitalized many more times, Stephen began to take his medication regularly and was encouraged to visit Putnam Clubhouse, a social vocational rehabilitation program for the chronically mentally ill. Now, after attending the Clubhouse almost daily for more than a year, he is once again feeling hopeful about his life. In the process of volunteering alongside peers and staff to help run all aspects of the Clubhouse—everything from office work to fundraising—Stephen's confidence has increased. "I feel like I did before I knew I had a mental illness," he says. "Now that I am around people all day most every day at the Clubhouse, I rarely hear voices anymore. I'm too busy to give those voices the time of day!" Stephen enjoys working in the Clubhouse's Multimedia Unit, helping to produce informational videos about the Clubhouse and its members. He has also become a regular participant in the Clubhouse's expressive arts programming and has become a valued member

of a budding Clubhouse band. Stephen's leadership abilities have flourished at the Clubhouse. He was recently elected by his peers to become a board member of The Contra Costa Clubhouses, Inc. In the future, Stephen intends to return to full-time work. As a first step toward achieving his goal, the Clubhouse recently placed him in a paid, part-time transitional employment position at a Concord-based business. A video version of Stephen's story, produced by Putnam Clubhouse's Multimedia Unit, can be viewed at www.putnamclubhouse.org/member-stories.

2009 Herb Putnam Clubhouse Program Highlights:

- Served 226 members with an average daily attendance of 21.
- Members spent more than 16,000 hours participating in Clubhouse activities.
- 90 percent of Clubhouse members reported that their personal and mental well-being had improved since participating.
- As a result of active participation in Clubhouse activities, 14 members returned to school, 1 member received a high school diploma and enrolled in a local community college, and 12 members secured unsubsidized employment.



Every Woman Counts

Sherilyn, a 48 year-old self-employed singer found a mass in her right breast. She had limited income and was uninsured, which prevented her from going to the doctor. With no health care coverage, Sherilyn delayed seeking medical attention, and as a result, she did not receive the diagnostic services she so greatly needed. After four months passed, she noticed the size of the mass in her breast growing. Sherilyn eventually found her way to John Muir Health's Every Woman Counts Clinics, which provide free screening and diagnostic breast cancer services for women who are low-income, uninsured or underinsured and 40 years of age or older. Sherilyn had an appointment within three days of first calling the Nurse Navigator at John Muir Health. The Clinics are designed to provide as many services as possible on a same-day basis and on the day of Sherilyn's appointment, she received a free Clinical Breast Exam, diagnostic mammogram and ultrasound followed by a biopsy of the large mass. Sherilyn returned to the Breast Health Center to meet with the medical director and Nurse Navigator, at which time she was told that she had breast cancer and required additional tests to identify whether the cancer had spread beyond the breast. Her last question to the medical director that day was, "Will I still be able to sing?" He replied, "Yes, but this will be the biggest performance of your life."



The Nurse Navigator helped qualify Sherilyn for immediate Medi-Cal coverage and she was enrolled in the Breast and Cervical Cancer Treatment Program. Further testing showed that the cancer had spread to Sherilyn's lungs and the cancer was aggressive in nature. She underwent over a year of chemotherapy, a mastectomy and radiation therapy. The treatment phase of Sherilyn's cancer was filled with difficulties and blessings alike, but she continued to sing. Days after surgery, she sang the National Anthem at the Oakland A's 8th Annual Breast Cancer Awareness Day and told everyone in attendance "Don't be afraid, you are not alone, and there are resources and treatment options out there for all women regardless of income."

It has been six years since her diagnosis, and there is currently no evidence of disease in her body. Sherilyn completed treatment, underwent breast reconstruction, and has produced a CD of music that she hopes will bring awareness to the importance of the early detection and treatment of breast cancer. Sherilyn is one of sixty-two women that have been diagnosed through the Every Woman Counts Clinics at John Muir Health since 1997.

2009 Every Woman Counts Program Highlights:

- Served 262 women; 180 returning and 82 new patients.
- 46 percent of women served were between the ages of 40-49 and 57 percent were Latina.
- 78 percent of the patients that were due for rescreening returned within the 12-month benchmark.
- As a result of the screenings and outreach efforts provided by Every Woman Counts, 3 of the 262 women screened were diagnosed with breast cancer. These are lives extended or saved.

At John Muir Health, our community benefit programs are rooted in our mission and values.

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

Core Values:

Excellence

Honesty/Integrity

Mutual Respect/Teamwork

Caring/Compassion

Commitment to Patient Safety

Continuous Improvement

Stewardship of Resources

Access to Care

For more details on the JMH community benefit programs and contributions go to www.johnmuirhealth.com

