

2019 Community Benefit Report





I am deeply proud of the individuals and community organizations included in this report. As I reflect on 2019, and the time since, the resiliency of our regional community never ceases to amaze me.

For our John Muir Health team, ensuring a healthy community is our highest calling. I'm grateful to our partners who also embrace and support us with this duty.

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




*Mobile Health Clinic,
a signature Community
Benefit program.*

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.



Our Community Benefit programs extend our commitment to high quality care beyond our walls. We strive to improve the health and wellness of all our community, while reaching those most in need.



**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 focused on the following three priority areas:

Access

to care, including primary and specialty care

Behavioral

health and mental health services

Choices

involving healthy eating and active living



Social Determinants of Health

John Muir Health is committed to long term partnerships that have lasting impact for the communities we serve and positively influence the social determinants of health.

-  Housing
-  Food
-  Social Support
-  Education
-  Employment
-  Health Behaviors
-  Transportation
-  Violence

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



Family Medicine Resident, Dr. Gabe Saleh providing care in the Mobile Health Clinic.

Community Benefit Programs and Partnerships

John Muir Health supports the growth of vibrant and healthy communities through strong partnerships with community-based nonprofit organizations, clinics and other healthcare providers to address the **ABC's** of community health.

Access to Care

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

Behavioral Health

- Beyond Violence
- Complex Community Care Coordination

Choices

- Diabetes Services
- Senior Services
- Wellness Services

John Muir Health-Led Programs

Access to Care

- Contra Costa CARES
- Contra Costa Health Services Healthcare for the Homeless, and Respite Center for the Homeless
- Independent Living Resources
- La Clínica de la Raza
- Lifelong Medical Care
- Livermore Unified School District
- Meals on Wheels of Diablo Region
- Mobility Matters
- Monument Crisis Center
- Mt. Diablo Unified School District
- Pittsburg Unified School District
- Operation Access
- RotaCare Concord and RotaCare Pittsburg
- St. Vincent de Paul
- Trinity Center
- Village Community Resource Center
- Walnut Creek Seniors Club

Community Partnerships

Behavioral Health

- Antioch Unified School District
- Center for Human Development
- Contra Costa Family Justice Centers
- Fred Finch Youth and Family Services
- John F Kennedy University
- Meals on Wheels of Diablo Region
- Monument Impact
- One Day At a Time
- Putnam Clubhouse
- RYSE Center
- Support4Recovery
- Women's Cancer Resource Program

Choices

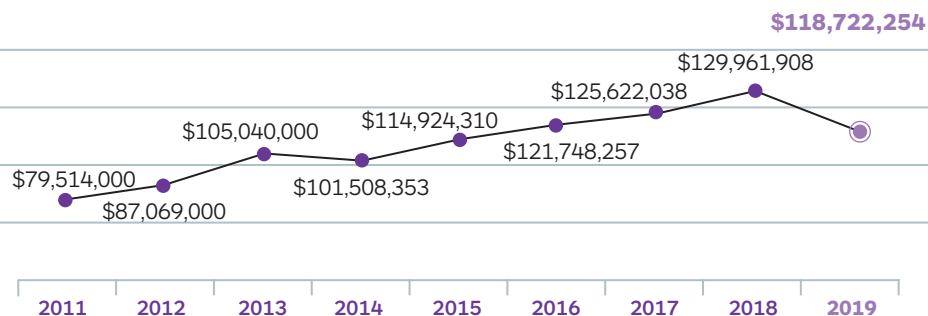
- Bike East Bay
- Food Banks of Alameda, Contra Costa and Solano
- Fresh Approach
- Healthy and Active Before 5
- Wardrobe for Opportunity
- White Pony Express



Community Benefit Breakdown

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

Total Community Benefit Contributions



\$984,805

In-Kind & Financial Contributions

- Community organization sponsorships
- Facility space
- Disaster relief

\$1,646,142

John Muir/Mt. Diablo Community Health Fund

- Program support for community-based health centers and nonprofits

\$3,614,847

Charity Care

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

\$5,572,138

Health Professions Education & Research

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

\$12,280,080

Community Health Improvement

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

\$94,624,242

Unpaid Costs of Medi-Cal

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

On the Road with the Mobile Health Clinic



Our door serves as a portal to health care for a very important sector of our community.

—Kishore Nath, MD
Medical Director of the Mobile Health Clinic

On a sunny Saturday morning, Mobile Health Clinic driver Rosa Hurtado is out early, doing safety checks on the vehicle and prepping the exam rooms for the day. She drives the 40-foot clinic to Village Community Resource Center in Brentwood, and rolls it into place right in front of the organization's doors. A group of about ten people are already waiting outside on folding chairs, or in cars. She sets up the staircase and handrails leading to the clinic door, which will open at 9 a.m.

The medical staff, including volunteer physicians, nurses, and Family Medicine residents, arrive and prepare for a busy morning, not knowing what the day will bring.

“Our door serves as a portal to health care for a very important sector of our community,” says Kishore Nath, MD, Medical Director of the Mobile Health Clinic. “It allows us to see patients who fall in between: those who work hard and make just enough money not to qualify for Medi-Cal, but not enough to buy health insurance.



Other patients are uninsurable. We've been able to capture patients who are getting squeezed out on the margins. The reality is, if we are not out here seeing patients and identifying chronic diseases that can be easily managed in early stages, these patients are going to end up in the emergency room and in our hospitals for avoidable visits.”

Services are provided by John Muir Health Family Medicine Resident physicians, volunteer doctors, nurses and medical professionals.

61 Saturday volunteer physicians

24 Family Medicine Residents

34 Saturday volunteer nurses and other medical/clerical staff

Mobile Health Clinic Historical Timeline



Start of mental health counseling services in partnership with Fred Finch Youth and Family Services.



Start of RotaCare partnership.



New vehicle.



Served our 5,000th Saturday Clinic patient!



New vehicle.



2001

2008

2009

2012

2018

2019



Start of Mobile Health Clinic services in Brentwood in collaboration with the Village Community Resource Center.



Start of Contra Costa County Healthcare for the Homeless partnership.



Start of Family Medicine Residency collaboration.



Expanded services to St. Vincent de Paul in Pittsburg.



Since 2001, an average of 96% of Mobile Health Clinic patients were uninsured.

The Mobile Health Clinic increases access to preventative and medical healthcare services for the low-income, uninsured and under-insured population of Contra Costa County.

Two Decades of Mobile Care

Since 2001, John Muir Health's Mobile Health Clinic has been on the road throughout the Contra Costa County, going where the need is great—Brentwood, Concord, Pittsburg, Richmond. The Clinic on wheels is a partnership effort with Contra Costa County's Healthcare for the Homeless Program, RotaCare Bay Area, and nonprofit organizations where the vehicle parks and offers services. The mutual goal—to increase access to preventive and medical health care services for low-income, uninsured and under-insured individuals, with specific attention to addressing the social determinants of health.

Kirsten Rigsby, the Executive Director of the Village Community Resource Center reflects on the

positive progress, “prior to the Mobile Health Clinic, there was little to no access to healthcare in far East Contra Costa County for those who could not afford services. And, since 2001, John Muir Health has provided such an invaluable resource to our community.”

Catherine Owen, MD, one of John Muir Health's original volunteer physicians for the Mobile Health Clinic since 2001, observes that community-based healthcare services are critical. “Every healthcare system should offer a gift like this to the community. For these two decades of service, this is one of John Muir Health's gifts to the community.”



For the whole community to stay healthy, all the sub-communities have to stay healthy. With the Mobile Health Clinic and our partners, I think John Muir Health does an excellent job of extending services to all of our community.

—Catherine Owen, MD
Volunteer Physician

Working in Partnership

As a not-for-profit health system, John Muir Health has long been committed to our partnerships that provide lasting impact for the communities we serve. John Muir Health continually evaluates how to adapt to the community need by potentially driving to new locations. Maynor Guerra, a

Mobile Health Clinic driver of 19 years, remains inspired knowing that “we are helping the communities that are deeply in need and by being mobile, we are able to bring the services directly to families near where they live.”

The Mobile Health Clinic served more than 8,000 patients during Saturday Clinic and over 28,000 patients through partnerships with Concord RotaCare and Contra Costa County Healthcare for the Homeless.



We serve the population here in a variety of ways. The Mobile Health Clinic and other outreach efforts that John Muir Health is doing are a great service.

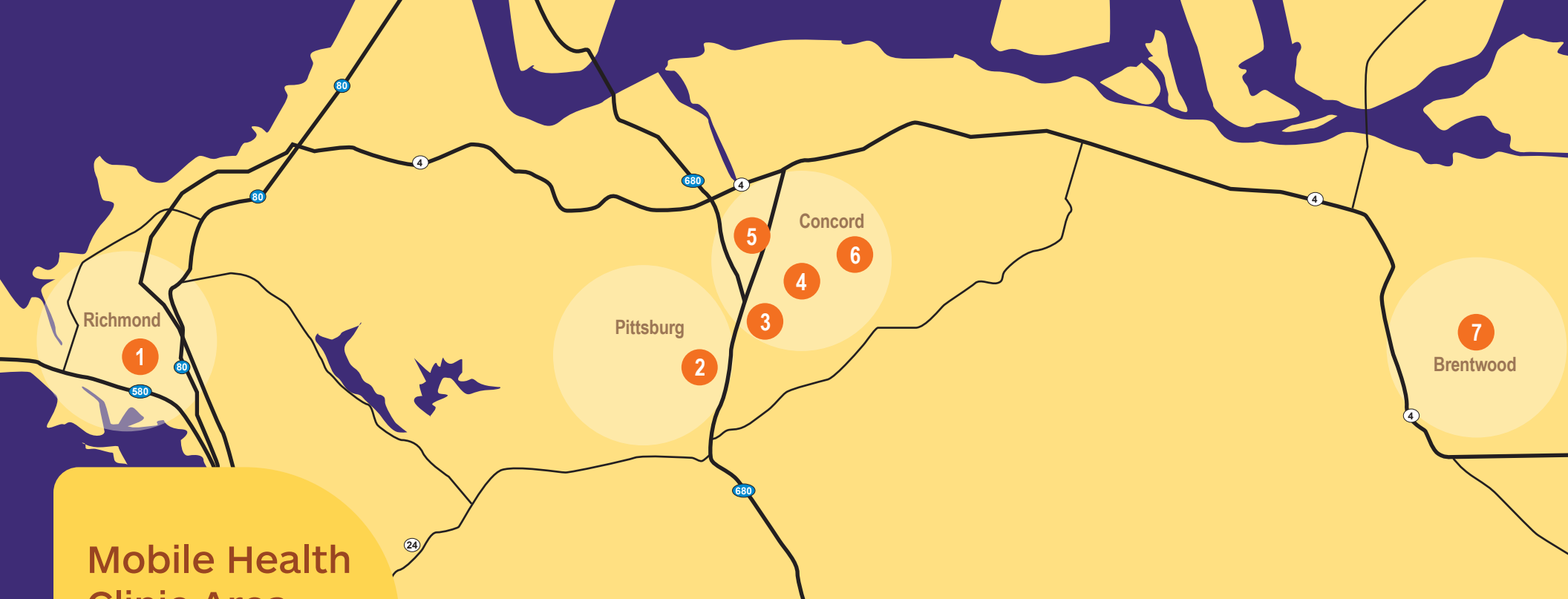
—Claudia Ramirez
Executive Director, St. Vincent de Paul

At St. Vincent de Paul in Pittsburg, the Executive Director, Claudia Ramirez, stands outside her facility, watching the first patients step into the Mobile Health Clinic. “John Muir Health serves the population here in a variety of ways. The Mobile Health Clinic and other outreach efforts that John Muir Health is doing are a great service, including participating with our Pittsburg RotaCare free clinic, and having resident physicians from the John Muir Health Family Medicine Residency Program conduct a six-week rotation with us. They also work with Rotary clubs that help fund our clinic. Staff on the vehicle interact with our clients, many of whom are homeless, and everyone is treated with dignity, with respect and with

caring. We’re privileged to partner together.”

In Pittsburg, one of the groups waiting on folding chairs is a couple with a young daughter. The mom, Patricia, is concerned about a rash developing on her daughter’s neck. “It’s awesome to have something like this (clinic). Hopefully, they can tell me what’s wrong. Otherwise, I wouldn’t know where to go.” When it’s their turn, Patricia watches while the nurse takes vitals and examines her daughter, who then sees one of the physicians. Soon, they have a diagnosis, instructions, and medication. With a visible sense of relief, Patricia and her daughter leave hand-in-hand, waving and calling out thank-you’s.





Mobile Health Clinic Area Locations

Richmond

- 1. Bay Area Rescue Mission** | 2114 Macdonald Ave.

Pittsburg

- 2. St. Vincent de Paul** | 2210 Gladstone Dr.

Concord

- 3. Cambridge Elementary** | 1135 Lacey Ln.
- 4. Food Maxx** | 1751 Monument Blvd.
- 5. Monument Crisis Center** | 1990 Market St.
- 6. Salvation Army** | 3950 Clayton Rd.

Brentwood

- 7. Village Community Resource Center** | 633 Village Dr.



*Dr. Adia Scrubb,
Family Medicine Resident*

Gabe Saleh, MD, another resident, comments: “Working here is tremendous in terms of reaching a population we might not otherwise see. I started out wanting to do primary care. Now, I want to continue this work, in outreach to those who most need us, and focus on urgent care and emergency response.” Dr. Saleh grew up in Martinez and Antioch, and says, “bringing the Family Medicine Residents here shows that John Muir Health is really a part of this community. This is home.”

According to Dr. Nath, who also teaches in the Residency program, “We’ve been able to accomplish a lot through the Mobile Health Clinic, not only in terms of service—we see 500 to 600 patients a year in this clinic alone—but we’ve also conducted research projects, provided health education at community organizations and lead multiple service projects in under-resourced communities. Now, we know how to serve in disaster situations and emergency situations, and we’ve been able to get patients more access to care at our own Family Medicine Residency Clinic. Residents learn how to do hands-on procedures. They’re going to be the doctors who continue to see patients in our community.”

Meet our Residents

Between patients, Adia Scrubb, MD, MPP who is part of the first cohort of Family Medicine Residency physicians to serve on the clinic, reflects on this year. “It’s extra rewarding to work here, knowing you may have saved a patient a terrible trip to the Emergency Room. One patient with high blood pressure hugged me—saying ‘I feel so much better!’ In this case, just a small change in her medication set up a better trajectory for her health.”

She adds, “Our screenings, like mammograms, or diagnosis of pregnancy, can lead to very important follow-up, such as prenatal care. Basic blood work can unravel critical diagnoses, such as anemias, and we can detect hypertension. In addition, we can see an entire family, across age ranges. The quality of care is John Muir Health-level excellent.”



*Isis Morales, LVN
Mobile Health Clinic Nurse*

A Nurse’s Viewpoint

Another perspective comes from the Mobile Health Clinic’s nurse, Isis Morales, LVN. “I love this population,” she says. “Wherever there’s a need, we go. As an immigrant myself, I know how my parents struggled, and I see the needs in this community.”

“People see us and wonder, is it a van? A camper? They are surprised that it’s a full medical clinic with two exam rooms, offering free health care. We can do lab work, and if results are borderline, we provide education, show how important a patient’s numbers are (such as blood pressure and cholesterol) and print out diets. We see the difference when they come back. We see patients get healthier and they are very thankful. If there’s something we can’t do, we find a resource for the patient, such as the Monument

Crisis Center, a homeless shelter, or senior center—and we do warm handoffs.”

She notes that since 2018, John Muir Health has partnered with Fred Finch Youth and Family Services to offer free, confidential, bilingual English-Spanish mental health counseling for individuals and families. Sessions are held on Saturdays, while the Mobile Health Clinic is there.

“It’s really incredible that John Muir Health offers this whole program. This is team-based quality care, and it’s an amazing team. At the end of the day, I feel so good that we have reached so many people. It used to be six patients, now sometimes fourteen, and once twenty-two! It’s such a rewarding feeling for anyone to come and see the help we’re giving to this population.”

Saul Garcia,
Mobile Health Clinic Driver



A New Vehicle Debuts

July 2019, a new high-tech mobile clinic hit the road, with updated equipment, more space, and state of the art mechanics. “It’s a really big improvement,” says driver Rosa Hurtado. “It’s easier to drive than a regular car, and so much more functional and up to date.”

Hurtado says that over the years, she has also watched the need for clinic services grow. “Due to immigration concerns, some patients are afraid. Here, they trust us and feel secure. Coming to the mobile clinic is so much more inviting, warm, safe, secure, and culturally competent.” Driver

Saul Garcia takes pride in his role where he sees the impact of the work first hand. Garcia is a native Spanish speaker and is honored “when I get called in to help translate between the doctor and the patient, or the patient and the nurse, however my help is needed.”

Collectively, three drivers have worked for the Mobile Health Clinic for 40-plus years. They drive, maintain the truck, and during clinic hours, they also serve as translators.



What the Mobile Health Clinic does is make health care delivery more efficient, economical and frankly more compassionate, and I think that’s what a lot of people at John Muir Health are about—delivering high-quality compassionate care. It’s our mission.

The Mobile Health Clinic is one very important way we deliver on that.

—Kishore Nath, MD
Medical Director of the Mobile Health Clinic



*First, second and third year
Family Medicine Residents*

Health Professions Education

Workforce Development

John Muir Health supports health professional training and education across our healthcare system. Each year, we offer hundreds of physician, nurse, imaging, lab, pharmacy and other training opportunities. The Family Medicine Residency Program, in its third year, trained 24 medical residents, which included a rotation on Vulnerable Population Health.

Research

John Muir Health supports research studies that are available for participation by community members who qualify. In 2019, John Muir Health contributed **\$567,913** in government-funded clinical and other research studies.

In total for 2019, **1,297** health professionals were trained during residencies, internships and fellowships, for a Community Benefit of **\$5,004,225**.



322 Trained

Physicians & Medical Students



832 Trained

Nurses and Nursing Students



143 Trained

Other Health Professional Education



40 Scholarships

For Professional Education

Community Health Education

Community Health Education resources that focus on wellness and prevention were provided to **117,556** 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

Health
education
at the
source.



John Muir Health's commitment to the community



To learn more visit:
johnmuirhealth.com

Email us at:
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