

Dignity Health East Valley

Mercy Gilbert Medical Center & Chandler Regional Medical Center

Community Benefit 2022 Report and 2023 Plan

Adopted November 2022



A message from

Mark Slyter, President, and Jason Bagley, Chair of the Dignity Health East Valley Hospital's Community Board. Dignity Health East Valley (DHEV), is comprised of Chandler Regional Medical Center (CRMC) & Mercy Gilbert Medical Center (MGMC), which is a part of CommonSpirit Health.

Dignity Health's approach to community health improvement aims to address significant health needs identified in the Community Health Needs Assessments that we conduct with community input, including from the local public health department. Our initiatives to deliver community benefit include financial assistance for those unable to afford medically necessary care, a range of prevention and health improvement programs conducted by the hospital and with community partners, and investing in efforts that address social determinants of health.

Dignity Health East Valley shares a commitment with others to improve the health of our community, and delivers programs and services to help achieve that goal. The Community Benefit 2022 Report and 2023 Plan describes much of this work. This report meets requirements in California (Senate Bill 697) that not-for-profit hospitals produce an annual community benefit report and plan. Dignity Health hospitals in Arizona and Nevada voluntarily produce these reports and plans, as well. We are proud of the outstanding programs, services and other community benefits our hospital delivers, and are pleased to report to our community.

In fiscal year 2022 (FY22), Mercy Gilbert Medical Center provided \$25,576,582 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services and other community benefits. The hospital also incurred \$10,953,414 in unreimbursed costs of caring for patients covered by Medicare fee-for-service.

In fiscal year 2022 (FY22), Chandler Regional Medical Center provided \$74,384,532 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services and other community benefits. The hospital also incurred \$32,146,096 in unreimbursed costs of caring for patients covered by Medicare fee-for-service.

The hospital's Community Board reviewed, approved and adopted the Community Benefit 2022 Report and 2023 Plan at its November 15, 2022 meeting.

Thank you for taking the time to review our report and plan. We welcome any questions or ideas for collaborating that you may have, by reaching out to Dignity Health Community Health Department at 1750 E. Northrop Blvd., Suite #200 Chandler, AZ 85286 or by e-mail to Theresa.Dettler@DignityHealth.org.

Mark Slyter
President/CEO

Jason Bagley
Chairperson, Board of Directors

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At-a-Glance Summary

Community Served 	Dignity Health (DH) Mercy Gilbert and Chandler Regional Medical Center are located in Maricopa County, the fourth most populous county in the United States. Maricopa County encompasses 9,224 square miles, includes 27 cities and towns, as well as the whole or part of five sovereign American Indian reservations and it is home to more than 1.3 million Hispanic/Latino individuals; 302,042 African Americans; 233,328 Asian Americans; and 124,128 American Indians in fiscal year 2020. From July 1, 2020 - June 30, 2021 the communities in the top 75% of patient encounters for acute care and emergency services at Mercy Gilbert Medical Center include: Queen Creek, Gilbert, Chandler, Mesa, Gila River Indian Reservation, San Tan Valley and City of Maricopa. The Town of Gilbert is the 5th most populated city in the state of Arizona out of 447 cities with a population of over 273,136 residents in 2022. From July 1, 2020 - June 30, 2021 the communities at the top 75% of patient encounters for acute care and emergency services at Chandler Regional Medical Center's include: City of Maricopa, Chandler, Sun Lakes, Phoenix, Casa Grande, Gilbert, Mesa and Tempe. The City of Chandler has over 279,458 residents and is the 4th largest city in Arizona in 2022.		
Economic Value of Community Benefit 	Mercy Gilbert Medical Center: \$25,576,582 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services, community grants and other community benefits. \$10,953,414 in unreimbursed costs of caring for patients covered by Medicare fee-for-service. Chandler Regional Medical Center: \$74,384,532 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services, community grants and other community benefits. \$32,146,096 in unreimbursed costs of caring for patients covered by Medicare fee-for-service.		
Significant Community Health Needs Being Addressed 	The significant community health needs the East Valley hospital's, Mercy Gilbert and Chandler Regional Medical Centers are helping to address and that form the basis of this document were identified in the hospital's most recent Community Health Needs Assessment (CHNA). Needs being addressed by strategies and programs are: <table border="1"> <tbody> <tr> <td> - Behavioral & Mental Health / Suicide - Substance Abuse - Cancer - Chronic Disease/ Diabetes / Cardiovascular Disease / Obesity/ Oral Health </td><td> - Access to Care/ Immunization - Housing/ Homelessness - Violence Prevention/ Human Trafficking - Equity - Nutrition/ Food Access/ Exercise - Injury Prevention </td></tr> </tbody> </table>	- Behavioral & Mental Health / Suicide - Substance Abuse - Cancer - Chronic Disease/ Diabetes / Cardiovascular Disease / Obesity/ Oral Health	- Access to Care/ Immunization - Housing/ Homelessness - Violence Prevention/ Human Trafficking - Equity - Nutrition/ Food Access/ Exercise - Injury Prevention
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FY22 Programs and Services 	The hospital delivered several programs and services to help address identified significant community health needs. These included: Behavioral & Mental Health/ Suicide DH Pregnancy & Postpartum Support Group (PPSG)/ Let's Talk, DH Zero Suicide Initiative & DH Heaven's Hummingbirds Support Group Substance Abuse Youth Mental Health Coalition, Mesa Prevention Alliance & Hushabye Nursery - Peer Support		

	<u>Cancer</u> Amanda Hope Rainbow Angels (AHRA), Desert Cancer Foundation of Az., American Cancer Society of Az. & DH Cancer Care Clinic <u>Chronic Disease/ Diabetes/ Cardiovascular Disease/ Obesity/ Oral Health</u> DH Yoga of the Heart/ WomenHeart Health Support Group, DH Healthier Living Program, DH Chandler Children's Medical and Dental Clinics & DH First Teeth First (FTF) Program <u>Injury Prevention</u> DH Stop the Bleed/ D4: Dignity Doesn't Drive Distracted, DH Matter of Balance program/ Walk with a Doc program & DH Car Seat Clinic and Car Seat donation <u>Access to Care/ Immunization</u> DH Children's and Adult's Vaccine Program, DH East Valley Community Health Outreach Programs, DH FSL - ACTIVATE Program, DH Community Health Worker (CHW) & DH/CSH Financial Assistance Policy <u>Housing/ Homelessness</u> DH Homeless Initiative/ Taxi Vouchers, One Small Step: Clothing Cabin & Arizona Abuse in Later Life Grant Project <u>Violence Prevention/ Human Trafficking</u> DH Healthy Families Program, DH Human Trafficking Taskforce, CeCe's Hope Center & Arizona Abuse in Later Life Grant Project <u>Equity</u> DH WomenHeart Health Support Group, DH/CSH Connected Community Network (CCN), DH/CSH Financial Assistance Policy & East Valley Resource Coalition (EVRG) <u>Nutrition/ Food Access/ Exercise</u> Mission of Mercy of AZ, DH Mommy Fit Camp & DH Healthy Eating, Active Living (H.E.A.L)
FY23 Planned Programs and Services 	FY22 programs will continue, with the following addition: CY23 Community Health Improvement Grant Program, Community of Care grantees addressing health priorities: ○ East Valley Senior Home Sharing Program ○ Destination Diploma Chandler ○ Improving the Health of Uninsured Patients with Diabetes ○ Freedom House Transitional Living ○ Youth Mental Health Collective

This document is publicly available online at

<https://www.dignityhealth.org/arizona/locations/chandlerregional/about-us/community-benefit-outreach/benefits-reports> and

<https://www.dignityhealth.org/arizona/locations/mercygilbert/about-us/community-benefit-outreach/benefits-reports>

Written comments on this report can be submitted to the Dignity Health Community Health Department at 1750 E. Northrop Blvd., Suite #200 Chandler, AZ 85286 or by e-mail to or by e-mail to Theresa.Dettler@DignityHealth.org.

Our Hospital and the Community Served

About Mercy Gilbert Medical Center and Chandler Regional Medical Center

Mercy Gilbert Medical Center and Chandler Regional Medical Center are members of Dignity Health, which is a part of CommonSpirit Health.

- **Mercy Gilbert Medical Center (MGMC)**, opened in June 2006. Mercy Gilbert's services have maintained steady growth to keep pace with the Town of Gilbert's ever-growing population and medical needs. Mercy Gilbert is a Catholic hospital, sponsored by the Sisters of Mercy, and serves people of every denomination and beliefs.
- Healthgrades America's Best Hospitals™ list for 2020 was released and Mercy Gilbert Medical Center was placed in the top 5% in the nation for overall clinical excellence.
- Mercy Gilbert Medical Center is home to a full range of services, including cardiovascular, emergency care, family birth center, gastroenterology, sleep center, orthopedics, and diagnostic services, among others. The hospital has 197 beds, with more than 1,542 employees and more than 1,083 physicians.
- A new Women's and Children's Pavilion is being constructed on the Dignity Health Mercy Gilbert Medical Center campus in partnership with Phoenix Children's Hospital in an effort to meet the needs of the growing East Valley community. The state-of-the-art facility is expected to include labor and delivery, and postpartum beds operated by Mercy Gilbert. Phoenix Children's will also operate a Level III nursery intensive care unit, and offer emergency and other pediatric services in the five-story building.
- **Chandler Regional Medical Center (CRMC)**, is the longest established hospital in the southeast valley, providing 60 years of service to the community. Serving the rapidly growing East Valley, Chandler Regional Medical Center is a comprehensive acute-care hospital that provides a full spectrum of services including a Level I Trauma Center, open heart surgery program, neurosurgery, orthopedics, and high risk obstetrics and newborn services.
- In 2021, CRMC was awarded Healthgrades Neurosciences Excellence and Cranial Neurosurgery Excellence Awards, America's 50 Best Hospitals, America's 100 Best Critical Care, America's 100 Best Pulmonary Care and America's 100 Best Stroke Care.
- Chandler Regional Medical Center provides comprehensive care, from routine check-ups and diagnostic services to a wide range of specialties including advanced diagnostic, surgical, robotics and intensive care services. The hospital has 429 beds, with more than 3,004 employees and more than 1,192 physicians.

Our Mission

As CommonSpirit Health, we make the healing presence of God known in our world by improving the health of the people we serve, especially those who are vulnerable, while we advance social justice for all.

Our Vision

A healthier future for all – inspired by faith, driven by innovation, and powered by our humanity.

Financial Assistance for Medically Necessary Care

It is the policy of CommonSpirit Health to provide, without discrimination, emergency medical care and medically necessary care in CommonSpirit hospital facilities to all patients, without regard to a patient's financial ability to pay. This hospital has a financial assistance policy that describes the assistance provided to patients for whom it would be a financial hardship to fully pay the expected out-of-pocket expenses for such care, and who meet the eligibility criteria for such assistance. The financial assistance policy, a plain language summary and related materials are available in multiple languages on the hospital's website.

Description of the Community Served

Dignity Health defines the community served by a hospital as those individuals residing within its Primary and Secondary Service Areas. For this report, the focus will be on the Primary Service Area (PSA) of MGMC and CRMC. The Primary Service Area includes all residents in a defined geographic area surrounding the hospital and does not exclude low-income or underserved populations. According to the Community Need Index (CNI), a proprietary tool developed by Dignity Health. The East Valley hospital's primary service area includes both moderate and high risk areas with significant socio-economic barriers.

The geographic area for MGMC and CRMC 2022 Community Health Needs Assessment (CHNA) is Maricopa County, the common community for all partners participating in the Synapse collaborative. Maricopa County is the fourth most populous county in the United States. Maricopa County encompasses 9,224 square miles, includes 27 cities and towns, as well as the whole or part of five sovereign American Indian reservations. Maricopa County is ethnically and culturally diverse, as it is home to more than 1.3 million Hispanic/Latino individuals; 302,042 African Americans; 233,328 Asian Americans; and 124,128 American Indians. According to the U.S. Census Bureau, 15% percent of the population does not have a high school diploma, 14% are living below the federal poverty level and over 456,584 are uninsured.

From July 1, 2020 - June 30, 2021 the communities in the top 75% of patient encounters for acute care and emergency services at Mercy Gilbert Medical Center include: Queen Creek, Gilbert, Chandler, Mesa, Gila River Indian Reservation, San Tan Valley and City of Maricopa. The Town of Gilbert is primarily served by MGMC and is the 5th most populated city in the state of Arizona out of 447 cities with a population of over 273,136 residents in 2022.

From July 1, 2020 - June 30, 2021 the communities in the top 75% of patient encounters for acute care and emergency services at Chandler Regional Medical Center's include: City of Maricopa, Chandler, Sun Lakes, Phoenix, Casa Grande, Gilbert, Mesa and Tempe. The City of Chandler is primarily served by CRMC and is the 4th largest city in Arizona with a population over 279,458 residents in 2022.



A summary description of the communities are below in TABLE 1.1 and TABLE 1.2 Additional details can be found in the CHNA report online.

TABLE 1.1
CRMC

Total Population	700,077
Race	
Asian/Pacific Islander	8.3%
Black/African American - Non-Hispanic	6.5%
Hispanic or Latino	26.5%
White Non-Hispanic	50.7%
All Others	8.1%
% Below Poverty	7.1%
Unemployment	4.6%
No High School Diploma	8.3%
Medicaid	24.9%
Uninsured	10.8%

TABLE 1.2
MGMC

Total Population	850,465
Race	
Asian/Pacific Islander	7.0%
Black/African American - Non-Hispanic	4.5%
Hispanic or Latino	23.3%
White Non-Hispanic	58.7%
All Others	6.6%
% Below Poverty	5.3%
Unemployment	4.0%
No High School Diploma	6.7%
Medicaid	26.3%
Uninsured	11.0%

Source: Claritas Pop-Facts® 2022; SG2 Market Demographic Module - SG2 Analytics Platform Reports: Demographics Market Snapshot, Population Age 16+ by Employment Status, Families by Poverty Status, Marital Status and Children Age, Insurance Coverage Estimates (map data export)

Community Assessment and Significant Needs

The hospital engages in multiple activities to conduct its community health improvement planning process. These include, but are not limited, to conducting a Community Health Needs Assessment with community input at least every three years, identifying collaborating community stakeholder organizations, describing anticipated impacts of program activities and measuring program indicators.

Community Health Needs Assessment

The health issues that form the basis of the hospital's community benefit plan and programs were identified in the most recent CHNA report, which was adopted in May 2022.

This document also reports on programs delivered during fiscal year 2022 that were responsive to needs prioritized in the hospital's previous CHNA report.

The CHNA contains several key elements, including:

- Description of the assessed community served by the hospital;
- Description of assessment processes and methods;
- Presentation of data, information and findings, including significant community health needs;
- Community resources potentially available to help address identified needs; and
- Discussion of impacts of actions taken by the hospital since the preceding CHNA.

Additional detail about the needs assessment process and findings can be found in the CHNA report, which is publicly available at:

<https://www.dignityhealth.org/about-us/community-health/community-health-programs-and-reports/community-health-needs-assessments> or upon request at the hospital's Community Health office.

Significant Health Needs

The CHNA identified the significant needs in the table below, which also indicates which needs the hospital intends to address. Identified needs may include specific health conditions, behaviors and health care services, and also health-related social needs that have an impact on health and well-being.

Significant Health Need	Description	Intend to Address?
Mental Health and Suicide	Mental Health includes emotional, psychological, and social well-being, and affects how individuals think, feel, and act. Suicide and suicide attempts cause serious emotional, physical and economic impacts.	☒
Substance Abuse	Substance Abuse is caused by multiple factors, including genetic vulnerability, environmental stressors, social pressures, individual personality characteristics, and psychiatric problems.	☒
Cancer	Cancer is a large group of diseases that can start in almost any organ or tissue of the body when abnormal cells grow beyond their usual boundaries to invade adjoining parts of the body and/or spread to other organs.	☒
Chronic Diseases/ Diabetes/ Cardiovascular Disease/ Obesity/ Oral Health	Chronic Diseases are defined broadly as conditions that last 1 year or more and require ongoing medical attention or limit activities of daily living or both. Diabetes is a chronic, metabolic disease characterized by elevated levels of blood glucose (or blood sugar). Cardiovascular Disease is a class of diseases that affect the heart or blood vessels. Obesity is a complex health issue resulting from a combination of causes and individual factors such as behavior and genetics. Oral Health, Oral Diseases ranging from dental cavities to oral cancers.	☒
Injury Prevention	Injury Prevention is activities to prevent, ameliorate, treat, and/or reduce injury-related disability and death.	☒
Access to Care/ Immunization	Access to Care means having the timely use of personal health services to achieve the best health outcomes. Access to health care consists of four components; coverage, services, timeliness, and workforce.	☒

Significant Health Need	Description	Intend to Address?
	Immunization is a key component of primary health care and is critical to the prevention and control of infectious diseases.	
Housing / Homelessness	Homelessness/ Housing social determinant of health due to the range of ways in which a lack of housing, or poor-quality housing.	☒
Domestic Violence Human Trafficking	Domestic Violence is abuse or aggression that occurs in family relationships. Human Trafficking is a crime that involves exploiting a person for labor, services, or commercial sex.	☒
Racial Equity/ Health Equity/ Social Equity	Racial Equity is the systemic fair treatment of all races that produces equitable opportunities and outcomes for all people. Health Equity means that “everyone has a fair and just opportunity to be healthier. This requires removing obstacles to health such as poverty, discrimination, and their consequences, including powerlessness and lack of access to good jobs with fair pay, quality education and housing, safe environments, and health care”. Social Equity refers to all people experiencing impartiality, fairness, and justice in their daily lives. Social equity takes into account systemic inequalities to ensure everyone in a community has access to the same opportunities and outcomes.	☒
Nutrition/ Exercise/ Food Access/	Nutrition , the process of providing or obtaining the food necessary for health and growth. Food Access is an important element of food security, which is having constant access to adequate nutritious food to support healthy eating patterns. Exercise is proven to help prevent and manage noncommunicable diseases such as heart disease, stroke, diabetes, and several cancers. It also can improve physical/mental health, quality of life and well-being.	☒

2022 Report and 2023 Plan

This section presents strategies and program activities the hospital is delivering, funding or on which it is collaborating with others to address significant community health needs. It summarizes actions taken in FY22 and planned activities for FY23, with statements on impacts and community collaboration. Program Highlights provide additional detail on select programs.

Planned activities are consistent with current significant needs and the hospital’s mission and capabilities. The hospital may amend the plan as circumstances warrant, such as changes in community needs or resources to address them.

Creating the Community Benefit Plan

The hospital is dedicated to improving community health and delivering community benefits with the engagement of its management team, board, clinicians and staff, and in collaboration with community partners.

Hospital and health system participants included: CommonSpirit Health Community Health Department, Dignity Health East Valley; Community Health, Mission Integration, Trauma Services, Maternal Child Health, Care Coordination, Center for Transitional Care and Emergency Departments and Dignity Health Foundation - East Valley.

Hospitals' community health programs involve departments beyond Community Health and Mission in their planning and operation.

Community input or contributions to this community benefit plan included: Dignity Health East Valley Community Hospital Board, Community Health Committee (CHC) and Community Grants Committee comprised of members in the community and Dignity Health, community leaders, community educators, program managers from local nonprofit's, Maricopa County Department of Public Health, previously grant funded East Valley Communities of Care and current grantee recipients, East Valley Resource Coalition, FSL and other stakeholders in the East Valley service area.

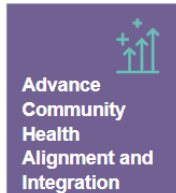


The programs and initiatives described here were selected on the basis of priority as they relate to one or more of the following principles: focus on disproportionate unmet health-related needs; emphasize prevention including activities that address the social determinants of health; build community capacity; demonstrate collaboration; and contribute to a seamless continuum of care. The strategies identified that address significant needs are achievable through the hospital's capacity to meet the need, available resources, existing hospital services, and collaborative partnerships.

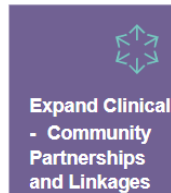
Community Health Strategic Objectives

The hospital believes that program activities to help address significant community health needs should reflect a strategic use of resources and engagement of participants both inside and outside of the health care delivery system.

CommonSpirit Health has established four core strategic objectives for community health improvement activities. These objectives help to ensure that our program activities overall address strategic aims while meeting locally-identified needs.



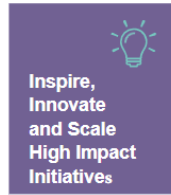
Create robust alignment with multiple departments and programmatic integration with relevant strategic initiatives to optimize system resources for advancing community health.



Scale initiatives that complement conventional care to be proactive and community-centered, and strengthen the connection between clinical care and social health.



Work with community members and agency partners to strengthen the capacity and resiliency of local ecosystems of health, public health, and social services.



Partner, invest in and catalyze the expansion of evidence-based programs and innovative solutions that improve community health and well-being.



Report and Plan by Health Need

The tables below present strategies and program activities the hospital has delivered or intends to deliver to help address significant health needs identified in the community health needs assessment.

They are organized by health need and include statements of strategy and program impact, and any collaboration with other organizations in our community.

 Health Need: Mental and Behavioral Health/ Suicide			
Strategy or Program	Summary Description	Active FY22	Planned FY23
DH Heaven's Hummingbirds Support Group	MCH Perinatal Bereavement Services care for parents from hospital to home, with trained & certified facilitators grief support.	☒	☒
DH Zero Suicide Initiative	A toolkit with training and utilization of practical framework for hospital-wide transformation toward safer suicide care.	☒	☒
DH Pregnancy & Postpartum Support Group (PPSG) / Let's Talk	PPSG is a peer based support group that provides a safe, judgment-free place to connect other moms experiencing similar challenges. Let's Talk is a closed perinatal therapeutic group led by a licensed therapist specializing in perinatal mental health.	☒	☒
Goal and Impact: Increase in number of individuals who feel confident they can identify signs of mental health crisis and respond appropriately with resources.			
Collaborators: TEXT 988, Southwest Behavioral and Health Services, Women's Health Innovations, Life Force Community Services, Youth Mental Health Coalition, East Valley Resource Coalition (EVRC) and Dignity Health MCH, Emergency and Care Coordination departments, Heritage Resource Center, Chandler CARE Center, Gilbert PD Crisis Response Team and Chandler Children's Medical Clinic.			

 Health Need: Substance Use			
Strategy or Program	Summary Description	Active FY22	Planned FY23
Youth Mental Health Coalition	Evidence-based and evidence-informed programming includes culturally inclusive prevention that educates youth.	☒	☒
Mesa Prevention Alliance	Empowering Mesa community members' health & substance use awareness through education, advocacy and connection.	☒	☒
Hushabye Nursery - Peer Support	Peer Support Program, recognizes people with lived/living substance use disorder (SUD) and can provide participants first-hand knowledge of systemic barriers & meaningful coaching work in the area of resilience/coping skills as a means to address and overcome the challenge.	☒	☒
Goal and Impact: Provide relevant and timely care for those in need of substance abuse recovery.			

Collaborators: DH EV Community Health dept programs, ED, Care Coordination department and Chandler Children's Medical Clinic, Town of Gilbert, Town of Queen Creek, City of Tempe, Chandler and City of Maricopa, Mesa PD, community based organizations (CBOs), Hope for Addiction and EVRC members.

 Health Need: Cancer			
Strategy or Program	Summary Description	Active FY22	Planned FY23
Amanda Hope Rainbow Angels	Supports needs of families impacted by childhood cancer & other life-threatening illnesses through Comfort and Care counseling.	☒	☒
American Cancer Society and Desert Cancer Foundation	Provides cancer education, screenings, and secures treatment resources and transportation for the uninsured and underinsured.	☒	☒
DH Cancer Care Clinic	Newly diagnosed cancer patients and their families and/or caregivers receive support to manage appointments, record keeping and communication between providers.	☒	☒
Goal and Impact: Improve education and awareness leading to increased prevention practices and access to resources and support.			
Collaborators: DH East Valley Community Health Improvement Grants Program recipients, CBOs, EVRC, Dignity Health's Care Coordination & Women's Imaging Center.			

 Health Need: Chronic Diseases/ Diabetes/ CVD/ Obesity/ Oral Health			
Strategy or Program	Summary Description	Active FY22	Planned FY23
DH Yoga of the Heart / WomenHeart Health Support Group	Breathing exercises and meditation, lowering blood pressure, cholesterol and glucose levels, as well as heart rate.	☒	☒
DH Healthier Living Program	Healthier Living programs serve participants with chronic conditions and pain, diabetes and fall risk to self-manage their conditions at no cost.	☒	☒
DH Chandler Children's Medical and Dental Clinics	Dental clinic provides dental exams, dental cleanings, fluoride varnish treatments and oral health education. Medical clinic provides well visits, education and resources to the uninsured. FTF provides dental screenings for expecting moms, fluoride varnish and oral health education for children, child care centers and medical offices.	☒	☒
First Teeth First (FTF) Program			

Goal and Impact: Increase in primary care and clinic use for care of chronic conditions, increase in education prevention efforts.

Collaborators: DH EV Care Coordination, Community Health programs, ED and Transitional Care Clinics, EVRC, ACTIVATE, Gilbert Heritage Center, Chandler CARE Center and Women's Heart Health Program.



Health Need: Injury Prevention

Strategy or Program	Summary Description	Active FY22	Planned FY23
DH Stop the Bleed / D4	Nationally recognized courses teach hemorrhage control to aid in saving lives. / The driving simulation curriculum teaches the dangers of distracted/impaired driving.	☒	☒
DH Matter of Balance program/ Walk with a Doc program	Reduce fear of falling & increase activity levels for senior citizens. A community based education program incorporates a CRMC physician.	☒	☒
DH Car Seat Clinic and Car Seat donation	Car seat clinics provide education inspection for safe installation. New seats are donated/recommended when need is identified.	☒	☒

Goal and Impact: CRMC Trauma Injury Prevention and Outreach Education programs increase; survivability & capacity to treat severe hemorrhaging from incidents and teach fall prevention to vulnerable communities & educate the public on the dangers of distracted/ impaired driving.

Collaborators: DH Care Coordination, MCH and Community Health department, EVRC, ACTIVATE, Chandler Children's Medical Clinic and Maricopa County Dept. Public Health and East Valley school districts.



Health Need: Access to Care/ Immunization

Strategy or Program	Summary Description	Active FY22	Planned FY23
DH Children's and Adult's Immunizations	Provides no cost immunizations for un/underinsured, AHCCCS, American Indian or Alaskan Native. Mobile sites/events.	☒	☒
DH East Valley Community Health Outreach	Based on the significant health/social needs identified in the CHNA programs with a variety of support/resource services to address the social and economic needs of patients.	☒	☒
DH FSL, ACTIVATE/ DH Community Health Worker (CHW)	Enrolled patients & family receive medication education, DME & resources at the hospital, and follow-up for 2 months. DH CHW is a patient navigator/link between health/social services and the community to facilitate access to services and improve the quality & cultural competence of service delivery.	☒	☒

Goal and Impact: Increase the ability for everyone to receive care they need within their community. To help maintain childhood immunization rates and administer vaccinations with emphasis on medically underserved communities and families while providing education and awareness on the importance of immunizations.

Collaborators: Arizona Korean Nurses Association, local school districts, community based organizations, Tempe Unified School District, Thew Elementary at Thrive To Five Resource Center, CUSD, Gilbert Heritage Center, Chandler CARE Center and Gilbert Unified School Dist.



Health Need: Housing/ Homelessness

Strategy or Program	Summary Description	Active FY22	Planned FY23
DH Homeless Initiative/ Taxi Vouchers	Provide charity rides to vulnerable patients unable to access transportation home from the hospital. Modivcare Transportation Initiative provides transportation for homeless patients.	☒	☒
One Small Step: Clothing Cabin	Supply children, families, and those living in poverty to attain a more productive life by providing quality clothes, shoes and other support services.	☒	☒
Arizona Abuse in Later Life Grant Project	Partnership with Area Agency on Aging DOVES Program, can provide victims of late life abuse (age 50+) emergency housing for up to 10 days in a hotel, including food, & clothing.	☐	☒

Goal and Impact: Through internal processes, key stakeholders and partnership with CBOs to create an increased awareness of resources, increase in accessing/connection of workforce development and housing resources connection to community-based services.

Collaborators: House of Refuge, AZCEND, I-HELP, VSUW, TCAA, Lutheran Social Services of the Southwest, Destination Diploma program, Chandler CARE Center, One Small Step:Clothes Cabin, Matthew's Crossing, Circle the City, Mission of Mercy of AZ, Gilbert Heritage Center, ACTIVATE and Freedom House.



Health Need: Violence/ Domestic Violence/ Human Trafficking

Strategy or Program	Summary Description	Active FY22	Planned FY23
DH Healthy Families Program	License medical social worker screens charts of high risk mothers of newborns to refer for child abuse prevention programs & provides parenting resources.	☒	☒
DH Human Trafficking Taskforce	Provide health care professionals with tools to identify & appropriately assist patients whose health, safety, may be affected by trafficking or other types of violence.	☒	☒
CeCe's Hope Center	The collaboration educates the community about sex- human trafficking, train law enforcement, identify victims and connect them to services.	☒	☒

Goal and Impact: Increase healthcare workforce education to provide trauma informed care for victims of violence and prevent future violence.

Collaborators: ACTIVATE, Chandler Children's Medical Clinic, Hope Women's Center, Compassion Connect Az., Hope for Addiction-Freedom House, Winged Hope and EVRC.



Health Need: Equity/ Racial Equity/ Health Equity/ Social Equity

Strategy or Program	Summary Description	Active FY22	Planned FY23
DH WomenHeart Health Support Group	This group is the only national organization dedicated to advancing women's heart health through advocacy, community education and patient support. WomenHeart advocates for equal access to quality care and provides information and resources to help women take charge of their heart health.	☒	☒
DH/CSH Connected Community Network (CCN)	This network uses a trusted community convener, together with a technology platform for referrals and coordination, to connect multiple health plans with community-based organizations providing a range of social services.	☒	☒
DH/SCH Financial Assistance Policy	Providing financial assistance to persons who have health care needs and are uninsured, underinsured, ineligible for a government program, or otherwise unable to pay.	☒	☒

Goal and Impact: Improve access to care and promote health equity for all across all prioritized significant health needs.

Collaborators: City of Chandler's Diversity, Equity & Inclusion, Youth Mental Health Coalition, EVRC, Gilbert Heritage Center, Chandler CARE Center, one-n-ten and Chandler Pride.



Health Need: Nutrition/ Food Access/ Exercise

Strategy or Program	Summary Description	Active FY22	Planned FY23
Mission of Mercy of AZ	Patients with diabetes who are un/underinsured will be able to receive care during regular medical exams, prescriptions, diabetes education/ monitoring and increased access to produce.	☒	☒
DH Mommy Fit Camp	A low to moderate paced exercise class for moms during pregnancy and postpartum. Exercise can be modified to each individual fitness level. Virtual classes are offered.	☒	☒
DH Healthy Eating, Active Living HEAL	A seven month program that focuses on making sustainable healthy lifestyle changes. It addresses the key community needs of nutrition, exercise and obesity.	☒	☒

Goal and Impact: Support community efforts to address nutrition, food access, and exercise through effective service referrals, resource navigation and Community Health department outreach programs.

Collaborators: Matthew's Crossing, Open Arms Care Center, Mission of Mercy of AZ, ACTIVATE, March of Dimes, Pinnacle Prevention, Maricopa County Department of Public Health, AZCEND, Father McGivney Food Bank, Gilbert Heritage Center, Aster Aging, TCAA, Dignity Health communities of care and Chandler CARE Center.

Community Health Improvement Grants Program

One important way the hospitals help to address community health needs is by awarding financial grants to non-profit organizations working together to improve health status and quality of life. Grant funds are used to deliver services and strengthen service systems, to improve the health and well-being of vulnerable and underserved populations related to CHNA priorities.

In FY22, the hospitals awarded the grants below totaling \$402,795.00. Some projects also may be described elsewhere in this report.

Grant Recipient	Project Name	Amount
Aster Aging Inc., Tempe Community Action Agency & AZCEND	East Valley Senior Home Sharing Program Community of Care	\$85,000
Child Crisis Arizona, FANS Across America & Chandler Education Foundation	Destination Diploma Chandler	\$50,000
Mission of Mercy of AZ, Arizona Diabetes Foundation & AZCEND	Improving the Health of Uninsured Patients with Diabetes	\$66,650
Hope for Addiction, Jesus Cares Ministries & Biblical Counseling of Arizona	Freedom House Transitional Living	\$60,000
CeCe's Hope Center, Project25, Horses Help & Faithful City	Bridging the Gap in Services for Trafficking Survivors	\$53,348
notMYkid, Inc., Bring Change to Mind & Lalo Boy Foundation	Youth Mental Health Collective	\$87,797

Program Highlights

The following pages describe a sampling of programs and initiatives listed above in additional detail, illustrating the work undertaken to help address significant community health needs.

 Pregnancy & Postpartum Support Group and Let's Talk Therapy Group	
Significant Health Needs Addressed	☐ Cancer ☒ Access to Care ☒ Mental Health and Suicide ☐ Housing and Homelessness ☐ Chronic Disease ☐ Violence ☐ Substance Use ☐ Equity ☐ Injury Prevention ☐ Nutrition
Program Description	Approximately one in seven women, and one in 10 men, will experience a perinatal mood disorder. The Pregnancy and Postpartum Support Group (PPSG) is a peer based support group that provides a safe, judgment-free place to connect with other moms in similar stages of life and experiencing similar challenges. This is a free drop-in group that currently meets twice weekly. Let's Talk is a closed perinatal therapeutic group that meets for six weeks and is led by a licensed therapist specializing in perinatal mental health. This free group meets for two hours per week for six weeks with the same group of moms.
Population Served	Pregnant and postpartum women and families who are struggling with the changes of the transition into parenthood, and mental/emotional challenges as it relates to their pregnancy and/or postpartum period.
Program Goal / Anticipated Impact	To provide pregnant and postpartum mothers (and their partner) services and resources as it relates to perinatal mental health. Due to the impact of COVID-19 and a subsequent increase in isolation, anxiety and depression, a second PPSG was started to meet community needs. Let's Talk was offered six times during the 2022 FY. All programs were offered via an online platform.
FY 2022 Report	
Activities Summary	The PPSG was held every Tue. and Wed. for 1.5 hrs, and various topics were presented and discussed as they relate to motherhood, wellbeing, mental health and more. Let's Talk was conducted six times over the year, each series lasting six weeks. During the six week series, each week covered a different topic, including maternal mental health,

	communication, boundaries, wellbeing and wellness planning, and tools and resources to manage depression, anxiety and more.
Performance / Impact	The PPSG served 520 clients in FY 2022. Resources and referrals were provided when appropriate. Participants consistently reported improved success navigating emotional adjustment issues, resources and treatment options, and a sense of community for themselves. Let's Talk served 24 clients in 2022. Program evaluations were excellent. Client outcomes were measured through pre and post session administration of the Edinburgh Postnatal Depression Scale (EPDS). The EPDS is a 10-question self-rating scale that has been proven to accurately identify clients at risk for perinatal depression. A score of 10 or greater indicates there is a likelihood of depression. The average score pre session was 13.08. We observed a 9.64 point drop to an average of 3.46 in the post session scores.
Hospital's Contribution / Program Expense	For the PPSG two coordinators and/or a department volunteer co-facilitate each week. Time spent facilitating on average is two hours per support group and the coordinator salary was covered by Dignity Health. For the Let's Talk program all expenses this FY were paid by Mercy Care. Total expenditures per six week session were \$1,934.40. This covered three hours per week for the Dignity Health program coordinator to assist with administrative duties and provide support during the weekly sessions, two hours for paperwork and documentation of data following the final session, and \$1,200 for therapist fee.
FY 2023 Plan	
Program Goal / Anticipated Impact	Ultimately, the goal of both the PPSG and Let's Talk is to provide pregnant and postpartum mothers (and their partner) services and resources as it relates to perinatal mental health. Due to the positive response and continued attendance of offering the PPSG twice per week, the programs will continue to be offered online in 2023 until in-person meetings are deemed to be a safe option. The support and therapy received in these programs will facilitate a decrease in the severity of perinatal mood disorders and isolation for the community members we serve.
Planned Activities	1. The PPSG will continue to offer semi-structured support twice per week and refer to Let's Talk and/or other resources as appropriate. At this time the support group continues to be offered twice a week and attendance will be monitored for continued need. Participants will report success navigating emotional adjustment issues, resources and treatment options, and a sense of community for themselves. 2. Let's Talk will administer a program evaluation at the completion of the six-week series. The EPDS will be administered pre and post sessions with an anticipated self-report demonstrating a decrease in symptoms and/or procurement of additional professional support and resources outside of Let's Talk. A self-reporting client survey will continue to be offered this FY.



Yoga of the Heart

Significant Health Needs Addressed

- | | |
|---|--|
| ☐ Cancer | ☒ Access to Care |
| ☒ Mental Health and Suicide | ☐ Housing and Homelessness |
| ☐ Chronic Disease | ☐ Violence |
| ☐ Substance Use | ☐ Equity |
| ☐ Injury Prevention | ☐ Nutrition |

Program Description

Heart disease is the leading cause of death among women. With heart disease being a leading cause of death, it's important to recognize that 80% of one's risk is preventable through lifestyle habits. Yoga of the Heart is a weekly yoga practice consisting of postures that lengthen, improve balance and increase flexibility, all while strengthening the body. Breathing exercises and meditation, which have been scientifically proven to lower blood pressure, lower blood cholesterol and blood glucose levels, as well as heart rate, making it a useful lifestyle tool for staying healthy. This class empowers women to make their health a priority through self-care and self-love, in order to flourish and to fully nourish. Dignity Health currently holds classes virtually through Zoom online platform. Classes are led by Dignity Health's Cardiac Care Yoga Specialist.

Population Served

Classes are geared for women ages 18 -75 years of age who have heart disease or are at risk of heart disease.

Program Goal / Anticipated Impact

The program goals are to lower women's risk of cardiovascular disease, in addition to lowering anxiety, depression, and chronic stress. Women have a higher risk of such conditions. A regular yoga practice also contributes to a reduction in;

- Blood pressure
- Cholesterol
- Inflammation markers

FY 2022 Report

Activities Summary

Yoga of the Heart was held every Tuesday for 1 hour and various breathing exercises, asana flows, and meditations were presented and discussed as they relate to empowering the wellbeing of women. Yoga of the Heart instructor also participated in 4 various community settings and events during FY 2022, to support the women's heart health initiative.

Performance / Impact	Yoga of the Heart served 498 women in FY 2022. Resources and referrals to other services were provided when appropriate. Participants consistently reported improvement in mood, flexibility, reduction in stress, and a sense of community & connection for themselves. Program evaluations were excellent, with 99% of participants feeling less stressed and an overall improved quality of life after regularly participating in the weekly practice. Client outcomes were measured through pre and post session verbal surveys.
Hospital's Contribution / Program Expense	One coordinator facilitates and leads the class practice each week. Time spent facilitating on average is two hours per class and the coordinator salary was covered by Dignity Health. This also covered three hours per week for the Dignity Health program coordinator to assist with administrative duties, practice & curriculum preparation, and client follow up & documentation.
FY 2023 Plan	
Program Goal / Anticipated Impact	Provide women who are at risk or have heart disease with the services and resources as it relates to women's heart health. Due to the positive response and continued participant attendance at Yoga of the Heart once a week, the program will continue to be online in 2023 until in-person meetings are deemed to be a safe option. The support and therapy received in this program will facilitate a decrease in the incidence of heart disease in women. Program goals also include an increase in attendance by 5%, as well as participating in a minimum of 3 community events.
Planned Activities	Yoga of the Heart will continue to offer weekly classes and refer to other resources as appropriate. At this time the class continues to be offered once a week and attendance will be monitored for continued need for the possibility of adding an additional weekly practice. The program will continue to seek opportunities for internal and external collaborations and support with community events to support women's heart health.



Mommy Fit Camp

Significant Health Needs Addressed

- | | |
|---|--|
| ☐ Cancer | ☐ Access to Care |
| ☒ Mental Health and Suicide | ☐ Housing and Homelessness |
| ☒ Chronic Disease | ☐ Violence |
| ☐ Substance Use | ☐ Equity |
| ☐ Injury Prevention | ☒ Nutrition/Exercise |

Program Description	Obesity continues to rise and has significantly increased among women of the childbearing age range and women in the perinatal period. Maternal obesity can lead to a variety of pregnancy, birth, and future complications. Mommy Fit Camps is a preventive program that provides free pregnancy and postpartum fitness classes. Classes are conducted online, led by a CAPPA Certified Pregnancy Fitness Educator. Two populations: pregnant moms and postpartum moms & their babies attend class. Classes are low to moderate pace and can be modified to each individual fitness level. Exercising during pregnancy and postpartum, reduces general perinatal discomforts, reduces your risk for gestational diabetes, lower incidence of perinatal mental health disorders, and decreases likelihood of future challenges with obesity and other chronic diseases.
Population Served	Pregnant and postpartum women who are looking to improve maternal and fetal health, prepare for labor and childbirth, and reduce the risk of excessive gestational weight gain, gestational diabetes, and mental health challenges as it relates to their pregnancy and/or postpartum period.
Program Goal / Anticipated Impact	Contribute to improved birth outcomes, improve maternal future health outcomes, increases in physical activity, and reduction in Body Mass Index.
FY 2022 Report	
Activities Summary	Mommy Fit Camp was held weekly for 1 hr, and various exercises and stretches were presented and discussed as they relate to empowering the wellbeing of mom and baby. Mommy Fit Camp instructor also participated in the Annual March for Babies March of Dimes event in April 2022. The collaboration brought awareness and support to the initiative to improve the health of babies by preventing birth defects, premature birth, and infant mortality.
Performance / Impact	Mommy Fit Camp served 288 clients in FY22. Resources and referrals were provided. Participants consistently reported improvement in mood, control over gestational weight gain, improvement in pregnancy discomforts, and positive effects on postpartum recovery & weight loss. Program evaluations were excellent. Client outcomes were measured through pre and post session verbal surveys 1. Post class verbal survey indicates 99% of moms continue with a regular exercise routine outside of weekly fit camps. 2. Post class verbal survey indicates 95% of moms are motivated to incorporate healthy eating and long term healthy lifestyle changes into their daily routines
Hospital's Contribution / Program Expense	For Mommy Fit Camp one coordinator facilitates and leads the class each week. Time spent facilitating on average is two hours per class and the coordinator salary was covered by Dignity Health, two hours per week for the Dignity Health program coordinator to assist with administrative duties, practice & curriculum preparation, and client follow up & documentation.

FY 2023 Plan	
Program Goal / Anticipated Impact	Ultimately, the goal of Mommy Fit Camp is to provide pregnant and postpartum women with services and resources as it relates to maternal and fetal health. Due to the positive response and continued attendance of offering Mommy Fit Camp once a week, the program will continue to be offered online in 2023 until in-person meetings are deemed to be a safe option. The support and therapy received in this program will facilitate a decrease in the incidence of obesity and long term health conditions.
Planned Activities	Mommy Fit Camp will continue to offer weekly classes and refer to other resources as appropriate. At this time the class continues to be offered once a week and attendance will be monitored. The program will continue to seek opportunities for internal and external collaborations and support within the community and plans to collaborate with the March of Dimes Annual March for Babies event in 2023.



First Teeth First

Significant Health Needs Addressed	☐ Cancer ☒ Access to Care ☐ Mental Health and Suicide ☐ Housing and Homelessness ☒ Chronic Disease ☐ Violence ☐ Substance Use ☐ Equity ☐ Injury Prevention ☐ Nutrition
Program Description	The First Teeth (FTF) program provides oral health screenings, education, fluoride varnish treatment, and care coordination to expectant women and children up to age 6 years. Additionally, the program provides best practice oral health education to dentists, pediatricians, and early childhood professionals. First Teeth First is primarily funded through First Things First (Arizona Early Childhood Agency- committed to the healthy development and learning of young children from birth to age 5). Dignity Health supports the program with administrative functions and funding of employee benefits.
Population Served	Expectant women and children up to the age of 6 years.
Program Goal / Anticipated Impact	Decrease the number of children under age 6 with early childhood tooth decay and increase the number of children utilizing a dental home. Increase the number of parents/expectant women educated on oral health and caries prevention. Complete 30 professional development training sessions to educate professionals in the community.

FY 2022 Report

Activities Summary	1. Oral Health education based on the most up- to- date evidence will be provided to expectant women and children up to age 6 years and their families. 2. Children up to age 6 years will be screened for oral health status and provided with fluoride varnish when appropriate. 3. All expectant women receiving services will receive oral health aids for their unborn infant and educational materials. All children receiving services will receive a toothbrush kit and educational materials. 4. Care Coordination for establishment of a dental home will be provided when appropriate. 5. Clinics will be scheduled to occur at locations including pediatric medical offices, child care centers, preschools, family resource centers, childbirth prep classes in person or zoom, pregnancy support centers, health fairs, community events and churches. 6. Bilingual staff will provide oral health education in Spanish when appropriate. Virtual language translation services will be available. 7. Medical providers will be provided with strategies to identify children at risk for tooth decay and encourage establishment of a dental home by age one. 8. Staff at general dental practices will be provided with strategies for working with young children and developing the practice as a dental home for children beginning at age one.
Performance / Impact	3,750 children received a dental screenings 1,445 children received fluoride varnish treatments 93 expectant women received dental screenings and education. 1,187 adults were educated and 1,088 children educated. 30 professional development training sessions were completed for general dentists, childcare staff and medical practices. Children and expectant mothers receiving oral health screenings also received care coordination services for establishment with a dental home when appropriate. The program impacted the population by preparing children for learning in school and reducing negative pregnancy outcomes linked to poor oral health.
Hospital's Contribution / Program Expense	Staff: \$336,252.15 Travel: \$3,790.57 Supplies and Contract services: \$17,515.69 Indirect costs: \$1,322.77 Total Expenses: \$358,881.18 (paid by grant First Things First Grant) DH provided administrative support and employee benefits.
FY 2023 Plan	
Program Goal / Anticipated Impact	Dignity Health will work with MCDPH to provide a coordinated approach to oral health prevention services in Maricopa County. First Teeth First will provide oral health education, oral health screening,

	fluoride varnish treatment, care coordination for expectant women, and children up to age 6 years. FTF will also provide outreach and training to medical and dental professionals who serve the target population. The program will decrease the number of children with early childhood tooth decay and the associated risks for pain and infections that can lead to lifelong complications to health and wellbeing.
Planned Activities	Reach out to established community partners to attend events that serve areas of underserved populations. Serve in areas that have reopened since COVID, such as preschool children at elementary schools and high schools. Attend in person to expectant women classes if possible for better outcomes in scheduling of screening appointments. Continue to serve and grow in medical dental integration opportunities.



Children's Dental Clinics

Significant Health Needs Addressed	☐ Cancer ☒ Access to Care ☒ Mental Health and Suicide ☐ Housing and Homelessness ☐ Chronic Disease ☐ Violence ☐ Substance Use ☐ Equity ☐ Injury Prevention ☒ Nutrition
Program Description	The Children's Dental Clinics utilize Affiliated Practice Dental Hygienists to provide comprehensive preventive dental care to low-income and uninsured children. Services include dental assessments, radiographic imaging, sealants, interim therapeutic restorations, fluoride varnish treatments, education, nutrition guidance, and coordination of care. Integration of mental health screenings and referrals during the patient dental appointment. Located at a school-based health center and a family resource center. Clinics are perceived as safe-havens, where individuals receive compassionate, culturally sensitive care. The bilingual promotoras work with families to complete risk assessments and goal setting for behavior change to improve oral health. The promotoras strengthen community connections by providing oral health education and supplies to families, in community locations.

Population Served	Low-income and uninsured children ages 0 to 21.
Program Goal / Anticipated Impact	Improve oral health and prevent dental disease in children ages 0 to 21.
FY 2022 Report	
Activities Summary	1. Provide preventive dental health services including dental assessments, professional cleanings, radiographic imaging, sealants, interim therapeutic restorations, fluoride varnish treatments, oral health education, nutrition guidance, and care coordination. 2. Provide referrals and care coordination for children in need of restorative dental care. 3. Increase awareness and improve children's oral and overall health through education for children and parents. 4. Provide dental supplies to children at the clinic and in the community. 5. Integration of mental health screenings and referrals at the patient's dental appointment.
Performance / Impact	1. 877 children received full preventive dental services at 1,913 appointments 2. 80% patients had "no new decay" at subsequent clinic appointments 3. 1,754 children and parents received oral health education in the clinic and the community
Hospital's Contribution / Program Expense	Total program expenses were \$360,224.44. Grant contributions totaled \$216,097.84. The remaining \$160,093.13 was contributed by Dignity Health East Valley Foundation. The dental clinics are grant-funded with additional financial and operational support from the Dignity Health Foundation- East Valley.
FY 2023 Plan	
Program Goal / Anticipated Impact	The Children's Dental Clinic will improve the oral health of children ages 0 to 21 by reducing barriers to care, providing preventive dental services, improving oral health behaviors, and increasing awareness of the importance of oral health. Increase the number of patients seen for FY 2023.
Planned Activities	The program activities are the same as the FY 2022 report.



Immunizations Clinic

Significant Health Needs Addressed

- | | |
|--|--|
| ☐ Cancer | ☒ Access to Care |
| ☐ Mental Health and Suicide | ☐ Housing and Homelessness |
| ☐ Chronic Disease | ☐ Violence |
| ☐ Substance Use | ☒ Equity |
| ☐ Injury Prevention | ☐ Nutrition |

Program Description

Children's and Adult's Vaccine Program provides free immunizations (vaccines provided through the State Vaccines for Children Program) for children 18 years and younger who are uninsured, underinsured, on AHCCCS, or American Indian or Alaskan Native and offers free adult immunizations (vaccines provided through the State Vaccines for Adults Program) for people 19 years and older who are uninsured or underinsured.

Free clinics are held at the CRMC Licensed Outpatient Treatment Center at the Chandler CARE Center, Gilbert Heritage Family Resource Center and at mobile sites in partnership with Maricopa County Department of Health Services throughout the East Valley service areas. Chandler Regional Medical Center provides staffing and supplies for the clinics. Free flu vaccines are provided through the Community Health department.

Population Served

Children 18 years and younger who are uninsured, underinsured, on AHCCCS, or American Indian or Alaskan Native.
Adults, people 19 years and older who are uninsured or underinsured.
Private flu vaccine free for any clinic participants.

Program Goal / Anticipated Impact

To help maintain childhood immunization rates in our community and administer vaccinations to children and adults with emphasis on medically underserved communities and families while providing education and awareness on the importance of immunizations.

Impact will be measured through clinic information entered into a database as well as reports run from ASIIS and Lawson reports.

1. Number of immunization clinics for children and adults.
2. Number of people screened: children and adults.
3. Monitor and track revenue and pharmaceutical costs.
4. Percentage of ASIIS data entered and up to date by June 30th.

FY 2022 Report	
Activities Summary	Immunization Clinics were provided for children offering all required and recommended vaccines from the Federal Vaccines for Children program. Immunization clinics for adults provided recommended and required vaccines as they were available through the Federal Vaccines for Adult Program.
Performance / Impact	1. Number of immunization clinics for children and adults 57 2. Number of people screened: children and adults 1,959 3. Monitor and track revenue and pharmaceutical costs revenue: \$29,504, pharma: \$61,161 4. Percentage of ASIIS data entered and up to date by June 30th 100%
Hospital's Contribution / Program Expense	Staff salaries and benefits: \$265,864 / Pharma and supplies: \$61,161
FY 2023 Plan	
Program Goal / Anticipated Impact	1. Safely administer vaccinations at planned clinics to children and adults with emphasis on medically underserved communities and families while providing education and awareness on the importance of immunizations. 2. Maintain accurate and regulatory compliant data collection and entry of the data into the state immunization database (ASIIS) by June 30th. 3. Monitor and track revenue, pharmaceutical, clinic supplies and labor costs.
Planned Activities	1. Weekly clinics at our licensed Chandler site and our mobile Gilbert site. 2. Back to school focused clinics in July and August. 3. Free flu focused clinics September - November.



Building Blocks: Vision and Hearing Screenings

Significant Health Needs Addressed	☐ Cancer ☒ Access to Care ☐ Mental Health and Suicide ☒ Housing and Homelessness ☐ Chronic Disease ☐ Violence ☐ Substance Use ☒ Equity ☐ Injury Prevention ☐ Nutrition
Program Description	Building Blocks is a grant funded program offering vision and hearing screening services to under-served children in preparation for school.

	Building Blocks vision program also screens and provides resources for disenfranchised and homeless adults. The clinics are located in areas of greatest need as identified in the 2020 Community Health Needs Assessment. Referrals to no cost or low cost follow-up services are monitored to ensure patient and family needs are met.
Population Served	The vision and hearing screening are a portable program serving children up to age 18 years and eligible adults.
Program Goal / Anticipated Impact	Program goal for adults is to provide vision screenings, service referrals, case management and education to the population experiencing insecure-housing. Program goal for children vision and/or hearing screening is to newborn up to 18 years in the Dignity Health service areas, identifying those children requiring intervention and referrals and ensuring that each child requiring intervention receives referral and case management in a timely manner. 1. Number of clinics provided 2. Number of children screened/adults screened 3. Number of children and families educated/adults educated 4. Number of grants 5. Number of partners 6. Number of children referrals/adult referrals
FY 2022 Report	
Activities Summary	Clinics following the Covid-19 CDC based protocols were in place for all of the Building Block clinics. The collaborations continued with the Chandler CARE Center and the Gilbert Heritage Resource Centers by providing weekly clinics. At the Gilbert Family Birthing Center, clinics were held monthly. Services as needed were provided at the Dobson Academy charter school, the Jewish Community Center and several one-time community clinics. Dignity Health East Valley Foundation funding supports the Promotora case management and homeless adult coordinator position. Continued partnerships with the following local community based organizations: AZCEND, I-HELP, Salvation Army and House of Refuge. Vision referral services provided by Sight on Site which include: comprehensive testing and glasses. The Power of the Purse Committee continued to support funding for the testing and glasses for the homeless adult population served.
Performance / Impact	1. Number of clinics provided: Children 89/ Adults 27 2. Number of underserved people screened: Children 1,076/ Adults 241 3. Number of disenfranchised educated: Children 723/ Adults 176 4. Number of grants 2 5. Number of partners 15 6. Number of referrals: Children 191/ Adults 141

Hospital's Contribution / Program Expense	Program expenses are funded through a grant from the following: City of Chandler Power of the Purse Committee Dignity Health Foundation East Valley Sight on Site (free and reduced cost exams and glasses)
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FY 2023 Plan

Program Goal / Anticipated Impact	The program goals are the same as the FY 2022.
Planned Activities	The program activities are the same as the FY 2022.



Healthier Living

Significant Health Needs Addressed	☐ Cancer ☒ Access to Care ☒ Mental Health and Suicide ☒ Housing and Homelessness ☒ Chronic Disease ☐ Violence ☐ Substance Use ☒ Equity ☒ Injury Prevention ☒ Nutrition
Program Description	Healthier Living is an evidence-based program comprised of 6 workshops originally developed by Stanford University, University of Illinois at Chicago, and Boston University. The 6-8 week virtual and in-person workshops are offered 100% free throughout the east valley community and help participants with chronic conditions, diabetes, chronic pain, or fall risk, to self-manage their conditions. The senior and low income populations are specifically targeted. The hospital's role is to provide financial support through the East Valley Foundation and to refer patients to appropriate workshops.
Population Served	Participants include Maricopa County east valley community members over 18, with a focus on the senior (60+) and underserved populations.
Program Goal / Anticipated Impact	Deliver a minimum of 27 varied Healthier Living workshops serving a minimum of 375 participants throughout the east valley with a focus on participant satisfaction and overall health improvement. 1. Improve participants' overall health and well-being. 2. Improve participants' ability to self-manage their chronic conditions more effectively.

	3. Reduce the risk of unnecessary falls and injuries through education and practical exercises. 4. Equip participants with the tools and knowledge to better manage their diabetes and pre-diabetes. 5. Decrease hospitalizations and ER visits; reduce healthcare costs.
FY 2022 Report	
Activities Summary	1. Delivered 29 quality in-person and virtual Healthier Living program workshops to 391 participants. 2. Delivered workshops in accordance with all program fidelity and licensing requirements. 3. Partnered with new and existing east valley community and hospital partners to host and “champion” workshops. 4. Recruited, trained, and retained excellent workshop facilitators; logged 492.5 volunteer hours. 5. Retained relationships and financial support with funding partners.
Performance / Impact	Delivered 29 quality in-person and virtual Healthier Living program workshops to 391 participants with 92% self-reported participant satisfaction. Impact (supported by compiled participant survey results): 1. Participants self-reported overall health “good”, “very good”, or “excellent” improved from 69% pre-workshop to 80% post-workshop 2. Participants’ 60+ years old self-reported ability to reduce falls and prevent injuries, increased from 69% pre-workshop to 88.6% post workshop (supported by compiled survey results). 3. Participants’ self-reported ability to manage their diabetes or pre-diabetes improved from 64.6% pre-workshop to 89.3% post workshop (supported by compiled survey results). 4. 92% of participants reported “agree” or “strongly agree” they were satisfied with the workshops. 5. 51% of workshops served the senior and/or low income populations.
Hospital’s Contribution / Program Expense	Foundation funded: \$109,103 Salaries and benefits expenses: \$141,706
FY 2023 Plan	
Program Goal / Anticipated Impact	The FY23 goal and anticipated impact remain the same as FY22 except the anticipated number of participants served will be 410. 1. Deliver quality workshops with a focus on health improvement and participant satisfaction and improve participants' overall health and well-being and empower participants to self-manage their chronic pain and chronic conditions more effectively. 2. Reduce the risk of unnecessary falls and injuries through education and practical exercise and equip participants with the tools and knowledge to better manage their diabetes and pre-diabetes. 3. Decrease hospitalizations and ER visits; reduce healthcare costs.
Planned Activities	The program activities are the same as the FY 2022.



Trauma Injury Prevention and Outreach Education

Significant Health Needs Addressed	☐ Cancer ☐ Mental Health and Suicide ☐ Chronic Disease ☐ Substance Use ☒ Injury Prevention ☐ Access to Care ☐ Housing and Homelessness ☒ Violence ☐ Equity ☐ Nutrition
Program Description	Chandler Regional Medical Center (CRMC) Trauma Services Department program Stop the Bleed is a nationally recognized course that teaches hemorrhage control to aid in saving lives. We utilize a standardized lecture and hands-on practice to bring awareness and improve comfort level and skill related to wound packing and tourniquet application. Walk With A Doc Sun Lakes, is a community based education program that incorporates education on different health topics as well as exposure to providers from the community. A physician from CRMC attends an organized community walk to provide education and promote a healthy lifestyle and exercise to keep the participants active and mobile to limit the risk of falls and injury. Matter of Balance is an evidence-based group intervention to reduce fear of falling and increase activity levels for senior citizens. Dignity Doesn't Drive Distracted (D4) is a driving simulation curriculum to teach the dangers of distracted/impaired driving. We will continue to teach this curriculum to not drivers of all ages to educate on the dangers of distracted and impaired driving. Car seat clinics and community child passenger education is a collaborative program with Gilbert and Chandler Fire Departments, facilitating monthly car seat and inspection clinics. Car seats are inspected for safe installation and new seats are provided when need is identified.
Population Served	East valley community members, school districts, higher education institutions, public safety agencies and community groups.
Program Goal / Anticipated Impact	1. Stop the Bleed : provide 'Stop the Bleed' supply kits for participating schools to increase survivability and capacity to treat incidents of

	uncontrolled hemorrhage. Also, continue to educate the community on how to manage life threatening hemorrhages and save lives. 2.Matter of Balance: continue to host multiple sessions throughout the East Valley service area.. 3.D4: continue efforts to educate the public on the dangers of distracted and impaired driving utilizing the D4 curriculum. 4. Car seat clinics: maintain our existing relationship with Gilbert and Chandler Fire in an effort to ensure child passenger safety for the surrounding communities.
FY 2022 Report	
Activities Summary	Continuous weekly scheduled training sessions for multiple programs within the community. Averaging 1-4 courses/sessions per week.
Performance / Impact	Continued work with partner school districts Gilbert, Mesa, Tempe Union HS, Chandler and Queen Creek to train all sports medicine students in Stop the Bleed. Successfully hosted 5 Matter of Balance courses within the East Valley communities focusing on areas of high falls and vulnerable populations based on injury data surveillance. Initiation of the D4 curriculum to East Valley community members.
Hospital's Contribution / Program Expense	Stop the Bleed expenses, including maintenance of training equipment and purchasing of kits for distribution, is approximately \$15,000 annually. This cost is not inclusive of training hours provided by department and hospital staff. Matter of Balance program costs are supported by Trauma Services including course materials and refreshments totaling approximately \$10,000.
FY 2023 Plan	
Program Goal / Anticipated Impact	Complete Stop the Bleed training for the entirety of Gilbert Public Schools teachers and staff by the end of Q2 FY 2023. Matter of Balance: FY23 Goal is to maintain 4+ courses per year with plans to expand into new senior living facilities, while also expanding to rural area zip codes and our vulnerable members of the community listed in the 2022 CHNA. D4 goal is to host 2 full courses with lecture and go kart utilization. A goal for the car seat clinic is to host at least one Dignity Health sponsored car seat clinic at CRMC and/or MGMC hospital campus.

Planned Activities	Approximately 30 additional Stop the Bleed courses planned for Q1-Q2 FY23 for Gilbert Public School District staff. Supply kit distribution to each school will be supported by Trauma Services. Continuation of all Fall Prevention and education efforts and expansion into more senior living facilities within the East valley. Walk With a Doc: Sun Lakes winter program session Q2-Q4 FY23.
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Other Programs and Non-Quantifiable Benefits

The hospital delivers community programs, services and non-quantifiable benefits in addition to those described elsewhere in this report. Like those programs and initiatives, the ones below are a reflection of the hospital's mission and its commitment to improving community health and well-being.

Community Investment Program

The CommonSpirit Community Investment Program is funded out of Common Spirit's funded depreciation. This program is one way in which Common Spirit realizes its mission and enhances the advocacy, social justice and healthier communities' efforts of its hospitals and religious and community sponsors. Current investment projects for Arizona are as follows:

Borrower, Amount and Description	Approved Amount	Geography or Near Specific Hospital(s)
Arizona Community Foundation (ACF) ACF has been a partner with CommonSpirit since 2012. It is using its current 5-year \$5,000,000 loan approved in 2016 to extend financing for the creation of health clinics, charter schools and affordable housing for low-income families and communities in Phoenix and the surrounding area. In 2021, the board approved a \$2.525 million extension.	\$ 2,525,000	All Arizona hospitals
Ascend (Autism Spectrum Center for Educational and Neurological Development) In September 2020 CommonSpirit approved a \$400,000 loan to Ascend to pay for construction expenses for a new 4,300 square foot facility to house both child and adult services. Ascend was originally formed in 2007 as an Arizona Department of Education Private Approved Day School. For the past 12 years, ASCEND has been providing quality educational services to K-12 students with autism and related disorders in Yavapai County, Arizona.	\$ 400,000	All Arizona hospitals

Clothes Cabin In January 2019 Dignity Health approved a 7-year \$500,000 loan to Clothes Cabin, who is a nonprofit organization providing clothing to those in need—specifically low-income children who need clothes for school, low-income men and women for work, and the homeless in Chandler, Arizona. This loan was paid in full in December 2021.	\$ 500,000	Chandler Regional Medical Center
Chicanos Por la Causa (CPLC) In January 2017 Dignity Health approved a 7-year \$3,000,000 loan to CPLC, a multifaceted nonprofit organization offering a wide array of bilingual and bicultural services that include education, advocacy, small business lending, and affordable housing development. This loan complements CPLC’s Neighborhood Stabilization Program grant specifically to help acquire, rehabilitate, and manage 95 units of affordable multi-family housing in Phoenix, Arizona with wraparound services. Another 7-year loan for \$1,000,000 was approved in 2018 to provide bridge financing for the development of 187 units of affordable mixed-use and mixed-income housing as part of a comprehensive revitalization for the City of Mesa.	\$ 4,000,000	Chandler Regional Medical Center
COPA Health In March 2021 CommonSpirit approved a \$4,950,000 loan to COPA Health to expand its health clinic in north Phoenix. COPA Health was formed by a merger between Marc Community Resources and Partners in Recovery in 2018, and is the largest provider of services to the Severely Mentally Ill population in the greater Phoenix, Arizona market.	\$ 4,950,000	All Arizona hospitals
Hush-A-Bye Nursery ("HN") In November 2020 CommonSpirit approved a \$500,000 loan to Hush-A-Bye Nursery to pay for tenant improvements for HN’s new 12-bed facility in metro Phoenix, Arizona. HN was founded in 2018 and is one of only a handful of companies nationwide specializing in Neonatal Abstinence Syndrome (“NAS”).	\$ 500,000	All Arizona hospitals
Trellis In January 2018 Dignity Health approved a 7-year \$500,000 loan to this CDFI specializing in promoting home ownership to low- and moderate-income residents of Maricopa County through first and second mortgages and down payment assistance. Trellis also provides financial counseling and homeownership education. In September 2020, a new \$3,500,000 loan was approved for 7 years to pay for pre-development and construction expenses for a 40-lot affordable housing complex in Phoenix, Arizona.	\$ 4,000,000	All Arizona hospitals

Rural Community Assistance Corporation (RCAC) In June 2017 Dignity Health approved a 7-year \$500,000 loan to RCAC for projects in rural California, Nevada and Arizona. RCAC assists rural communities in building social capital, environmental infrastructure, and affordable housing. It also provides nonprofit organizations with access to financing. RCAC financing creates employment opportunities, affordable housing, safe and reliable environmental infrastructure, and much-needed community facilities and services. RCAC operates in rural California, Nevada and Arizona, and several other states west of the Rockies. In March 2021, CommonSpirit approved another \$1,000,000 to RCAC to continue to support the organization's mission in rural areas.	\$ 1,500,000	Dignity Health hospitals in Northern California, Central Valley, Nevada, and Arizona.
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Economic Value of Community Benefit

The economic value of all community benefits is reported at cost. The economic value of community benefit for patient financial assistance (charity care), Medicaid and other means-tested programs is calculated using a cost-to-charge ratio to determine costs, minus revenue received for providing that care. Other net community benefit expenses are calculated using a cost accounting methodology. Restricted offsetting revenue for a given activity, where applicable, is subtracted from total expenses to determine net benefit in dollars.

510 Chandler Regional Medical Center 7/1/2021 through 6/30/2022					
Complete Summary - Classified Including Non Community Benefit (Medicare)					
	Persons	Expense	Offsetting Revenue	Net Benefit	% of Expenses
<u>Benefits For Poor</u>					
Financial Assistance	4,671	10,167,321	0	10,167,321	1.4%
Medicaid	41,607	130,084,594	71,362,389	58,722,205	8.3%
Community Services					
A - Community Health Improvement Services	4,938	1,257,964	440,813	817,151	0.1%
E - Cash and In-Kind Contributions	30	250,306	0	250,306	0.0%
Totals for Community Services	4,968	1,508,270	440,813	1,067,457	0.2%
Totals for Poor	51,246	141,760,185	71,803,202	69,956,983	9.9%
<u>Benefits for Broader Community</u>					
Community Services					
A - Community Health Improvement Services	7,341	1,199,393	488,462	710,931	0.1%
B - Health Professions Education	2,312	3,098,739	0	3,098,739	0.4%
E - Cash and In-Kind Contributions	1,078	135,672	1,333	134,339	0.0%
F - Community Building Activities	85	81,073	17,753	63,320	0.0%
G - Community Benefit Operations	0	420,220	0	420,220	0.1%
Totals for Community Services	10,816	4,935,097	507,548	4,427,549	0.6%
Totals for Broader Community	10,816	4,935,097	507,548	4,427,549	0.6%
Totals - Community Benefit	62,062	146,695,282	72,310,750	74,384,532	10.5%
Medicare	26,335	149,602,821	117,456,725	32,146,096	4.5%
Totals with Medicare	88,397	296,298,103	189,767,475	106,530,628	15.0%

512 Mercy Gilbert Medical Center 7/1/2021 through 6/30/2022
Complete Summary - Classified Including Non Community Benefit (Medicare)

	Persons	Expense	Offsetting Revenue	Net Benefit	% of Expenses
Benefits For Poor					
Financial Assistance	1,662	2,457,277	0	2,457,277	0.7%
Medicaid	18,459	53,833,214	33,094,859	20,738,355	5.9%
Community Services					
A - Community Health Improvement Services	179	9,513	0	9,513	0.0%
E - Cash and In-Kind Contributions	9	133,173	0	133,173	0.0%
Totals for Community Services	188	142,686	0	142,686	0.0%
Totals for Poor	20,309	56,433,177	33,094,859	23,338,318	6.7%
Benefits for Broader Community					
Community Services					
A - Community Health Improvement Services	2,003	193,112	8,396	184,716	0.1%
B - Health Professions Education	983	1,704,999	0	1,704,999	0.5%
E - Cash and In-Kind Contributions	74	65,866	686	65,180	0.0%
F - Community Building Activities	85	42,670	18,462	24,208	0.0%
G - Community Benefit Operations	0	259,161	0	259,161	0.1%
Totals for Community Services	3,145	2,265,808	27,544	2,238,264	0.6%
Totals for Broader Community	3,145	2,265,808	27,544	2,238,264	0.6%
Totals - Community Benefit	23,454	58,698,985	33,122,403	25,576,582	7.3%
Medicare	15,593	69,465,599	58,512,185	10,953,414	3.1%
Totals with Medicare	39,047	128,164,584	91,634,588	36,529,996	10.4%

Hospital Board and Committee Rosters

2022 East Valley Hospital Community Board

Jason Bagley (Chairperson) Sr. Director, State Government Relations Intel Corporation
Puneet Bhalla, MD Ironwood Cancer & Research Center
Tim Bricker INTERIM SVP Operations/CEO SW Division
Sankalp Choudhri, MD EV Center for Pulmonary & Sleep Disorder
Sandy Cooper (Vice Chairperson) Retired, Assistant Superintendent, Chandler Unified School District
Trinity Donovan CEO, AZCEND Chandler and Gilbert
Tom Dwiggin Fire Chief, City of Chandler Fire Department
Tameka F. Hartman People Solutions Manager, Town of Gilbert
Jonathan Hodgson, DO Neurologist, Gilbert Neurology
Rick Horn Retired, Community Member
Sister Bridget McCarthy, RSM Retired, Dignity Health
Hector Peñuñuri Sr. Distribution Key Account Manager, Salt River Project
JW Rayhons President / Owner , Rayhons Financial Solutions, LLC
David Salvatore, DO President of Medical Staff, Chandler Regional & Mercy Gilbert Medical Centers
Mahmood Shahlapour, MD Pioneer Hospitalists

Mark Slyter, President and CEO Chandler Regional & Mercy Gilbert Medical Centers
Joan Warner, MD Retired Desert Foothills OB/GYN
Tom Marreel CEO, Marreel Slater Insurance
John Lewis President & CEO, Phoenix East Valley Partnership
Teresa Lanham Sr. Vice President, Medical & Physican Banking BOK Financial
Sister Mary Kilgariff, RSM Retired, Dignity Health
Sumeet Kadakia, MD General SurgeonAdvanced Surgical Associates LTD

2022 East Valley Community Health Committee

Sister Bridget McCarthy Dignity Health Hospital Community Board member
Carl Landrum Community Member
Chris Clark President, Queen Creek Chamber of Commerce
Carrie Smith Chief Operating Officer, FSL
Debbie Hillman Chief Administrative Officer Mercy Care
Blythe FitzHarris Chief Clinical Officer Mercy Care
Ivars Vancers Owner, Vancers Consulting
Jeanene Fowler Program Operations Administrator, Maricopa County Department Public Health
John Bauer Chief Financial Officer Dignity Health Arizona General Hospitals
JW Rayhons President, Rayhons Financial Solutions, LLC

Kathleen Dowler Director, Community Health, Dignity Health East Valley
Sister Margaret McBride, RSM Market Vice President Mission Integration, Dignity Health
Mario Valadez M.Div. BCC Market Vice President Mission Integration, Dignity Health East Valley
Mark Slyter President/CEO, Dignity Health East Valley
Sister Mary Kilgariff, RSM Dignity Health Hospital Community Board member
Melanie Dykstra Volunteer and Community Resources Manager, Town Manager Dept , Town of Gilbert
Richard P. Kratche, MD, FAAFP Program Director, Dignity Health East Valley Family Medicine Residency
Sandy Cooper (Chairperson) Assistant Superintendent, Chandler Unified School District
Trinity Donovan (Vice Chairperson) CEO, AZCEND Chandler and Gilbert
Tameka Fox Hartman People Solutions Manager, Town of Gilbert
Theresa Dettler Manager, Community Benefits and Partnerships, East Valley Dignity Health