



Mercy General Hospital

COMMUNITY BENEFIT REPORT 2013
COMMUNITY BENEFIT IMPLEMENTATION PLAN 2014

A message from Edmundo Castañeda, President and CEO of Mercy General Hospital, and Julius Cherry, Chair of the Dignity Health Sacramento Service Area Community Board

When we talk about health care today, the words *budget*, *cut*, and *restraint* get used a lot. It is impersonal and it is a way to look at health care by the numbers rather than by the patient. One word that has somehow lost its meaning is also the word we believe in most of all – the word *care*. At Mercy General Hospital, we strive to reintroduce humankindness to an industry focused on finance.

The Affordable Care Act created the National Prevention Council and called for the development of a National Prevention Strategy to realize the benefits of prevention for the health of all Americans. The overarching goals of the plan are to empower people, ensure healthy and safe community environments, promote clinical and community preventive services, and eliminate health disparities.

The Dignity Health system goals reflect those of health reform, namely expanding access, redesigning the delivery system, and utilizing limited resources in better, more coordinated ways so that quality can be continuously improved and patients and communities are healthier. These goals will be achieved through thoughtful *care*, whether it is demonstrated in the hospital or through the programs and services we offer in the community.

At Mercy General Hospital, we share a commitment to optimize the health of our community. In fiscal year 2013 Mercy General Hospital provided \$51,968,561 in financial assistance, community benefit and unreimbursed patient care. Because we care, how we contribute to the quality of life and the environment in our communities has always been and will continue to be a key measure of our success.

In accordance with policy, the Dignity Health Sacramento Service Area Community Board has reviewed and approved the annual Community Benefit Report and Implementation Plan at their October 24, 2013 meeting.



Edmundo Castañeda
President and CEO



Julius Cherry
Board Chair

TABLE OF CONTENTS

Executive Summary	4-5
Mission Statement Dignity Health Mission Statement	6
Organizational Commitment Organizational Commitment Non-Quantifiable Benefits	7-8
Community Definition of Community Description of the Community Community Demographics	9-12
Community Benefit Planning Process Community Health Needs Assessment Process Assets Assessment Process Developing the Hospital's Implementation Plan (Community Benefit Report and Plan) Planning for the Uninsured/Underinsured Patient Population	13-23
Plan Report and Update including Measurable Objectives and Timeframes Summary of Key Programs and Initiatives – FY 2013 Description of Key Programs and Initiatives (Program Digests)	24-32
Community Benefit and Economic Value Report – Classified Summary of Un-sponsored Community Benefit Expense Telling the Story	33-34
APPENDIX A Sacramento Service Area Community Board and Community Health Committee Rosters	35-36
APPENDIX B Dignity Health Summary of Patient Payment Assistance Policy	37-39
ATTACHMENT 1 2013 Community Health Needs Assessment	

EXECUTIVE SUMMARY

With a rich history in the Sacramento, CA, region that began when the Sisters of Mercy opened the first hospital in the downtown area - Mater Misericordiae - in the early 1900s, Mercy General Hospital has been caring for residents for more than 85 years. In 1925, the Sisters broke ground for Mercy General Hospital at 4001 J Street, Sacramento. Mercy General Hospital is a member of Dignity Health and has 304 licensed acute care beds, and 16 Emergency Department (ED) beds. The hospital employs over 2,150 people, and offers a full range of medical services, both inpatient and outpatient, including 24-hour emergency, robotic-assisted surgery, oncology, imaging and diagnostic services, stroke treatment and neurosurgery, prevention and treatment of challenging eye diseases and disorders (The Retina Institute), and more.

Mercy General Hospital is proud to be home to the Mercy Heart & Vascular Institute (MHVI), with one of the largest, most experienced cardiac teams in the nation. The MHVI is among the leading cardiac programs nationwide, serving over 11,000 patients each year in the greater Sacramento region and beyond. Building on a legacy of proven excellence and compassionate care, the new Alex G. Spanos Heart & Vascular Center at Mercy General Hospital, with an anticipated opening date in FY 14, will address growing community needs and integrate even more innovations into Mercy's heart and vascular program in a new 123,000 square-foot, state-of-the-art facility.

In this critical period of health reform, developing much needed safety net capacity to ensure access to care for the region's most vulnerable, and fostering collaboration to develop a coordinated continuum of care across multiple health and social service providers underscore the Hospital's community benefit efforts. These efforts are guided by the Community Health Needs Assessment (CHNA) process. Specifically, Mercy General Hospital is focused on six priority health issues that continue to impact health and quality of life within the community it serves:

- Access to primary care
- Access to preventative services
- Need for coordination of care and case management among providers
- Access to mental health services
- Access to specialty care
- Access to housing and basic shelter

This report highlights a number of new and existing initiatives that respond to these priorities. One in particular is the new **Patient Navigation Program** in Mercy General Hospital's ED. This comprehensive program builds upon a successful demonstration pilot project, and brings Mercy General Hospital and its sister Hospitals in the region together in partnership with other health providers, health plans and community-based nonprofit organizations. Partners are working together to make sure patients receive the right care and support they need on a timely basis, reduce reliance on the ED for non-urgent care, and lower health care costs.

Mercy General Hospital also takes a hands-on role in providing the right care to underserved residents as a direct provider partner within the safety net's nonprofit community clinic system. The Hospital operates Mercy Clinic Norwood, and in FY 2013 provided primary care treatment to 11,421 low-income and vulnerable residents living in one of the more economically depressed areas of the region, representing a near \$3 million investment. The Hospital is undertaking an assessment at the Clinic in FY 2014 to determine ways to improve operations to become more effective and efficient, and enhance the level of services provided.

In partnership with Sacramento County, Mercy General Hospital also operates **Mercy Clinic Loaves & Fishes**, which serves as one of the few pathways to primary care for homeless individuals and families. Nearly 3,000 patients were treated at Mercy Clinic Loaves & Fishes in FY 2013. Entering FY 2014, a

Hospital-County work team was established for Mercy Clinic Loaves & Fishes to restructure the partnership in order to more effectively serve a larger portion of the homeless population.

The Hospital continues to grow and expand the reach of another collaborative initiative - the Chronic Disease Self-Management Program (CDSMP). This evidence-based program, called **Healthier Living**, responds to the priority need for chronic disease prevention and management, and provides education and skills for those living with diabetes, heart disease, hypertension, cancer, depression, asthma, and other chronic illnesses. Through partnerships with the Sacramento County Public Health Department, Mercy Housing, Community Health Centers, food banks, and others, and the addition of 22 new community lay leaders, the Hospital was able to increase its CDSMP workshop offerings for those that lack access to preventative health services by tenfold in FY 2013.

Mercy General Hospital takes the regional lead for the **Congestive Heart Active Management Program, CHAMP®**, which engages all Dignity Health member hospitals in Sacramento, as well as in other surrounding counties. CHAMP® serves as a unique model of health intervention, providing support and assistance for patients who suffer from heart failure. The program responds to a priority health issue identified through Community Health Needs Assessments that indicates heart failure is the second leading cause of hospitalization for residents living in Sacramento, El Dorado, Placer, and Yolo counties. The program keeps patients linked to the medical world once they leave the hospital through symptom and medication monitoring and education. Focusing on those who are underserved, the program continues to increase its number of participants each year, and consistently achieves an 80% or better reduction in hospital readmissions by those enrolled.

The Hospital serves as a champion for **The SPIRIT Project** (Sacramento Physicians' Initiative to Reach Out, Innovate and Teach), an arm of the Sierra Sacramento Valley Medical Society that recruits volunteer physicians to provide specialty care and surgery for the community's uninsured. The SPIRIT Project has helped more than 40,000 patients to date; the majority of surgeries take place at Mercy General Hospital. The Hospital is also supporting an effort by the Medical Society to expand the capacity of the program in FY 2014.

The **Dignity Health Community Grants Program** continues to evolve strategically at Mercy General Hospital to foster collaboration among community nonprofit health and social service agencies. Organizations in the most recent grants cycle were asked to work together to develop innovative partnership programs that provide a continuum of care for a specific target population. One partnership, for example, links the Hospital with three nonprofit community based organizations to identify and serve residents in need of primary and mental health care, and substance abuse treatment.

More details on these, and other core community benefit programs, can be found in the following pages. In total, Mercy General Hospital's Fiscal Year 2013 community benefit investment in its community was \$37,564,615, which excludes \$14,403,946 in unpaid Medicare costs.

MISSION STATEMENT

We share the mission of Dignity Health:

We are committed to furthering the healing ministry of Jesus. We dedicate our resources to:

- delivering compassionate, high-quality, affordable health services;
- serving and advocating for our sisters and brothers who are poor and disenfranchised; and
- partnering with others in the community to improve the quality of life.

ORGANIZATIONAL COMMITMENT

The clearest demonstration of Mercy General Hospital's commitment to community is the support of and engagement in the community benefit strategic planning and budgeting process by Leadership, and the active role both Leadership and employees at multiple levels play in serving the community. As part of the Dignity Health Sacramento Service Area, community benefit oversight and governance for the Hospital is provided by the Service Area's Community Board. A dedicated Community Health Committee – a standing committee of the Board – helps guide the Hospital's community benefit practices, ensuring that programs and services offered address the unmet health needs of the community it serves and promote the broader health of the region (See Appendix A for Dignity Health Sacramento Service Area Community Board and Community Health Committee Rosters). Specific roles and responsibilities of the Community Health Committee include:

- Ensure services and programs align with the mission and values of Dignity Health and are in keeping with five core principles:
 - Focus on disproportionate unmet health and health-related needs
 - Emphasize prevention
 - Contribute to a seamless continuum of care
 - Build community capacity
 - Demonstrate collaborative governance
- Ensure the Hospital abides by uniform methods of accounting community benefit activities and expenses
- Review and approve the Community Health Needs Assessment and ensure alignment of programs and services with priority health issues, with an emphasis on communities of concern
- Evaluate and approve budget
- Evaluate program design and content
- Monitor and evaluate program progress, and determine program continuation or termination

The Community Health Needs Assessment (CHNA) provides insight into the health of the community and identifies gaps in care that require attention. It serves as the foundation for determining the Hospital's priority areas of focus for strategic community benefit investment. The Hospital is directly involved in the development of the CHNA, in partnership with numerous community leaders and nonprofit providers. Hospital Leadership, Community Board and Community Health Committee members review assessment findings, evaluate and compare priority health issues against existing community benefit programs and services to ensure they are aligned, and make recommendations regarding new initiatives. Core community benefit initiatives, such as the Hospital's Chronic Disease Self-Management Program, and the development of a system of care coordination for the underserved through patient navigation, are incorporated into the Hospital's strategic plan and tied to specific goals and measurable outcomes.

Operating in a region that lacks care coordination and struggles with a safety net characterized as fragmented and fragile¹, Mercy General Hospital also recognizes that good health is dependent upon organizations working together to address issues, and is committed to engaging the community through collaboration. The annual Dignity Health Community Grants Program is one way this is being achieved. Grant applicants are asked to partner on joint projects that offer a full continuum of care needed by specific underserved target populations living within communities of concern identified through the CHNA. Partner organization are also asked to develop improved processes for information sharing, program and care coordination, joint planning and joint program evaluation. For instance, one partnership program involving six agencies matches Latino and Southeast Asian clients with culturally competent care coordinators (navigators) who assist them in accessing both primary and behavioral health care, health education and preventative services. Partners have developed a shared client health screening tool, data

¹ California HealthCare Foundation, 2009

tracking process, and whole health approach to case planning. Only six months into the project, 152 clients have been matched to a navigator and health/mental health care services.

The Dignity Health Community Investment Program is another reflection of the Hospital's commitment to improving the health of the community. The program provides financial resources for institutions or projects that promote the health of the community and social good. In the Sacramento region specifically, the program has strategically invested funds to assist two clinics – WellSpace Health (formerly The Effort) and Elica Health Centers (formerly Midtown Medical Center) in achieving their designations as Federally Qualified Health Centers (FQHC) and growing their operations. Providing the means to allow these health centers to thrive is critical to strengthening the region's weak safety net and adding new capacity to serve vulnerable residents.

Non-Quantifiable Benefits

Mercy General Hospital understands that true community health improvement cannot be achieved without collaboration and shared ownership of strategies and goals with others. Beyond the level of programs and services offered, the Hospital is committed to connecting with the community - working with public health and other government agencies, the nonprofit health and social service sectors, civic leaders and constituents - to bring about long-term change in health care quality and delivery. The Hospital is one of the health care leaders at the table of the Sacramento Region Health Care Partnership, an initiative that was organized two years ago by Congresswoman Doris Matsui and Sierra Health Foundation. In preparation for implementation of the ACA, the goal of the Partnership has been to develop and implement strategies to improve access, care coordination and quality of the Sacramento region's primary care system. Efforts by the Partnership have led to the development of two powerful reports about the state of the health care system in the region that offer a road map to creating a high quality and affordable tri-county primary care safety net, and the launch in September 2013, of the first capacity building grant cycle and new Learning Institute, co-sponsored by Sierra Health Foundation and regional health systems.

Mercy General Hospital is one of the founding members of Sacramento County's Medi-Cal Managed Care Stakeholder Advisory Committee, chartered to improve access, quality, and care coordination for managed care system beneficiaries. Input and advocacy by committee members focuses on issues concerning quality, policies and processes that improve coordination and capacity, health plan reporting to the Department of Health Care Services, and transitioning of target populations into managed care, including network expansion, consumer outreach and care coordination.

As part of the Respite Partnership Collaborative, the Hospital is addressing the region's mental health crisis. The Collaborative is a public-private partnership of the County of Sacramento Division of Behavioral Health Services, Sierra Health Foundation: Center for Health Program Management, selected stakeholders and community members. Formed in 2012, the Collaborative supports the development of a continuum of respite services. Already, work by the Coalition has resulted in nearly half a million dollars in funding to increase mental health respite service options that offer healing alternatives to hospitalization for community members who are experiencing a mental health crisis.

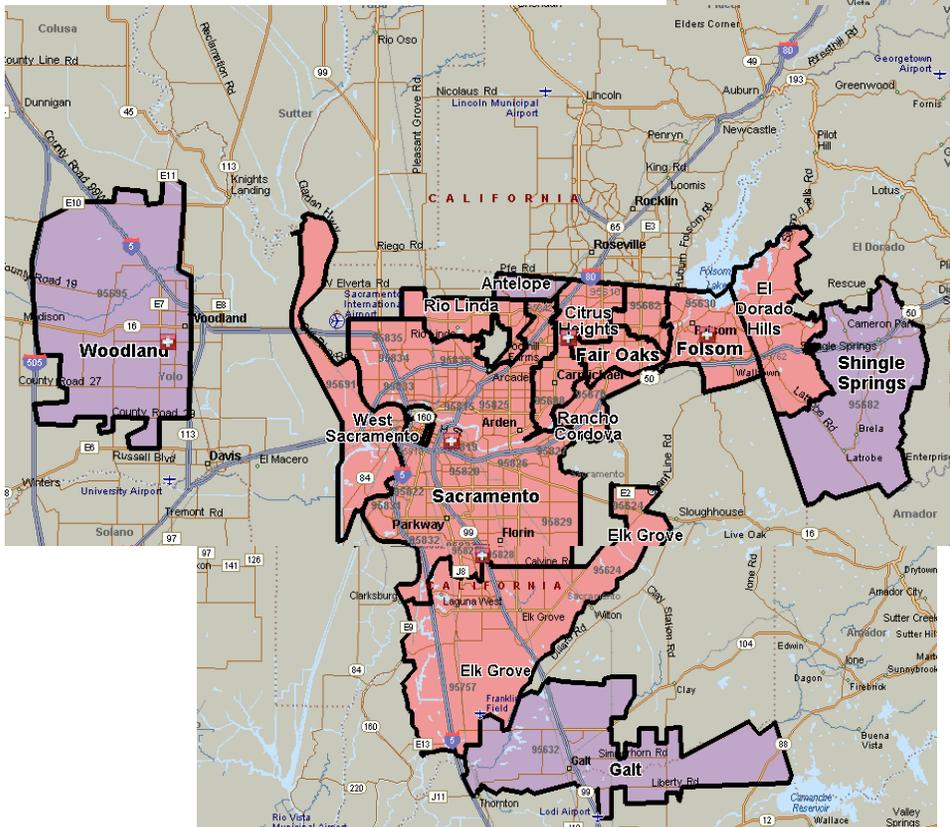
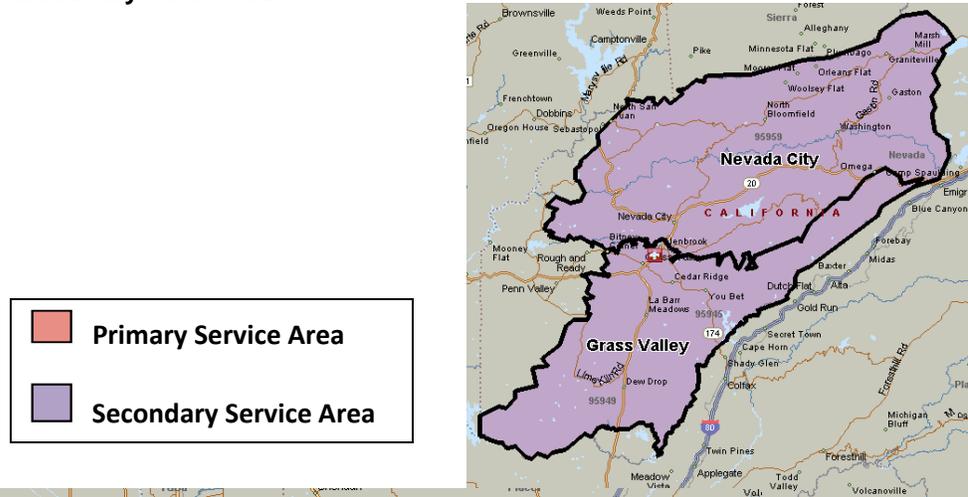
In many other ways, employees at Mercy General Hospital engage in the community, through regular service as members or directors of community and civic boards, or lending a hand in neighborhood revitalization, economic development, or job and career development initiatives.

COMMUNITY

Definition of Community

Mercy General Hospital's community, or primary service area, in Sacramento County is defined as the geographic area which it serves and determined by analyzing patient discharge data. As a tertiary care facility, the Hospital serves residents from a broad geographic area. Its primary serviced area lies in the central downtown area of Sacramento City, and includes multiple zip codes, which are depicted in the following service area and Community Needs Index maps.

Mercy General Hospital Primary Service Area



Description of Community

The communities served by Mercy General Hospital struggle with lack of access to safety net services and limited capacity offered by surrounding community health centers.² A market analysis commissioned by Sierra Health Foundation identified critical issues impacting the community's safety net performance and sustainability, including:

- The primary care capacity of community health centers and emergency departments to treat the safety net population has grown, but without further efforts will likely reach capacity prior to 2016
- Currently, the safety net is overly dependent on expensive hospitals, and in particular EDs, to provide outpatient care
- The number of community health centers in the Sacramento region has grown over the past few years, but falls significantly short of many other similar-sized regions in California
- Roughly half of the region's community health centers are financially challenged. Expenses consistently exceed revenues
- The region continues to struggle to respond to unmet needs for physical and mental health care for its underserved residents who are reflecting a growing level of chronic disease, including asthma, diabetes and high blood pressure, and are more at risk due to factors that include obesity and smoking³

Community Demographics

- **Population: Population:** 1,419,639
 - Under 18 = 25.9%
 - 18-44 = 38.01%
 - 45-64 = 24.82%
 - 65+ = 11.27%
- **Diversity:**
 - Caucasian: 46.2%
 - Hispanic: 22.9%
 - Asian: 15.9%
 - African American: 9.9%
 - American Indian/Alaska Native & Other: 5.1%
- **Average Income:** \$70,280
- **Uninsured:** 18.4%
- **Unemployment:** 10.6%
- **No High School Diploma:** 15%
- **Renters:** 39.3%
- **Community Needs Index Score:** 3.8
- **Medicaid Patients:** 20.3%
- **Other Area Hospitals:**
 - Mercy San Juan Medical Center
 - Mercy Hospital of Folsom

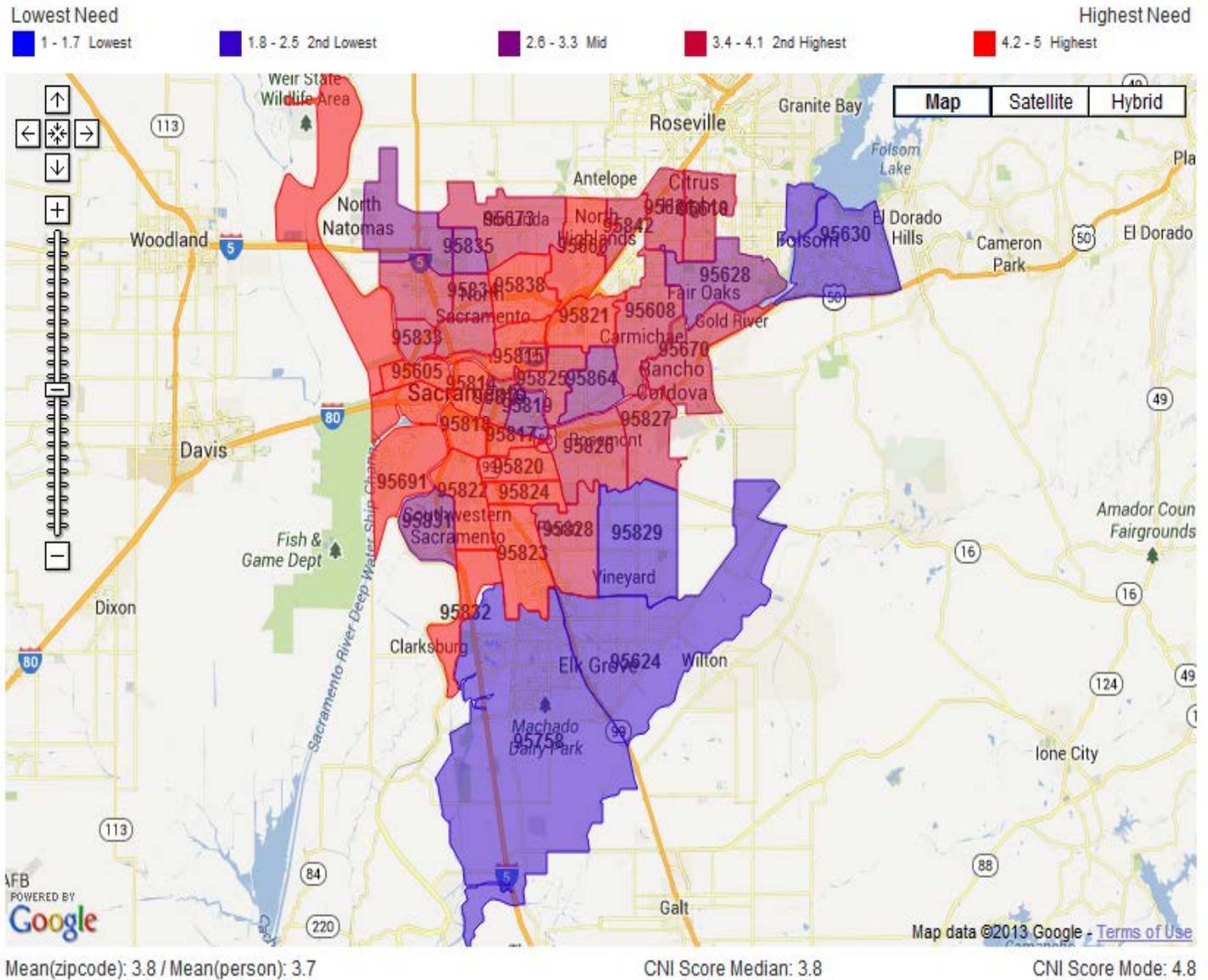
² California HealthCare Foundation, 2009

³ Sierra health Foundation Regional Health Care Partnership Market Analysis, January 2012

- Methodist Hospital of Sacramento
- Sutter Health
- Kaiser Permanente
- UC Davis Medical Center
- Woodland Healthcare

Mercy General Hospital Community Needs Index (CNI) Data

The Hospital's CNI score of 3.8 falls in the mid-to-high range. The CNI highlights by zip code the areas of greatest risk for preventable hospitalizations (see CNI map below). The data is derived from the socio-economic indicators that contribute to health disparities (income, education, insurance, housing and culture/language) and is validated by discharge data. Using statistical modeling, the combination of above barriers results in a score between 1 (less needy) and 5 (most needy).



Zip Code	CNI Score	Population	City	County	State
95605	5	14815	West Sacramento	Yolo	California
95608	3.4	58717	Carmichael	Sacramento	California
95610	3.4	44535	Citrus Heights	Sacramento	California
95621	3.4	38925	Citrus Heights	Sacramento	California
95624	2.2	58643	Elk Grove	Sacramento	California
95628	2.8	40353	Fair Oaks	Sacramento	California
95630	2.4	69123	Folsom	Sacramento	California
95660	4.8	30135	North Highlands	Sacramento	California
95670	4	55795	Rancho Cordova	Sacramento	California
95673	3.8	14426	Rio Linda	Sacramento	California
95691	4.4	35443	West Sacramento	Yolo	California
95758	2.2	63578	Laguna	Sacramento	California
95814	4.8	9611	Sacramento	Sacramento	California
95815	5	25665	Sacramento	Sacramento	California
95816	3.8	15940	Sacramento	Sacramento	California
95817	5	14995	Sacramento	Sacramento	California
95818	4.4	20452	Sacramento	Sacramento	California
95819	2.6	15308	Sacramento	Sacramento	California
95820	4.8	37210	Sacramento	Sacramento	California
95821	4.4	34737	Arden-Arcade	Sacramento	California
95822	4.8	45093	Sacramento	Sacramento	California
95823	4.8	76683	Sacramento	Sacramento	California
95824	5	32406	Sacramento	Sacramento	California
95825	4	31566	Sacramento	Sacramento	California
95826	3.8	37846	Rosemont	Sacramento	California
95827	3.8	21602	Rancho Cordova	Sacramento	California
95828	4	59311	Florin	Sacramento	California
95829	2	22426	Vineyard	Sacramento	California
95831	3	44317	Sacramento	Sacramento	California
95832	5	11218	Sacramento County	Sacramento	California
95833	4	36237	Sacramento County	Sacramento	California
95834	3.4	21239	Sacramento County	Sacramento	California
95835	3	36175	Sacramento	Sacramento	California
95838	4.8	38250	Sacramento	Sacramento	California
95842	3.8	31801	Foothill Farms	Sacramento	California
95864	2.6	21978	Arden-Arcade	Sacramento	California
95945	3.4	24049	Grass Valley	Nevada	California

COMMUNITY BENEFIT PLANNING PROCESS

A. COMMUNITY HEALTH NEEDS ASSESSMENT PROCESS

Mercy General Hospital's recently completed 2013 Community Health Needs Assessment (CHNA) was conducted in partnership with community stakeholders and Valley Vision, a nonprofit community research and service organization. A team of experts from multiple sectors within the Hospital's service area was assembled to conduct the assessment, including: 1) a local public health expert with over a decade of experience in conducting CHNAs; 2) a geographer with expertise in using GIS technology to map health-related characteristics of populations across large geographic areas, and 3) local public health practitioners and consultants to collect and analyze data.

The assessment followed a community-based participatory research approach, led by a workgroup that was comprised of Mercy General Hospital's community benefit staff, as well as representatives from Sutter, Kaiser, and UC Davis health systems, and Sierra Health Foundation. Various health and community experts involved in the process included the Sacramento County Public Health Officer, the Sacramento City Unified School District Chief Family and Community Engagement Center Officer, and physicians and leaders of community health and social service organizations. In addition, data was collected from over 70 attendees at multiple Healthy Sacramento Coalition meetings over a nine-month period.

The CHNA was guided by the following objective: *In order to provide necessary information for Mercy General Hospital's community health improvement plan, identify communities and specific groups within these communities experiencing health disparities, especially as these disparities relate to chronic disease, and further identify contributing factors that create both barriers and opportunities for these populations to live healthier lives.*

The World Health Organization defines *health needs* as "objectively determined deficiencies in health that require health care, from promotion to palliation." Building from this, the CHNA used the following definitions for health *need* and *driver*:

Health Need: *A poor health outcome and its associated driver.*

Health Driver: *A behavioral, environmental, and/or clinical factor, as well as more upstream social economic factors that impact health*

Methodology

The assessment used a mixed methods data collection approach that included primary data such as key informant interviews, community focus groups, and a community assets assessment. Secondary data included health outcomes, demographic data, behavioral data, and environmental data.

Unit of analysis and study area

The study area of the assessment included Mercy General Hospital's service area, as previously described. A key focus was to show specific communities (defined geographically) experiencing disparities as they related to chronic disease and mental health. Zip code boundaries were selected as the unit-of-analysis for most indicators. This level of analysis allowed for examination of health outcomes at the community level that are often hidden when data are aggregated at the county level. Some indicators (demographic, behavioral, and environmental in nature) were included in the assessment at the census tract, census block, or point prevalence level, which allowed for deeper community level examination.

Selection of data criteria

Criteria were established to help identify and determine all data to be included for the study. Data were included only if they met three standards: 1) all data were to be sourced from credible and reputable sources; 2) data must be consistently collected and organized in the same way to allow for future

trending, and: 3) data must be available at the zip code level or smaller.

County, state, and Healthy People 2020 targets (when available) were used as benchmarks to determine severity. All rates are reported per 10,000 of population. Health outcome indicator data were adjusted using Empirical Bayes Smoothing, where possible, to increase the stability of estimates by reducing the impact of the small number problem. To provide relative comparison across zip codes, rates of Emergency Department (ED) visits and hospitalization for heart disease, diabetes, hypertension, and stroke were age adjusted to reduce the influence of age.

Primary data – the Voice of the Community

Primary data collection included qualitative data gathered in four ways: 1) input from the Dignity Health community benefit team; 2) key informant interviews with area health and community experts; 3) focus groups with area community members, and; 4) community health asset collection via phone interviews and website analyses.

Key informants are health and community experts familiar with populations and geographic areas residing within the Mercy General Hospital service area. To gain a deeper understanding of the health issues pertaining to chronic disease and populations living in more vulnerable communities, 37 key informants participated in the CHNA process. Interviews were conducted with these informants using a theoretically grounded interview guide. Each interview was recorded and content analysis was conducted to identify key themes and important points pertaining to each geographic area. Findings from these interviews were also used to help identify communities most appropriate for focus groups.

Members of the community representing subgroups, defined as groups with unique attributes (race and ethnicity, age, sex, culture, lifestyle, or residents of a particular neighborhood within the service area), were recruited to participate in focus groups. A standard protocol was used for the focus groups in order to better understand the experiences of these community members as they relate to health disparities and chronic disease. In all, a total of ten focus groups with 124 people were conducted. Content analysis was performed on the focus group interview notes to identify salient health issues affecting these community residents.

Secondary Quantitative Data

Secondary quantitative data used in the assessment are listed below in Tables 1 and 2.

Table 1: Emergency Department (ED) visits, hospitalization, and mortality

ED and Hospitalization		Mortality	
Accidents	Hypertension*	All-Cause Mortality*	Infant Mortality
Asthma	Mental Health	Alzheimer’s Disease	Injuries
Assault	Substance Abuse	Cancer	Life Expectancy
Cancer	Stroke*	Chronic Lower Respiratory Disease	Liver Disease
Chronic Obstructive Pulmonary Disease	Unintentional Injuries	Diabetes	Renal Disease
Diabetes*	Self-inflicted injury	Heart Disease	Stroke
Heart Disease*		Hypertension	Suicide

*Age adjusted by 2010 California standard population

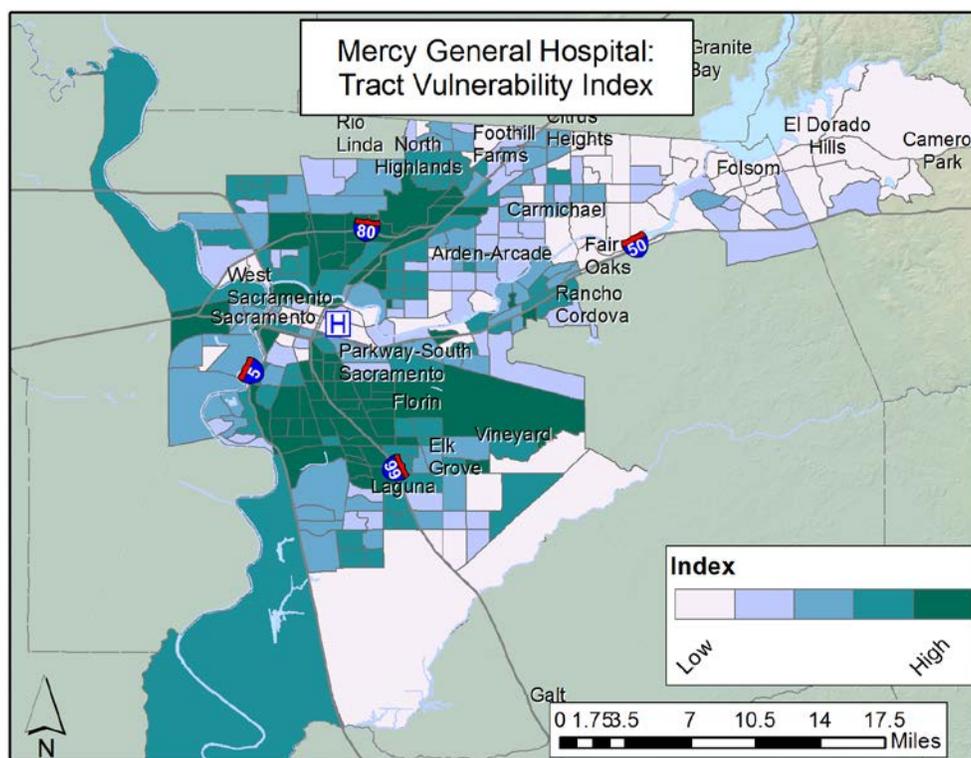
Table 2: Socio-demographic, behavioral, and environmental data profiles used in the CHNA

Socio-Demographic	
Total Population	Limited English Proficiency
Family Make-up	Percent Uninsured

Poverty Level	Percent over 25 with No High School Diploma
Age	Percent Unemployed
Race/Ethnicity	Percent Renting
Behavioral and Environmental Profiles	
Safety Profile <ul style="list-style-type: none"> • Major Crime • Assault • Unintentional Injury • Fatal Traffic Accidents • Accidents 	Food Environment Profile <ul style="list-style-type: none"> • Percent Obese/Percent Overweight • Fruit and Vegetable Consumption (≥ 5/day) • Farmers Markets • Food Deserts • Modified Retail Food Environment Index (mRFEI)
Active Living Profile <ul style="list-style-type: none"> • Park Access 	Physical Wellbeing Profile <ul style="list-style-type: none"> • Age-adjusted Overall Mortality • Life Expectancy • Infant Mortality • Health Care Professional Shortage Areas • Health Assets

Data Analysis - Identifying Vulnerable Communities

Socio-demographics were examined to identify neighborhoods in the service area with high vulnerability to chronic disease disparities and poor mental health outcomes. Race/ethnicity, household make-up, income, and age variables were combined into a *vulnerability index* that described the level of vulnerability of each census tract. This index was then mapped for the entire service area. A tract was considered more vulnerable, or more likely to have higher unwanted health outcomes than others, if it had higher: 1) percent Hispanic or non-White population; 2) percent single parent headed households; 3) percent below 125% of the poverty level; 4) percent under five years old; and 5) percent 65 years of age or older living in the census tract. This information was used in combination with input from the CHNA workgroup to identify prioritized areas for which key informants would be sought. The vulnerability index for the service area is shown below.



Focus Group Selection

The selection for the focus group was determined by feedback from key informants and analysis of health outcome indicators (ED visits, hospitalization, and mortality rates). Key informants were asked to identify populations that were most at risk for health disparities and mental health issues. In addition, analysis of health outcome indicators by zip code, race and ethnicity, age, and sex, revealed communities with high rates that exceeded established benchmarks of the state and county, as well as Healthy People 2020 targets. This information was compiled to determine the location of focus groups within the service area.

Communities of Concern

To identify Communities of Concern, primary data from key informant interviews, detailed analysis of secondary data, health outcome indicators, and socio-demographics were examined. Zip code communities with rates that exceeded county, state, or Healthy People 2020 benchmarks for ED utilization, hospitalization, or mortality were considered. The health outcome data analysis was triangulated with primary data and socio-demographic data to identify specific Communities of Concern.

Data on socio-demographics of residents living in these communities, which included socio-economic status, race and ethnicity, educational attainment, housing status, employment status, and health insurance status, were examined. Area health needs were determined via in depth analysis of qualitative and quantitative data, and then confirmed by socio-demographic data.

Health Needs Identified: Assessment Findings

Analysis of data revealed 10 Communities of Concern listed in Table 3.

Table 3: Communities of Concern

Communities of Concern			
<i>Zip Code</i>	<i>Community/Area</i>	<i>County</i>	<i>Population*</i>
95660	North Highlands	Sacramento	30,714
95814	Downtown	Sacramento	9,922
95815	North Sacramento	Sacramento	24,680
95817	Oak Park	Sacramento	13,534
95823	Fruitridge	Sacramento	73,985
95824	Parkway	Sacramento	30,221
95825	Arden	Sacramento	31,084
95832	Lower Meadowview	Sacramento	11,924
95838	Del Paso Heights	Sacramento	36,764
95841	Foothill Farms	Sacramento	19,448
Total Communities of Concern Population			282,276

(*Source: 2010 US Census)

The 10 Mercy General Hospital Communities of Concern are home to more than 282,000 county residents. The areas consist of zip code communities occupying the northern, central and southern portion of Sacramento County. All of the zip code communities are highly densely populated, with the Fruitridge area having the highest population and the downtown area having the lowest population.

Data indicated that these concern areas of the Hospital's service area were very diverse, with high rates of poverty, low educational attainment, unemployment, uninsured, and residents renting their homes. In all 10 zip codes at least 33% of residents reported to be either non-White or Hispanic, and in more than half of the zip codes, at least 50% of residents were non-White or Hispanic. The percentage of residents over the age of five with limited English proficiency ranged from 5% in zip code 95825 to 18% in 95824. All of the Communities of Concern had a percentage of poverty that exceeded national benchmarks. Six zip codes had a higher percentage of single female-headed households living in poverty compared to the national average of 31.2%. Half of the Communities of Concern had a higher percentage of residents over age 65 living in poverty compared to the national benchmark, and the percentage of families with

children living in poverty was higher than the national benchmark of 15.1%. Key informants and community members stressed how the difficulty of living in poverty affects for the health of area residents.

Eight out of 10 Communities of Concern had a higher percentage of residents over 25 years of age without a high school diploma, compared to the state benchmark of 19.4%. All but one zip code had a higher rate of unemployment compared to the national rate of 7.9%, and all had a much higher percentage of uninsured compared to the national rate of 16.3%. Looking at the percentage of residents in a zip code who rent versus own their place of residence provides insight into a community's financial stability. In the 10 Communities of Concern, the percentage of residents who rent ranged from 42% in Meadowview to as high as 94% in Downtown Sacramento.

Priority Health Needs

Multiple priority health needs were identified through the analysis of both quantitative and qualitative data. These were prioritized according to the degree of support in the findings. All needs are noted as a “health driver”, or a condition or situation that contributed to a poor health outcome.

- Lack of access to primary and preventative services
- Lack of coordination of care among providers, no case management services
- Limited or no nutrition literacy/access to healthy and nutritious foods, food security
- Safety as a health issue
- Limited mental health services, lack of access to mental health services
- Inability to exercise and be active
- Lack of access to specialty care
- Acculturation, limited cultural competence in health and related systems
- Lack of health literacy
- Lack of housing and basic shelter
- Lack of dental care

Diabetes, heart disease, stroke, and hypertension were consistently mentioned in the qualitative data as conditions that affected many area residents; all Communities of Concern in particular, had rates of ED visits and hospitalization related to diabetes, heart disease, stroke and hypertension that surpassed both county and state benchmarks. Obesity was also identified as an issue for all Communities of Concern, and in four zip codes (95814, 95817, 95841, and 95660), access to healthy foods is poor. All Communities of Concern had rates of ED visits and hospitalization for COPD, asthma, and bronchitis that were above county and state benchmarks. Findings were similar for mental health, substance abuse and suicide. Crime rates were particularly high in those Communities of Concern within the zip codes of 95817, 95814, 95815, and 95838. Assault and unintentional injury rates were high in all Communities of Concern. Traffic accidents and pedestrian safety were an issue in four of the Communities of Concern. Communities of Concern zip codes 95823 and 95824 had higher rates of fatal traffic accidents compared to others, and pedestrian safety was a concern in the downtown zip code areas of 95814 and 95815.

Communicating the Results

Results of the assessment are being widely disseminated. Forums to examine the findings are planned within the Hospital. Copies of the assessment will be made available to local government officials and all of the nonprofit community-based organizations. The assessment is also posted on the Hospital website as well as the Dignity Health Website, www.DignityHealth.org. (See Attachment 1 for the full report.)

B. ASSETS ASSESSMENT

Communities require resources in order to maintain and improve their health. These include health related assets, including health care professionals and community-based nonprofit organizations. An assessment of these resources revealed nearly 40 assets that could potentially provide opportunities for

partnerships. In fact, Mercy General Hospital has established partnerships with a number of those agencies listed. The Hospital is linked through its Patient Navigator program with WellSpace Health (formerly The Effort), and Elica Health Centers (both FQHCs), and with Health for All, and HALO, two FQHC Look-Alike health centers. Partnerships were also established with several organizations during the 2013 Dignity Health Community Grants program cycle, including United Lu-Mien Community Inc., Turning Point, Hmong Women's Heritage, Southeast Asian Assistance Center and La Familia Counseling Center, Inc. Among the resources visibly missing within the Hospital's service area are those that respond to the need for crisis and outpatient mental health care. (A listing of health assets can be found at the back of the CHNA in Attachment 1.)

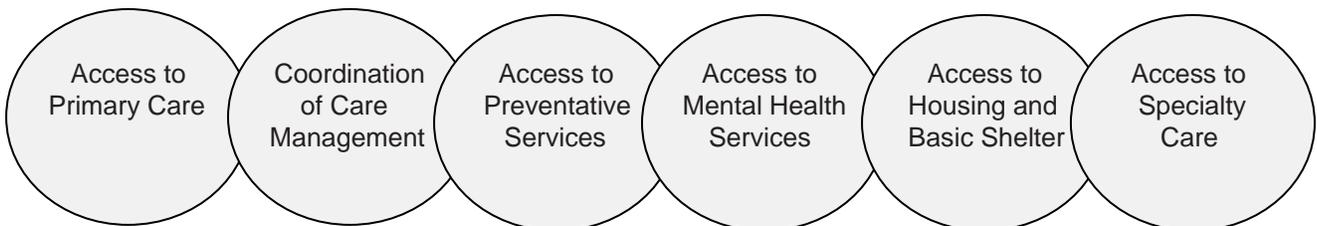
C. DEVELOPING THE HOSPITAL'S IMPLEMENTATION PLAN

Process for Prioritization

Mercy General Hospital Leadership worked closely with the Sacramento Service Area Community Board, Community Health Committee of the Board and community benefit staff to prioritize health needs identified in the CHNA to be addressed in FY 2014. This ensured a well balanced planning process that included knowledge and expertise from community stakeholders. The following criteria were applied for the needs prioritization:

- An assessment identified the issue as significant and important to a diverse group of community stakeholders
- The issue affects a large number of individuals
- The issue is linked to high Hospital ED and inpatient utilization
- The problem is not currently being addressed in the community
- There are currently significant community resources focused on the issue
- The potential for collaboration with community partners exists
- CHNA trending over time reflects the issue is becoming more serious
- The issue is likely to grow worse if left unaddressed
- Mercy General Hospital has the required expertise and human/financial resources to respond in a way that is impactful

Results of the planning process determined that Mercy General Hospital would build upon existing programs and services that are already addressing priority health needs, and implement new initiatives to address unmet healthcare needs in the community, with a focus on six overarching priority health areas:



Through the planning process, it was also determined that special emphasis for programs and services that address these six priority areas will be on:

- Collaboration with community partners and health systems to build capacity
- Regionalization for greater impact by leveraging shared resources with sister Dignity Health Hospitals in the Sacramento region that are addressing the same health issues
- Extension of programs and services and enhanced outreach in specific Communities of Concern identified through the CHNA

- Improved data collection by Hospital and partners to measure and demonstrate health improvements
- Lower health care costs through reduced need for ED and inpatient admissions

Implementation Strategies/Action Plans

1. Access to Primary Care

The CHNA identified a number of significant barriers that contribute to poor access to primary care and preventative services, including:

- a. Uncoordinated referral systems between safety net providers
- b. Residents unable to navigate complex safety net environment
- c. Residents have long wait times for medical appointments
- d. Medi-Cal insured residents lack information about plan benefits and providers

These contributors are also impacting ED operations at Mercy General Hospital where 59% of visits to the ED are for primary care as determined by discharge diagnoses. The Hospital is working in partnership with several community-based nonprofit providers to address this priority health need in several ways:

Increasing Primary Care Capacity

Mercy General Hospital is providing financial, technical and leadership support to Elica Health Center (formerly MMC for Children and Families) to strengthen operations and build capacity for increased access to primary care. With Elica Health Center located in close proximity to the Hospital, and with the Center having just recently received its full FQHC designation, Mercy General Hospital is pursuing strategic partnership opportunities in FY 2014 that would create pathways to medical homes for underserved patients in need of regular health care.

Dignity Health Community Grants Program

The Hospital has restructured its annual grants program to foster collaboration among community based nonprofit provider organizations as a means to increase access to care. Organizations are being asked to work together to develop innovative partnership programs that provide access to a continuum of care for a specific target population. Outcomes to date are promising. For example, five partners have created a new network of primary and behavioral health care, case management and prevention services for victims of violent crime, particularly within the Lu-Mien community. In addition to increasing access to care, this partnership responds to the priority health issue surrounding safety and meets a secondary CHNA need for cultural competency. A second partnership is focused on increasing access to care within Southeast Asian and Hispanic communities through navigation services, and in the first few months of their program have served over 150 clients.

Established Programs to Increase Access to Primary Care

Mercy General Hospital will continue to provide several well-established core services that directly respond to access to care, while assessing opportunities to enhance these programs. They include:

- **Mercy Clinic Norwood** provides the full scope of primary care to underserved individuals and families living in the economically depressed area of Del Paso Heights who would otherwise go without. The clinic has capacity to serve over 11,000 annually, and the Hospital is conducting an assessment in FY 2014 to determine how operations and efficiencies can be improved to increase capacity.
- **Mercy Clinic Loaves & Fishes** provides urgent health care to hundreds of homeless individuals each year, and is a collaborative effort with Sacramento County.
- An **Enrollment Assistance** program that assists uninsured patients with enrollment in government sponsored health insurance programs; hundreds of individuals and families are successfully assisted each year in getting coverage.

- Through a lead role in the **Sacramento Region Health Care Partnership**, created by Congresswoman Doris Matsui and Sierra Health Foundation, the Hospital is focused on building capacity for care in the region's safety net.

2. Coordination of Care and Case Management

The Hospital launched a new initiative – the *Patient Navigator Program* – early in FY 2014 in response to multiple concerns that came to light in the CHNA associated with lack of a care coordination system in the region among providers, and problems residents have understanding and navigating the health care environment. Working in collaboration with Medi-Cal Managed Care plan, Health Net and community nonprofit, Sacramento Covered, the Hospital has expanded its successful demonstration pilot navigation program in its ED. The goal of this program is to improve access to timely regular and coordinated care in an appropriate setting (health home), reduce reliance on the ED for primary care, and lower health care costs. The comprehensive program involves multiple components:

- Onsite assistance to patients prior to discharge from the ED to connect/reconnect patients to their Primary Care Provider (PCP) and other services (i.e. specialty care recommended by PCP, social support), or to find patients a PCP or medical home in a community clinic
- Next day phone outreach to patients admitting to the ED after hours (template to identify patients and obtain demographics already incorporated into MS4 system through existing pilot program)
- Patient assistance/navigation services include:
 - Assist patients in determining their PCP and/or in finding a PCP or clinic
 - Assist patients in reassignment to a new PCP when necessary
 - Make timely follow-up appointments for patients with PCP/clinic (and other appointments as needed and/or recommended by PCP)
 - Conduct follow up reminder calls to patients for appointments, and stay connected to patients throughout cycle
 - Place special emphasis on frequent ED users (multiple readmits)
 - Educate patients on current health plan coverage including resources available
 - Connect patients to resources offered by partner organizations
 - Determining eligibility for patients with no coverage
 - Assist with retention of coverage
 - Assistance with other public benefits such as CalFresh
 - Share patient ED health data with PCPs/clinics
 - Ensure patients have transportation to appointments
 - Assess patient satisfaction with levels of care

3. Access to Preventative Services

Mercy General Hospital is committed to expanding the reach of its Chronic Disease Self-Management and Diabetes Self-Management Program - **Healthier Living** – in FY 2014. The programs follow the evidence-based Stanford models and target underserved residents living specifically within Communities of Concern. Programs are taught in both English and Spanish, and are designed to provide patients who have chronic diseases with the knowledge, tools and motivation needed to become proactive in their health. The workshops are offered in both clinic and community settings.

The Hospital is also working with the Healthy Sacramento Coalition, which was established by Sierra Health Foundation after receipt of Community Transformation Grant funding. The coalition's policy workgroup has recommended that Healthier Living be adopted as one of several region-wide Preventive Services Policies.

Established programs addressing health prevention

The Hospital will continue to provide several well-established core services that address the need for health prevention, including:

- The **Congestive Heart Active Management Program (CHAMP®)** engages all Dignity Health member Hospitals in Sacramento, as well as in other surrounding counties. CHAMP® provides support and assistance for patients who suffer from heart failure, and responds to a priority health issue of heart disease. The program keeps patients linked to the medical world once they leave the hospital through symptom and medication monitoring and education. The program also provides education and health screenings in the community. Consistently, the program achieves an 80 percent or better reduction in hospital readmissions by participants each year.
- **Cardiac Conditioning and Rehabilitation** is a complimentary program to CHAMP® that targets underserved populations suffering from heart disease. It offers education, support group sessions, and features a monthly “cardiac diet” nutritional class, and bi-monthly cholesterol screenings. The numbers of underserved benefiting from the program approached 3,000 in FY 2013.
- Through the new Patient Navigator Program in the ED, patients will be enrolled in these no-cost community health prevention programs.

4. Access to Mental Health Services

Mercy General Hospital, along with its affiliate Dignity Health Hospitals in the region, takes a lead role with the California Hospital Council in the Community Mental Health Partnership, advocating for reinstatement of Sacramento County mental health services. This partnership was developed in response to county budget cuts that eliminated 50 beds in its residential treatment facility, closed the crisis stabilization unit, and reduced numerous other mental health services, which created a crisis in the region. Several positive steps have been made to reinstate critical services. The County is reopening its crisis stabilization unit on a limited basis, and has increased some beds for residential treatment. Other initiatives include:

ReferNet

Mercy General Hospital has established a collaborative and growing partnership with community-based mental health provider El Hogar that creates a seamless process for ensuring the poor and vulnerable have regular access to outpatient mental health and substance abuse treatment when they leave the ED. All too often, individuals admit to the ED for mental health and substance abuse treatment because they have no other options. ReferNet served 300 individuals in FY 2013.

Established programs addressing mental health

The Hospital will continue to provide several well-established core services that address mental health, including:

- The **Interim Care Program (ICP)** responds to the mental health, substance abuse treatment, and social needs of homeless individuals upon discharge from the hospital. In addition to care, the ICP offers safe shelter, food, healthcare coordination and case management services through a unique partnership with one of the region’s federally qualified health centers, WellSpace Health (formerly The Effort), as well as the Salvation Army, Sacramento County, and other health systems in the region.
- The Hospital will continue to provide mental health consultations and evaluations to all patients admitting to the ED because of the limited mental health services available in the County. Thousands of patients receive this service every year.

5. Access to Housing and Basic Shelter

In addition to its partnership with Loaves & Fishes, which shelters and cares for the homeless, Mercy General Hospital has partnered through the Dignity Health Community Grants Program with three nonprofit community organizations to address the need for housing and other needed care - Bishop Gallegos Maternity Home, Women’s Empowerment, and the Sacramento District Dental Society. The fastest growing segment of the homeless population in the Sacramento region is women and their children. The partnership not only provides housing for this population, but promotes whole health by

meeting physical needs (primary and dental health care), psychological needs (counseling and substance abuse treatment), and other social needs (job-readiness training, transportation, health and life skills education, child care, no-cost, low-cost health coverage and CalFresh enrollment).

The Hospital is also involved in the **Safe Ground Community Project**, a collaborative initiative with Loaves & Fishes, Volunteers of America and others to create model communities where people experiencing homelessness can live in safety and dignity, without the threat of violence, harassment or arrest while taking the first step out of homelessness. Such a model community would also serve as a hub where homeless individuals and families could access primary and mental health and addiction treatment, job readiness and search training, legal services, and life skills training. Two sites in the Sacramento region have been identified as potential locations for these communities, and efforts are underway currently to advocate for site approval and funding.

6. Access to Specialty Care

Through financial and in-kind support, and through the volunteer efforts of its physicians, Mercy General Hospital is enabling **The SPIRIT Project** to expand its services in FY 2014. SPIRIT (Sacramento Physicians' Initiative to Reach Out, Innovate and Teach), is the arm of the Sierra Sacramento Valley Medical Society that recruits volunteer physicians to provide specialty care and surgery for the community's uninsured. A large number of the surgeries are performed at Mercy General Hospital, and Mercy physicians volunteer their time and expertise performing the surgeries. Mercy General Hospital is also providing support to SPIRIT to add additional case management services in order to expand program capacity. The project has helped more than 40,000 patients since inception in 1995.

Needs Not Prioritized

The Hospital responds to priority health needs in many ways, and in times that are critical for patients in crisis. In addition to charity care, indigent care, and un-funded Medi-Cal care, a significant number of programs and services offered address the priority needs identified in the 2013 CHNA. The needs in the County are monumental and Mercy General Hospital does not have the available resources to develop and/or duplicate initiatives to meet every priority identified, which makes collaboration with community assets critical. The Hospital does not have the expertise to address dental care. First 5 Sacramento Commission, WellSpace Health, Health and Life Organization, and the Sacramento District Dental Society are providing dental care. Mercy General Hospital has, and will continue, to provide support to enhance their efforts. The Hospital does not at this time have resources to address the need for healthy foods. This is a need that Kaiser Permanente is addressing through its Healthy Eating Active Living (HEAL) Program.

D. PLANNING FOR THE UNINSURED/UNDERINSURED PATIENT POPULATION

Mercy General Hospital strives to ensure that the needs of the uninsured and underinsured patient population are addressed. No one should go without health care and the Hospital is committed to treating patients who have financial needs with the same dignity, compassion and respect that is extended to all patients. The Hospital considers each patient's ability to pay for his or her medical care, and follows the Dignity Health Patient Payment Assistance Policy, which makes free or discounted care available to uninsured individuals with incomes up to 500 percent of the federal poverty level (see Appendix B for a summary of the Dignity Health Patient Payment Assistance Policy).

Continued education to stay current on the Financial Assistance Policy is required for Hospital Leadership and employees at all levels of the organization. Employees working in Admitting and Patient Financial Services are fully versed in the policy and dedicated to assisting patients that are in need of support. Any employee or member of the medical staff can refer patients for financial assistance. Family members, friends or associates of a patient may also make a request for financial assistance.

To ensure all patients are aware of the policy, financial assistance information is distributed in a number of ways. Notices in the primary languages spoken by the populations the Hospital serves are posted in

emergency departments, in admitting and registration areas, and in the business and financial services office. Notices are also placed in all patient bills and include a toll-free contact number. In addition to financial assistance, the hospital further supports the specific needs of uninsured and underinsured patient populations by assisting them with government health insurance program enrollment, free prescription medications and transportation.

Enrollment Assistance

Following medical treatment, Mercy General Hospital provides assistance to help uninsured patients enroll in government sponsored health insurance programs. In FY 2013 2,561 uninsured patients received this free assistance. There were 659 patients successfully enrolled in an insurance program. Hospital-sponsored expense for this assistance was \$1,064,728.

Mental Health Consultations

The Hospital provides psychiatric consultations at no cost for all patients who require evaluations while hospitalized, as well as patient conservatorship services to those who lack capacity of family to help make decisions. In FY 2013, 605 evaluations were provided to poor and vulnerable patients, at an expense of \$204,144.

Transportation

Transportation is available for patients who do not have, or cannot afford their own transportation home upon discharge from the hospital. There were 790 patients who received this service in FY 2013 at a community benefit expense of \$87,670.

PLAN REPORT AND UPDATE

INCLUDING MEASURABLE OBJECTIVES AND TIMEFRAMES

Summary of Key Programs and Initiatives – FY 2013

Key community benefit initiatives and community-based programs directly provided, or substantially supported, by Mercy General Hospital in FY 2013 are summarized below. These initiatives and programs are mapped to align with the four priority health areas and are guided by five core principles:

1. Focus on disproportionate unmet health-related needs.
2. Emphasize prevention.
3. Contribute to a seamless continuum of care.
4. Build community capacity.
5. Demonstrate collaborative governance.

Initiative I: Access to Primary Care

- Financial assistance
- Mercy Clinic Norwood
- Mercy Clinic Loaves & Fishes
- Community Health Center capacity building – Elica Health Center
- Family Residency Program (working with Methodist Hospital of Sacramento)
- Sacramento Covered (formerly Cover the Kids initiative to enroll all children in health insurance)
- Dignity Health Community Grants Program
- Dignity Health Community Investment Program
- Enrollment Assistance Program
- Mental Health Consultations
- Transportation
- School Health Nurse Program
- Prescription Medication Program

Initiative II: Care Coordination and Case Management

- Patient Navigator Program (development occurred for FY 2014 launch)

Initiative III: Access to Preventative Services

- Healthier Living Chronic Disease Self Management (growth planned in FY 2014)
- Healthier Living Diabetes Self-Management Program (growth planned in FY 2014)
- CHAMP® (Congestive Heart Active Management Program)
- Mercy Faith and Health Partnership
- Cardiac Conditioning and Rehabilitation
- Healthy Heart Education Series
- Heart Walk
- Pulmonary Rehabilitation, Education and Support Program
- Pulmonary Exercise Lab
- Mercy Faith and Health Partnership
- Community Health Screenings:
 - Vascular
 - Blood Pressure
 - Cholesterol
 - AICD

Initiative IV: Access to Mental Health Services

- ReferNet Intensive Outpatient Mental Health Program (expansion planned in FY 2014)
- Interim Care Program (homeless respite and recovery program)
- Interim Care Program Plus (added capacity with 5-bed unit)

- Community Mental Health Partnership
- Respite Partnership Collaborative
- Mental health consultations

Initiative V: Access to Housing and Basic Shelter

- Interim Care Program (homeless respite and recovery program)
- Interim Care Program Plus (added capacity with 5-bed unit)
- Safe Ground Community Project
- Dignity Health Community Grants Program
- Homeless outreach through Mercy Clinic Loaves & Fishes

Initiative VI: Access to Specialty Care

- The SPIRIT Project (capacity increase in FY 2014)

These key programs are continuously monitored for performance and quality with ongoing improvements to facilitate their success. The Community Benefit Committee, Executive Leadership, the Community Board and Dignity Health receive quarterly updates on program performance and news. The following Program Digests highlight a few key programs that address one or more of the initiatives listed above.

PROGRAM DIGESTS

PATIENT NAVIGATOR PROGRAM (New in FY 2014)	
Hospital CB Priority Areas	<ul style="list-style-type: none"> ✓ Access to Care <input type="checkbox"/> Chronic Disease Prevention, Education and Management <input type="checkbox"/> Continuum of Care to End Homelessness <input type="checkbox"/> Women's and Children's Health and Safety <input type="checkbox"/> Community Health and Well-Being
Program Emphasis	<ul style="list-style-type: none"> ✓ Disproportionate Unmet Health-Related Needs ✓ Primary Prevention <input type="checkbox"/> Seamless Continuum of Care ✓ Build Community Capacity ✓ Collaborative Governance
Link to Community Health Needs Assessment	Access to primary care and the difficulty in navigating the safety net system were identified in the 2013 CHNA as priority issues. The need for patient navigation and assistance is extremely evident in the high rate of ED utilization for non-urgent care by Medi-Cal-insured and uninsured (59% of all admits).
Program Description	The program builds upon the successful Community Health Referral Network demonstration pilot project, and is a collaborative initiative between the Hospital, Health Net, Sacramento Covered and community health centers. It uses health information technology (MobileMD) and shared case management support to assist patients who rely on EDs for non-acute needs because they are unable to navigate a fragmented safety-net by finding them a medical home in an appropriate community clinic setting or reconnecting them with their assigned PCP.
FY 2013	
Goal FY 2013	Develop formal partnership with Health Net. Find competent community nonprofit partner for navigator services. Design and develop expanded program, utilizing Cerner, MS4 and MobileMD. Establish relationships with IPA and provider networks. Create ED project team and physician champions. Determine space needs in ED. Create process and orientation manual and outcomes measurement methodologies. Train and orient navigators and be prepared to launch beginning of FY 2014.
2013 Objective Measure/Indicator of Success	All development work complete and ready to launch program by June 30, 2013.
Baseline	The region has a weak and fragmented safety net system that lacks any care coordination. 59% of all patients admitting to the ED are seeking primary care. Access to primary care is a priority health issue, identified in 2013 and past CHNAs.
Intervention Strategy for Achieving Goal	Weekly meetings with all partners to track development progress; support of the program from Hospital Leadership, ED project team and IT to assist in complex technology needs.
Result FY 2013	4 months of development work complete; program was ready to go live beginning of FY 2014. First outcomes report will be prepared December 2013.
Hospital's Contribution / Program Expense	Expense during the year included in community benefit staff time for development. Actual program expense begins FY 2014
FY 2014	
Goal 2014	Assist underserved patients admitting to the EDs for primary care in finding medical homes in an appropriate community clinic setting or reconnecting them with their assigned PCP and other social support services to reduce their reliance on EDs, improve health and lower cost.
2014 Objective Measure/Indicator of Success	59% of all ED visits are for primary care and could be avoided if care were received in a physician's office or clinic setting. Program will be measured by improved access for patients, reductions in ED primary care visits by the population assisted, and reduced cost.
Baseline	Access to primary care is a priority CHNA health issue which results in high utilization of the ED for basic medical services by the underserved population.
Intervention Strategy for Achieving Goal	Weekly/monthly meetings to trouble shoot, track progress, etc. with navigators, partners and ED program teams.
Community Benefit Category	A3-e Health Care Support Services – Information & Referral.

CONGESTIVE HEART ACTIVE MANAGEMENT PROGRAM (CHAMP®)	
Hospital CB Priority Areas	<ul style="list-style-type: none"> ✓ Access to Care ✓ Chronic Disease Prevention, Education and Management Continuum of Care to End Homelessness Women's and Children's Health and Safety Community Health and Well-Being
Program Emphasis	<ul style="list-style-type: none"> ✓ Disproportionate Unmet Health-Related Needs ✓ Primary Prevention ✓ Seamless Continuum of Care ✓ Build Community Capacity ✓ Collaborative Governance
Link to Community Health Needs Assessment	The regional program responds to a priority health need identified through community health assessments. Heart failure is a leading cause of hospitalization for residents throughout the broader Sacramento region. It is the fifth highest reason for emergency department visits, and the number one cause of death.
Program Description	<p>CHAMP® establishes a care relationship with patients that have heart disease after discharge from the hospital through:</p> <ul style="list-style-type: none"> - Regular phone interaction; support and education to help manage this disease. - Monitoring of symptoms or complications and recommendations for diet changes, medicine modifications or physician visits.
FY 2013	
Goal FY 2013	Improve the health and quality of life of those that suffer from heart disease, enabling them to better manage their disease and reducing their need to be admitted or readmitted to the Hospital.
2013 Objective Measure/Indicator of Success	Increase enrollment of underserved through outreach; collaborate with community; continue to maintain reduction in number of Hospital admissions and readmissions for enrolled participants.
Baseline	Heart failure is a priority health issue for the region, identified in past and current CHNAs. The program continues to demonstrate improvements in the health of participants suffering from this chronic disease.
Intervention Strategy for Achieving Goal	Regular meetings with CHAMP® Teams at hospitals; Strategy meeting with FQHC; program outcome monitoring and evaluation.
Result FY 2013	Nearly 3,000 participants (significant increase over FY 12) enrolled in program; over 80% did not admit to the Hospital post intervention.
Hospital's Contribution / Program Expense	\$357,836
FY 2014	
Goal 2014	Improve the health and quality of life of those that suffer from heart disease, enabling them to better manage their disease and reducing their need to be admitted or readmitted to the hospital.
2014 Objective Measure/Indicator of Success	Continue to increase enrollment of underserved through outreach and community collaboration, and maintain reduction in number of Hospital admissions and readmissions for enrolled participants.
Baseline	Heart failure is a priority health issue for the region, identified in past and current CHNAs. The program continues to demonstrate improvements in the health of participants suffering from this chronic disease.
Intervention Strategy for Achieving Goal	Regular meetings with CHAMP® Teams at Hospital; continued partnership building with FQHCs.
Community Benefit Category	A2-e Community Based Clinical Services – Ancillary/Other Clinical Services.

INTERIM CARE PROGRAM (ICP) and ICP+ PROGRAM	
Hospital CB Priority Areas	<p>Access to Care Chronic Disease Prevention, Education and Management</p> <ul style="list-style-type: none"> ✓ Continuum of Care to End Homelessness Women's and Children's Health and Safety Community Health and Well-Being
Program Emphasis	<ul style="list-style-type: none"> ✓ Disproportionate Unmet Health-Related Needs ✓ Primary Prevention ✓ Seamless Continuum of Care ✓ Build Community Capacity ✓ Collaborative Governance
Link to Community Health Needs Assessment	ICP responds to the growing number of homeless individuals and families in the community and lack of access to care, a CHNA priority health issue. The program also addresses the high Hospital utilization rates by this population due to lack of adequate services.
Program Description	ICP is a partnership with Mercy General Hospital, affiliate Dignity Health Hospitals, other regional health systems, Sacramento County and WellSpace Health (FQHC). It provides homeless men and women a safe environment for recovery when they are ready to be discharged from the Hospital. Participants receive mental health care, substance abuse treatment and social services support to help make the transition to a healthier and self-sustaining lifestyle.
FY 2013	
Goal FY 2013	Increase access to a continuum of care and social support services to meet the special needs of homeless individuals necessary to improve their health status, change Hospital utilization patterns, and lead higher quality, self-sustaining lives.
2013 Objective Measure/Indicator of Success	Over 100 in total homeless patients were referred to ICP, and successfully completed the program (27% were referred by Mercy General Hospital/Dignity Health Hospitals).
Baseline	ICP responds to the growing number of homeless individuals and families in the community and lack of access to care, a CHNA priority health issue. The program also addresses the high hospital utilization rates by this population due to lack of adequate services.
Intervention Strategy for Achieving Goal	Meetings and ongoing check-ins with hospital Case Management teams and tour of ICP facility; quarterly ICP oversight committee meetings; development of hospital internal methodology for measuring quarterly outcomes for planned expansion.
Result FY 2013	<p>107 persons served in existing ICP facility, with measures of success achieved. In 5-bed skilled nursing unit to existing program, 39 persons served, 979 days spent by homeless discharged patients in the 5-bed Mercy unit alone, which otherwise would have been days spent in Hospital.</p> <p>Overall, 1,000 homeless individuals have been served since program inception from all health systems realizing an 81% reduction in inpatient bed days.</p>
Hospital's Contribution / Program Expense	\$97,564
FY 2014	
Goal 2014	Increase access to a continuum of care and social support services to meet the special needs of homeless individuals necessary to improve their health status, change Hospital utilization patterns, and lead higher quality, self-sustaining lives.
2014 Objective Measure/Indicator of Success	Increase number of successful ICP+ referrals; evaluate need for 5-bed unit successful homeless.
Baseline	The (ICP) responds to the growing number of homeless individuals and families in the community and lack of access to care, a CHNA priority health issue. The program also addresses the high Hospital utilization rates by this population due to lack of adequate services.
Intervention Strategy for Achieving Goal	New outcomes measurement process in place for improved quarterly tracking of ICP+ unit utilization and patient outcomes. Ongoing check-ins with case management; quarterly ICP oversight committee meetings.
Community Benefit Category	E1-a Cash Donations – Contributions to Nonprofit Orgs/Community Groups.

HEALTHIER LIVING CHRONIC DISEASE SELF MANAGEMENT PROGRAM	
Hospital CB Priority Areas	<p>Access to Care</p> <ul style="list-style-type: none"> ✓ Chronic Disease Prevention, Education and Management Continuum of Care to End Homelessness Women's and Children's Health and Safety Community Health and Well-Being
Program Emphasis	<ul style="list-style-type: none"> ✓ Disproportionate Unmet Health-Related Needs ✓ Primary Prevention ✓ Seamless Continuum of Care ✓ Build Community Capacity ✓ Collaborative Governance
Link to Community Health Needs Assessment	Heart Disease, diabetes, stroke, asthma and cancer are among the chronic diseases plaguing the region. Chronic disease is identified as a priority health issue in the current and past CHNAs. The program specifically targets uninsured and underserved residents who may otherwise lack access to this education and are at greater risk for chronic disease.
Program Description	The Chronic Disease Self-Management Program (CDSMP) is a comprehensive program conducted in partnership with the community called Healthier Living. It is designed to provide patients who have chronic diseases (with emphasis on Diabetes) with the knowledge, tools and motivation needed to become proactive in their health. The program follows the evidence-based Stanford model. Workshops are offered in both clinical and community settings, including: clinics operated by the region's FQHC providers, neighborhood centers, food banks, and low-income housing developments (in partnership with Mercy Housing).
FY 2013	
Goal FY 2013	Provide education and skills management to help those with chronic disease manage their symptoms and lead healthier and more productive lives; thus reducing their need to admit to the Hospital. Specifically, achieve maximum target metric goal or better – 70% of all participants avoid admission post program intervention.
2013 Objective Measure/Indicator of Success	Expand workshop offerings (3 conducted in FY 2012); grow lay leader workforce; achieve/exceed metric goal.
Baseline	Chronic disease, including, heart disease, diabetes, stroke, asthma and cancer, plagues the region, and accounts for a high ED and inpatient admission rate. Chronic disease is identified as a priority health issue in the current and past CHNAs.
Intervention Strategy for Achieving Goal	Outreach to the community clinics and other nonprofits. Continue to build community partnerships for expansions of workshops. Continue to identify community lay leaders
Result FY 2013	Conducted 20 workshops in the community in both English and Spanish. Trained 22 new community lay leaders. Exceeded metric goal.
Hospital's Contribution / Program Expense	\$18,000
FY 2014	
Goal 2014	Provide education and skills management to help those with chronic disease manage their symptoms and lead healthier and more productive lives; thus reducing their need to admit to the Hospital. Specifically, achieve maximum target metric goal or better – 70% of all participants avoid admission post program intervention.
2014 Objective Measure/Indicator of Success	Continue to meet/exceed metric goal. Develop new lay leaders and community partners in order to expand workshop offering and build participants. Seek larger collaboration with Sierra Health Foundation to spread program throughout the community.
Baseline	Chronic disease, including, heart disease, diabetes, stroke, asthma and cancer, plagues the region, and accounts for a high ED and inpatient admission rate. Chronic disease is identified as a priority health issue in the current and past CHNAs.
Intervention Strategy for Achieving Goal	Outreach to the community clinics and other nonprofits. Continue to build community partnerships for expansions of workshops. Continue to identify community lay leaders. Strategic partnerships for growth of program
Community Benefit Category	A1-a Community Health Education – Lectures/Workshops.

REFERNET INTENSIVE OUTPATIENT MENTAL HEALTH CARE	
Hospital CB Priority Areas	<ul style="list-style-type: none"> ✓ Access to Care <input type="checkbox"/> Chronic Disease Prevention, Education and Management <input type="checkbox"/> Continuum of Care to End Homelessness <input type="checkbox"/> Women's and Children's Health and Safety <input type="checkbox"/> Community Health and Well-Being
Program Emphasis	<ul style="list-style-type: none"> ✓ Disproportionate Unmet Health-Related Needs Primary Prevention ✓ Seamless Continuum of Care ✓ Build Community Capacity ✓ Collaborative Governance
Link to Community Health Needs Assessment	Mental health is a major health issue identified in the 2013 CHNA. The Hospital is experiencing alarming increases in patients admitting to the EDs with crisis mental health conditions.
Program Description	El Hogar Community Services, Inc provides one full-time LCSW dedicated to receiving referrals from Mercy General Hospital, Mercy San Juan Medical Center, Methodist Hospital of Sacramento, and Mercy Hospital of Folsom for patients in need of immediate outpatient mental health care residing in Sacramento. El Hogar also takes referrals for patients needing substance abuse treatment. El Hogar provides same or next business day psychological services for mentally ill patients that are able to be discharged and treated on an outpatient basis. The agency offers ongoing individual and group outpatient mental health treatment five days a week.
FY 2013	
Goal FY 2013	Increase access to intensive outpatient mental health care for those that suffer from this illness.
2013 Objective Measure/Indicator of Success	Partner with an effective partner in the community that provides adequate services to those in need of intensive outpatient mental health care and treatment.
Baseline	Since the County cut services, lack of mental health services has become a crisis issue. This is indicated in the CHNA and in the Hospital's utilization rates for underserved patients in need of mental health treatment and services.
Intervention Strategy for Achieving Goal	Education about the partnership in the Hospital ED, and engagement of Hospital Case Management and Discharge Planners. Increasing level of community benefit funding to support the partnership. Develop effective outcomes measurement.
Result FY 2013	Over 300 patients provided services; 103 successfully completed full course of intensive outpatient treatment program.
Hospital's Contribution / Program Expense	\$75,000
FY 2014	
Goal 2014	Increase access to mental health care for those that suffer from this illness.
2014 Objective Measure/Indicator of Success	Increasing number of clients served with successful outcomes.
Baseline	Since the County cut services, lack of mental health services has become a crisis issue. This is indicated in the CHNA and in the Hospital's utilization rates for underserved patients in need of mental health treatment and services.
Intervention Strategy for Achieving Goal	Maintain and/or increase level of funding to build capacity. Evaluate partner options to add substance abuse treatment.
Community Benefit Category	E1-a Cash Donations – Contributions to Nonprofit orgs/Community groups.

MERCY CLINIC NORWOOD	
Hospital CB Priority Areas	<ul style="list-style-type: none"> ✓ Access to Care <input type="checkbox"/> Chronic Disease Prevention, Education and Management <input type="checkbox"/> Continuum of Care to End Homelessness <input type="checkbox"/> Women's and Children's Health and Safety <input type="checkbox"/> Community Health and Well-Being
Program Emphasis	<ul style="list-style-type: none"> ✓ Disproportionate Unmet Health-Related Needs ✓ Primary Prevention ✓ Seamless Continuum of Care ✓ Build Community Capacity ✓ Collaborative Governance
Link to Community Health Needs Assessment	Access to primary care for uninsured and low-income populations identified as a top CHNA priority. Need also evident in increased ED admissions for non-urgent care by target population.
Program Description	Mercy Clinic Norwood provides medical care to the underserved populations living in an economically depressed part of the region. Those who do not have insurance are treated free of charge. Services include primary and preventative care, including adult and child physicals, immunizations, chronic disease management, and lab services.
FY 2013	
Goal FY 2013	Provide a health care safety net for uninsured and underinsured residents, increasing access to care in an area of the region that has been identified as having high-need.
2014 Objective Measure/Indicator of Success	Capacity utilization – number of patients served. Patient referrals to chronic disease programs.
Baseline	Access to care and need for stronger safety-net continues to be a priority health issue in the CHNA.
Intervention Strategy for Achieving Goal	Develop partnership strategies to improve structure and efficiency and level of service. Continued evaluation of clinic operations by Clinic Director and Hospital Leadership.
Result FY 2013	11,421 patients served.
Hospital's Contribution / Program Expense	\$ 2,879,351
FY 2014	
Goal 2014	Provide a health care safety net for uninsured and underinsured residents, increasing access to primary care in an area of the region that has been identified as a Community of Concern in the CHNA. Increase efficiencies and capacity at the clinic. Enhance focus on education and intervention to enable patients to manage chronic disease.
2014 Objective Measure/Indicator of Success	Improved clinic efficiencies and capacity. Linkage established between clinic and Patient Navigator Program. Process established for enrolling clinic patients in CDSMP workshops.
Baseline	Access to care and need for stronger safety-net capacity continue to be CHNA priority issues.
Intervention Strategy for Achieving Goal	Assessment underway to identify actions needed for improving efficiencies and capacity. Develop clinic awareness of and relationships with Mercy General Hospital's Patient Navigator. Establish relationships with clinic providers and CDSMP program manager.
Community Benefit Category	C3 – Hospital Outpatient Services.

MERCYCLINIC LOAVES & FISHES	
Hospital CB Priority Areas	<ul style="list-style-type: none"> ✓ Access to Care <input type="checkbox"/> Chronic Disease Prevention, Education and Management <input type="checkbox"/> Continuum of Care to End Homelessness <input type="checkbox"/> Women's and Children's Health and Safety <input type="checkbox"/> Community Health and Well-Being
Program Emphasis	<ul style="list-style-type: none"> ✓ Disproportionate Unmet Health-Related Needs ✓ Primary Prevention ✓ Seamless Continuum of Care ✓ Build Community Capacity ✓ Collaborative Governance
Link to Community Health Needs Assessment	Access to care for the homeless population identified as a significant issue in the CHNA. Mercy Loaves & Fishes is the only clinic providing urgent and primary care to those that are homeless and would otherwise go without treatment and services in the community. The numbers of homeless have also grown in the region, which is evidenced in increased admissions to the hospitals.
Program Description	Mercy Clinic Loaves & Fishes provides free episodic and urgent health care to homeless people in collaboration with Sacramento County. Mercy General Hospital provides nursing; clerical staff; medical and business supplies; equipment; telephone; housekeeping; security; and EKGs.
FY 2013	
Goal FY 2013	Provide a health care safety net for the homeless and immediate access to free urgent care.
2013 Objective Measure/Indicator of Success	Continued support to, and collaboration with Sacramento County to maintain current levels of service.
Baseline	The numbers of homeless are estimated to have more than doubled over the past three years due to the recession. Mercy Loaves & Fishes is the only clinic specifically targeting the homeless population.
Intervention Strategy for Achieving Goal	Maintain relationship with Sacramento County to ensure partnership support during a period of county budget cuts.
Result FY 2013	2,788 patients served.
Hospital's Contribution / Program Expense	\$469,756
FY 2014	
Goal 2014	Provide a health care safety net for the homeless and immediate access to free urgent care.
2014 Objective Measure/Indicator of Success	Increased capacity to serve homeless individuals (patients served has dropped). Increased efficiency (cost has increased even though numbers served are down).
Baseline	The numbers of homeless are estimated to have more than doubled over the past three years due to the recession. Mercy Loaves & Fishes is the only clinic specifically targeting the homeless population.
Intervention Strategy for Achieving Goal	A County-Hospital work team was established to improve clinic operations and efficiencies. Mercy General is working with the County to increase Physician hours, and to develop an outcomes reporting process for County accountability.
Community Benefit Category	C3 – Hospital Outpatient Services.

This implementation strategy specifies community health needs that the Hospital has determined to meet in whole or in part and that are consistent with its mission. The Hospital reserves the right to amend this implementation strategy as circumstances warrant. For example, certain needs may become more pronounced and require enhancements to the described strategic initiatives. During the years ending December 31, 2015, other organizations in the community may decide to address certain needs, indicating that the hospital should then refocus its limited resources to best serve the community.

COMMUNITY BENEFIT AND ECONOMIC VALUE

Report – Classified Summary of Un-sponsored Community Benefit Expense (For Period From 7/1/2012 Through 6/30/2013). Community benefit expenses were calculated using a cost accounting methodology

	Persons	Total Expense	Offsetting Revenue	Net Benefit	% of Organization Expenses Revenues	
<u>Benefits for Poor/Vulnerable</u>						
Financial Assistance	3,545	3,714,536	0	3,714,536	0.8	0.7
Medicaid	24,491	109,351,395	90,383,530	18,967,865	3.9	3.5
Means-Tested Programs	1,022	9,070,276	4,536,251	4,534,025	0.9	0.8
Community Services						
Community Benefit Operations	0	114,721	0	114,721	0.0	0.0
Community Building Activities	2	5,414	0	5,414	0.0	0.0
Community Health Improvement Services	6,884	1,437,286	0	1,437,286	0.3	0.3
Financial and In-Kind Contributions	220	1,292,253	0	1,292,253	0.3	0.2
Subsidized Health Services	15,688	4,837,067	753,025	4,084,042	0.8	0.8
Totals for Community Services	22,794	7,686,741	753,025	6,933,716	1.4	1.3
Totals for Poor/Vulnerable	51,852	129,822,948	95,672,806	34,150,142	7.0	6.3
<u>Benefits for Broader Community</u>						
Community Services						
Community Building Activities	151	4,717	0	4,717	0.0	0.0
Community Health Improvement Services	36,885	1,651,843	1,390	1,650,453	0.3	0.3
Financial and In-Kind Contributions	1	841,084	0	841,084	0.2	0.2
Health Professions Education	337	82,166	0	82,166	0.0	0.0
Research	131	836,053	0	836,053	0.2	0.2
Totals for Community Services	37,505	3,415,863	1,390	3,414,473	0.7	0.6
Totals for Broader Community	37,505	3,415,863	1,390	3,414,473	0.7	0.6
Totals - Community Benefit	89,357	133,238,811	95,674,196	37,564,615	7.7	6.9
Unpaid Cost of Medicare	18,060	128,541,080	114,137,134	14,403,946	2.9	2.7
Totals with Medicare	107,417	261,779,891	209,811,330	51,968,561	10.6	9.6
Grand Totals	107,417	261,779,891	209,811,330	51,968,561	10.6	9.6

Telling the Story

Effectively telling the community benefit story is essential to create an environment of awareness, understanding and interest in the priority health issues challenging the region and importantly, to inform the public about the ways in which these issues are being addressed by Mercy General Hospital. The 2013 Community Benefit Report and 2014 Plan will be distributed to Hospital Leadership, members of the Community Board and Community Health Committee, and the Hospital's Management Team, as well as to employees engaged in community benefit activities. It serves as a valuable tool for ongoing community benefit awareness and training.

The document will also be more broadly distributed within the organization to all departments, and outside of the organization to community leaders, government and health officials, partners and other agencies and businesses throughout the region. It can be found on the Hospital's website along with the 2013 Community Health Needs Assessment, and under "Community Health" in the "Who We Are" section on Dignity Health's Website: www.DignityHealth.org.

APPENDIX A

Sacramento Service Area Hospital Community Board and Community Health Committee Rosters

Sacramento Service Area Hospital Community Board

Name	Role	Business
Dave Wolf, MD	COS - Ex-Officio Voting Board Member	Mercy San Juan Medical Center
Felix Fernandez	Board Member	Retired-Regional President Northern California - Wells Fargo Bank
Gilbert Albiani	Board Member	Real Estate Broker
Glennah Trochet, MD	Board Member- Secretary	Physician
Julius Cherry	Board Member- Chair	Attorney
Ken Johnson	COS - Ex-Officio Voting Board Member	Mercy Hospital of Folsom
Michael Taylor	SVP & Ex-Officio Voting Board Member	Sr. Vice President Operations Sacramento/San Joaquin Service Area
Norm Label	COS - Ex-Officio Voting Board Member	Mercy General Hospital
Patrice Coyle	Board Member	Community Representative
Roger Niello	Board Member	President & CEO Metro Chamber; retired State Assemblyman
Sr. Brenda O'Keeffe	Board Member- Vice Chair	Mercy Medical Center Redding
Sr. Katherine Hamilton, OP	Board Member	St. Joseph Medical Center - Community Health
Sr. Patricia Manoli	Board Member	St. Elizabeth Community Hospital
Zahid Niazi, MD	COS - Ex-Officio Voting Board Member	Mercy San Juan Medical Center
Page West	CNE	Service Area
Rodney Winegarner	CFO	Service Area
Jill Dryer	Communications	Service Area
Ian Boase	Legal Counsel	Service Area
Kelley Evans	Legal Counsel	Service Area
Linda Ubaldi	Risk Management	Service Area
Edmundo Castenada	President	Mercy General Hospital
Patti Monczewski	COO	Mercy General Hospital
Sister Clare Dalton	Mission Integration	Mercy General Hospital
Sister Cornelius O'Connor	Mission Integration	Mercy Hospital of Folsom
Michael Cox	Mission Integration	Methodist Hospital of Sacramento
Brian Ivie	President	Mercy San Juan Medical Center
Phyllis Baltz	COO	Mercy San Juan Medical Center
Belva Snyder	CNE	Mercy San Juan Medical Center
Gail Moxley	Administrative Manager & Board Coordinator	Mercy San Juan Medical Center
Sister Gabrielle Jones	Mission Integration	Mercy San Juan Medical Center
Gene Bassett	President	Methodist Hospital of Sacramento
Martina Evans-Harrison	CNE	Methodist Hospital of Sacramento

Community Health Committee Roster

Sr. Gabrielle Jones, Mission Integration, Mercy San Juan Medical Center (Committee Chair)
Patrice Coyle, Community Representative
Sr. Clare Dalton, Mission Integration, Mercy General Hospital
Sr. Cornelius O' Connor, Chaplaincy, Mercy Hospital of Folsom
Sr. Bridget McCarthy, Mission Integration, Dignity Health Sacramento/San Joaquin Service Area
Michael Cox, Mission Integration, Methodist Hospital of Sacramento
Kevin Duggan, President, Mercy Foundation
Jill Dryer, Director, Communication, Dignity Health Sacramento/San Joaquin Service Area
Marge Ginsberg, Executive Director, Center for Healthcare Decisions
Rosemary Younts, Director, Community Benefit, Dignity Health Sacramento Service Area
Ashley Brand, Community Benefit Manager, Dignity Health Sacramento Service Area

APPENDIX B

Dignity Health Summary of Patient Payment Assistance Policy

DIGNITY HEALTH SUMMARY OF PATIENT PAYMENT ASSISTANCE POLICY (June 2012)

Policy Overview:

Dignity Health is committed to providing payment assistance to persons who have health care needs and are uninsured or under-insured, ineligible for a government program, and otherwise unable to pay for medically necessary care based on their individual financial situations. Consistent with its mission to deliver compassionate, high quality, affordable health care services, and to advocate for those who are poor and disenfranchised, Dignity Health strives to ensure that the financial capacity of people who need health care services does not prevent them from seeking or receiving care. Payment assistance is not considered to be a substitute for personal responsibility, and patients are expected to cooperate with Dignity Health's procedures for obtaining payment assistance, and to contribute to the cost of their care based on individual ability to pay. Individuals with financial capacity to purchase health insurance shall be encouraged to do so as a means of assuring access to health care services.

Eligibility for Patient Payment Assistance:

- Eligibility for payment assistance will be considered for those individuals who are uninsured, ineligible for any government health care benefit program, and unable to pay for their care, based upon a determination of financial need in accordance with the policy.
- The granting of payment assistance shall be based on an individualized determination of financial need, and shall not take into account age, gender, race, or immigration status, sexual orientation or religious affiliation.

Determination of Financial Need:

- Financial need will be determined through an individual assessment that may include:
 - a. an application process in which the patient or the patient's guarantor is required to cooperate and supply all documentation necessary to make the determination of financial need;
 - b. the use of external publicly available data sources that provide information on a patient's or a patient's guarantor's ability to pay;
 - c. a reasonable effort by the Dignity Health facility to explore and assist patients in applying for appropriate alternative sources of payment and coverage from public and private payment programs; and will take into account the patient's assets and other financial resources.
- It is preferred but not required that a request for payment assistance and a determination of financial need occur prior to rendering of services. The need for payment assistance may be re-evaluated at each subsequent rendering of services, or at any time additional information relevant to the eligibility of the patient for payment assistance becomes known.

- Dignity Health’s values of human dignity and stewardship shall be reflected in the application process, financial need determination and granting of payment assistance. Requests for payment assistance shall be processed promptly, and the Dignity Health facility shall notify the patient or applicant in writing within 30 days of receipt of a completed application.

Patient Payment Assistance Guidelines:

Services eligible under the policy will be made available to the patient on a sliding fee scale, in accordance with financial need as determined by the Federal Poverty Level (FPL) in effect at the time of the termination as follows:

- Patients whose income is at or below 200% of the FPL are eligible to receive free care;
- Patients whose income is above 200% but not more than 350% of the FPL are eligible to receive services at the average rates of payment the Dignity Health facility would receive from Medicare, Medicaid (Medi-Cal), Healthy Families, or any other government-sponsored health program in which the hospital participates, whichever is greater in amount for the same services;
- Patients whose income is above 350% but not more than 500% of the FPL are eligible to receive services at 135% of the average rates the Dignity Health facility would receive from Medicare, Medicaid (Medi-Cal), Healthy Families, or any other government-sponsored health program in which the hospital participates, whichever is greater for the same services;
- Patients whose income exceeds 500% of the FPL may be eligible to receive discounted rates on a case-by-case basis based on their specific circumstances, such as catastrophic illness or medical indigence, at the discretion of the Dignity Health facility.

Dignity Health’s administrative policy for Eligibility and Application for Payment Assistance shall define what qualifies as income for these purposes.

Communication of the Payment Assistance Program to Patients and the Public:

- Information about patient payment assistance available from Dignity Health, including a contact number, shall be disseminated by the Dignity Health facility by various means, including the publication of notices in patient bills and by posting notices in the Emergency and Admitting Departments, and at other public places as the Dignity Health facility may elect. Such information shall be provided in the primary languages spoken by the populations served by the Dignity Health facility.
- Any member of the Dignity Health facility staff or medical staff may make referral of patients for payment assistance. The patient or a family member, a close friend or associate of the patient may also make a request for payment assistance.

Budgeting and Reporting:

- Specific dollar amounts and annual plans for patient payment assistance will be included within the Social Accountability Budget of the Dignity Health facility. Dignity Health facilities will report patient payment assistance calculated at cost in the annual Social Accountability Report and may voluntarily report such information as deemed appropriate.

- Patient payment assistance statistics shall be disclosed in annual financial statements but shall not include amounts that are properly considered to be bad debt or contractual discounts.

Relationship to Collection Policies:

- Dignity Health system management shall develop policies and procedures for internal and external collection practices by Dignity Health facilities that take into account the extent to which the patient qualifies for payment assistance, a patient's good faith effort to apply for a governmental program or for payment assistance from Dignity Health, and a patient's good faith effort to comply with his or her payment agreements with the Dignity Health facility.
- For patients who qualify for payment assistance and who are cooperating in good faith to resolve their hospital bills, Dignity Health facilities may offer interest-free extended payment plans to eligible patients, will not impose wage garnishments or liens on primary residences and will not send unpaid bills to outside collection agencies.

Regulatory Requirements:

In implementing this policy, dignity health management and dignity health facilities shall comply with all federal, state and local laws, rules and regulations that may apply to activities conducted pursuant to this policy.

ATTACHMENT 1

2013 Community Health Needs Assessment