

Mercy Medical Center

Community Benefit 2021 Report and 2022 Plan

Adopted October 2021



A message from

Charles Kassis, president and CEO of Mercy Medical Center, and Dr. Humberto Barragan, Chair of the Dignity Health Mercy Medical Center Community Board.

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.

Mercy Medical Center 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 2021 Report and 2022 Plan describes much of this work. This report meets requirements in California state law (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 2021 (FY21), Mercy Medical Center provided \$32,521,296 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services and other community benefits. The hospital also incurred \$44,283,185 in unreimbursed costs of caring for patients covered by Medicare.





The hospital's Community Board reviewed, approved and adopted the Community Benefit 2021 Report and 2022 Plan at its October 2021 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 Lillian Sanchez-Ramos, Community Health and Community Benefit Manager.

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At-a-Glance Summary

Community Served 	<p>Merced County is a county located in the northern San Joaquin Valley in the state of California. Merced is the county seat of Merced County. The total population in Merced County is about 281,202. Two colleges reside in Merced County; University of California and Merced Junior College. Merced is the fastest growing county in California. The Hispanic/Latino population is 61.0% of the total population.</p>		
Economic Value of Community Benefit 	<p>\$32,521,296 patient financial assistance, unreimbursed costs of Medicaid, community health improvement services, community grants and other community benefits</p> <p>\$44,283,185 in unreimbursed costs of caring for patients covered by Medicare</p>		
Significant Community Health Needs Being Addressed 	<p>The significant community health needs the hospital is 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:</p> <table border="1"> <tbody> <tr> <td> <ul style="list-style-type: none"> • Access to Healthcare Services • Cancer • Diabetes • Heart Disease & Stroke </td><td> <ul style="list-style-type: none"> • Family Planning-Infant Health • Nutrition, Physical Activity & Weight • Respiratory Diseases • Dementia, including Alzheimer's </td></tr> </tbody> </table>	<ul style="list-style-type: none"> • Access to Healthcare Services • Cancer • Diabetes • Heart Disease & Stroke 	<ul style="list-style-type: none"> • Family Planning-Infant Health • Nutrition, Physical Activity & Weight • Respiratory Diseases • Dementia, including Alzheimer's
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FY20 Programs and Services 	<p>The hospital delivered several programs and services to help address identified significant community health needs. These included:</p> <ul style="list-style-type: none"> • Zumba and Yoga classes • Diabetes classes in English and Spanish • Child Birth Classes • Chronic Disease Self-Management, six-week program • Cancer Support Group • Cancer Patients, Wig Bank and I Can Cope Resources • Stroke Support and Resource class • Community Spiritual Services, "Ministry to the Sick" classes • Lactation education and Breast Feeding Support Program 		

**FY21 Planned
Programs and
Services**



FY21 programs will continue in FY22 with the intention of them continuing on for the next three years. Most of the classes will continue as virtual classes until it is safe to meet in-person in a classroom setting.

This document is publicly available online at <https://www.dignityhealth.org/central-california/locations/mercymedical-merced/about-us/community-benefit-report>

Written comments on this report can be submitted to the Mercy Medical Center's Community Health Office, 333 Mercy Avenue, Merced California or by e-mail to lillian.sanchez@commonspirit.org

Our Hospital and the Community Served

About Mercy Medical Center

Mercy Medical Center is a member of Dignity Health, which is a part of CommonSpirit Health.

Mercy Medical Center (MMC) is a 186-bed acute care, not-for-profit hospital located in the city of Merced, California. Mercy is a Catholic facility sponsored by the religious order known as the Congregation of Dominican Sisters of Saint Catherine of Siena. On May 2, 2010 MMC moved into a brand new 262,000 square foot facility on Mercy Avenue. MMC has a staff of more than 1,300 and professional relationships with more than 250 local physicians. Major programs and services include: one licensed acute care facility with a family birthing center, intensive care unit, emergency care and four floors housing, telemetry and medical/surgical nursing units. There are three outpatient facilities, Mercy UC Davis Cancer Center, Mercy Outpatient Center and the Mercy Medical Pavilion. Services at these outpatient centers include home care, physical and cardiac rehabilitation, ambulatory surgery, cancer care, laboratory, imaging and endoscopy. MMC primary service area includes Merced, Atwater, Winton and Planada for a total of 160,215 residents in Merced County. Secondary service areas include Los Baños, Livingston, Dos Palos, Chowchilla, Le Grand and Mariposa totaling 104,122 lives.

MMC operates three rural health clinics that are part of the UC Davis Family Practice Residency Program. All three clinics' patient population is primarily Medi-Cal patients. The clinics are: Family Care, a primary care clinic, Kids Care, a pediatric clinic and General Medicine, a specialty clinic.

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

Mercy Medical Center delivers compassionate, high quality, affordable health care and advocates for members of our community who are poor and disenfranchised. In furtherance of this mission, the hospital provides financial assistance to eligible patients who do not have the capacity to pay for medically necessary health care services, and who otherwise may not be able to receive these services. A plain language summary of the policy is at the end of this report. The financial assistance policy and plain language summary are on the hospital's web site.

Description of the Community Served

The city of Merced is the County seat and is the largest of the six incorporated cities in Merced County. Merced County encompasses 1,935 square miles. Between the 2000 and 2010 US Censuses, the population of Merced County increased by 25,490 person, or 9.9%. This is a greater proportional increase than seen across both the state and the nation overall. Merced County is predominantly urban, with 85.7% of the population living in areas designated as urban.

Merced County is located in northern San Joaquin Valley section of the Central Valley. It is located north of Fresno County and southeast of Santa Clara County. Mercy Medical Center serves the primary areas of Merced City with the zip codes 95340, 95341, 95348. Other county areas include Atwater 95301, Planada 95365, Winton 95388, Chowchilla 93610, Livingston 95334, Los Baños 93635, Dos Palos 93620 and Mariposa 95338. A summary description of the community is below. Additional details can be found in the CHNA report online.



	FY21
Total Population	181,685
Race	
White - Non-Hispanic	36.3%
Black/African American - Non-Hispanic	0.9%
Hispanic or Latino	56.1%
Asian/Pacific Islander	4.4%
All Others	2.4%
Total Hispanic & Race	
% Below Poverty	9.3%
Unemployment	5.6%
No High School Diploma	25.7%
Medicaid (household)	7.5%
Uninsured (household)	4.8%

Source: Claritas Pop-Facts® 2021; SG2 Market Demographic Module

SG2 Analytics Platform Reports:

Demographics Market Snapshot

Population Age 16+ by Employment Status

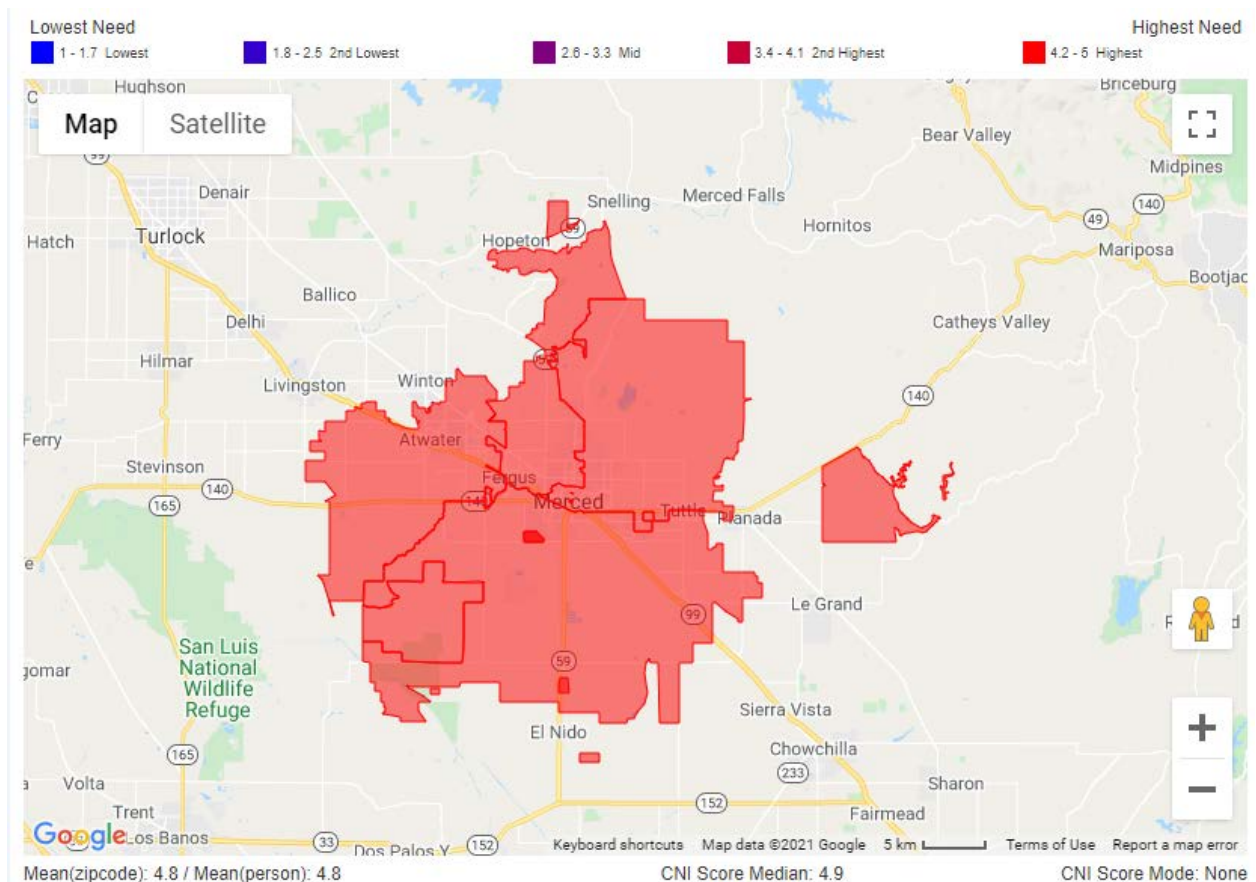
Families by Poverty Status, Marital Status and Children Age

Insurance Coverage Estimates; map data export

Community Need Index

One tool used to assess health need is the Community Need Index (CNI) created and made publicly available by Dignity Health and IBM Watson Health. The CNI analyzes data at the zip code level on five factors known to contribute or be barriers to health care access: income, culture/language, education, housing status, and insurance coverage.

Scores from 1.0 (lowest barriers) to 5.0 (highest barriers) for each factor are averaged to calculate a CNI score for each zip code in the community. Research has shown that communities with the highest CNI scores experience twice the rate of hospital admissions for ambulatory care sensitive conditions as those with the lowest scores.



Zip Code	CNI Score	Population	City	County	State
95301	4.6	41677	Atwater	Merced	California
95340	5	37187	Merced	Merced	California
95341	5	36220	Merced	Merced	California
95348	4.8	34958	Merced	Merced	California

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 October 2018.

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/central-california/locations/mercymedical-merced/about-us/community-benefit-report> or upon request at the hospital's Community Health office.

Significant Health Needs

The most recent community health needs assessment identified the following significant community health needs:

- **Access to Healthcare Services:** Barriers identified were appointment availability and trying to find a physician. The Primary care physician ratio is very poor.
- **Cancer:** Cancer is identified as the leading cause of death with lung cancer and prostate cancer higher than the state rate.
- **Diabetes:** 15% adults report having been diagnosed with diabetes. Diabetes is perceived as a major problem by 65.2% of the population.

- **Heart Disease & Stroke:** Heart disease and stroke are among the most widespread and costly health problems. Fortunately, they are among the most preventable.
- **Nutrition, Physical Activity, & Weight:** Diet and weight are related to health status.
- **Respiratory Diseases:** Asthma and COPD are significant public health burdens.
- **Substance Abuse:** The effects of substance abuse are cumulative, significantly contributing to costly social, physical, mental, and public health problems.
- **Dementia, Including Alzheimer's disease:** Alzheimer's disease is the most common cause of dementia and the 6th leading cause of death among adults 18 years and older.
- **Family Planning – Infant Health:** The well-being of mothers, infants, and children is an important public health goal. Their well-being determines the health of the next generation.
- **Injury & Violence:** Both unintentional injuries and those caused by acts of violence are among the top 15 killers for Americans of all ages.
- **Kidney Disease:** Chronic Kidney disease and end-stage renal disease are significant public health problems and a major source of suffering and poor quality of life for those afflicted.
- **Mental Health:** Mental health plays a major role in people's ability to maintain good physical health.
- **Potentially Disabling Conditions:** Arthritis, osteoporosis and chronic back conditions affects 1 in 5 adults and continues to be the most common cause of disability.

Significant Needs the Hospital Does Not Intend to Address

Mercy Medical Center has chosen to not address the following health needs: Substance Abuse, Injury & Violence, and Potentially Disabling Conditions. Patients will be given community resources to address any of these health needs which would apply to that specific individual. Mercy does not have the capacity or services to address these issues, and all are being addressed by other organizations in Merced County.

2021 Report and 2022 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 FY21 and planned activities for FY22, with statements on anticipated impacts, planned collaboration, and patient financial assistance for medically necessary care. Program Digests provide detail on select programs' goals, measurable objectives, expenses and other information.

This report specifies planned activities consistent with the hospital's mission and capabilities. The hospital may amend the plan as circumstances warrant. For instance, changes in significant community health needs or in community assets and resources directed to those needs may merit refocusing the hospital's limited resources to best serve the community.

The anticipated impacts of the hospital's activities on significant health needs are summarized below, and for select program initiatives are stated in Program Digests. Overall, the hospital anticipates that actions taken to address significant health needs will: improve health knowledge, behaviors, and status; increase access to needed and beneficial care; and help create conditions that support good health. The hospital works to evaluate impact and sets priorities for its community health programs in triennial Community Health Needs Assessments.



Creating the Community Benefit Plan

Mercy Medical Center is dedicated to improving community health and delivering community benefit with the engagement of its management team, board, clinicians and staff, and in collaboration with community partners.

The Mercy Community Board, the Community Advisory Committee are composed of community members who provide stewardship and direction for the hospital as a community resource (see Appendix A). These parties review community benefit plans and programs updates prepared by the hospital's community health director and other staff.

As a matter of Dignity Health policy, the hospital's community health and community benefit programs are guided by five core principles. All of our initiatives relate to one of more of these principles:

- Focus on Disproportionate Unmet Health-Related Needs
- Emphasize Prevention
- Contribute to a Seamless Continuum of Care
- Build Community Capacity
- Demonstrate Collaboration

Mercy Medical Center's community health programs reflect our commitment to improve the quality of life in the community we serve. The Community Advisory Committee (CAC), Community Board, Mercy Administration along with key management staff provides oversight and policy guidance for all charitable services and activities supported by the hospital. The people on these committees and boards represent health professionals as well as community residents. This group reviews the CHNA to determine that MMC's community health programs are addressing identified needs. The CAC members meets on a quarterly basis and the Community Board meets monthly. Identified needs are also reviewed by the Mercy Foundation to determine their philanthropic strategies.

A roster of members in the CAC and Community Board is attached in Appendix A.

Impact of the Coronavirus Pandemic

The coronavirus (COVID – 19) pandemic caused an unprecedented challenge to the day to day operations at Mercy Medical Center. Strategies, policies, initiatives had to be reexamined and changed to best meet the needs of our patients, staff and community.

In FY21, MMC took the following actions to respond to the COVID pandemic:

- For the safety of the volunteers, adult, high school and college student volunteers program were put on hold from covering their shift.
- All staff received weekly written briefings from the command center.
- To help control exposure to COVID the visitor guidelines were revised as needed to adjust to hospital COVID surge.
- If the patients was unable to communicate then their designated support person was called daily by the nurse, physician or hospital chaplain.
- "Kindness Boxes" a food box program were delivered to employees, Cancer Center patients and community families directly affected by COVID-19. In addition, Kindness Boxes were provided to residents experiencing homelessness through a collaboration with Livingston Community Health. From July 2020 to July 2021, over 19,000 boxes have been delivered.
- When out-patient surgeries were reinstated, all surgical patients were tested for the COVID virus prior to their procedure.
- Throughout the pandemic the Incident Command held leader briefings allowing staff time to share best practices, trouble shoot and keep up to date on the ever changing needs of our patients and community.


- Community health education classes all went virtually on Zoom. This is indicated throughout this report.
- Hospital chaplains established a hotline for staff during this extremely stressful, challenging time for them and their families.
- Administration and the employee engagement team provided, snacks, gifts and meals to staff to help keep moral positive.
- Our community offered support to our staff by working with the Mercy Foundation, businesses, service groups and individuals donated masks, PPE, snacks, letters, meals and other tokens of appreciation.



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: Access to Healthcare Services			
Strategy or Program Name	Summary Description	Active FY21	Planned FY22
Family Practice Clinic	<ul style="list-style-type: none"> • Clinic is in affiliation with UC Davis Residency program. Serves primarily Medi-Cal patients and the underinsured. 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Kids Care Pediatric Clinic	Pediatric and obstetric clinic with OB services provided by contracted physicians from Merced Faculty Associates. Primarily serves managed Medi-Cal and underinsured patients.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
General Medicine Clinic	Clinic to provide rotating specialty physicians who serve the underinsured, working poor individuals and patients on Medi-Cal.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Patient Financial Assistance Program	Financial assistance available to uninsured and or underinsured patients.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Mercy ED and Inpatient Volunteer Program	UC Merced students who are enrolled in premed classes volunteer in the emergency department and on the inpatient medical floors. Program encourages students to return to Merced County once they have become licensed or certified in their particular medical specialty. Due to the COVID 19 pandemic, in March 2020 this program was put on hold until COVID clearance.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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Impact: Provide well medicine to patients to prevent future illness and to treat medical needs of the uninsured and underinsured population. By being involved with the University who are pursuing a career in medicine may practice in Merced County.

Collaboration: Merced Faculty Associates, local specialty physicians, UC Merced



Health Need: Cancer

Strategy or Program Name	Summary Description	Active FY21	Planned FY22
Mercy UC Davis Cancer Center	<ul style="list-style-type: none"> Provides quality oncology care to the community. Partners with the American Cancer Society for various outreach programs and support services. CC became accredited by the Commission on Cancer Accredited Program, a quality program of the American College of Surgeons. 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
American Cancer Society	The Collaborative Action Plan is a partnership with ACS and the cancer center to provide support and resources for the cancer center patients.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cancer Support Group	Meets monthly at the cancer center, is facilitated through Mercy Spiritual Services and is open to any person affected by cancer, patient or family member, regardless of where they receive treatment.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Kindness Food Box Delivery Program	A touchless, weekly food box delivery program to patients that are undergoing treatment for cancer.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Accessible Yoga	A modified yoga program tailored to the individual cancer patient's physical abilities. This became a ZOOM class starting in March 2020.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Impact: Cancer patients given high quality care without having to leave Merced County. Cancer patients and their families will feel less stressed, will feel supported with the needed resources to help them cope while going to their oncology treatments.

Collaboration: American Cancer Society, Mercy Foundation, Dignity Health's Community Health department, Mercy UC Davis Cancer Center's Community Outreach team and Merced County Food Bank.



Health Need: Nutrition, Physical Activity and Weight

Strategy or Program Name	Summary Description	Active FY21	Planned FY22
STEPS	A joint replacement educational program to; prepare a patient for joint replacement, stay in hospital, recovery exercise, nutrition and home environment. Offers a walking club and is open to any individual who has had a joint replacement. Program is offered in English and Spanish. Due to COVID classes were stopped in June 2020 and are currently offered on line. The walking club, walks at the Merced Mall. When the mall says they can return, the club will start again.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Zumba	Community Zumba offers three classes a week to any adult individuals in the community. Classes transitioned to virtual starting March 2020 due to the COVID pandemic.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Yoga/Accessible Yoga/Prenatal Yoga	The Yoga program offers three classes a week for adults to increase balance, strengthen muscles, and reduce stress and to help maintain flexibility. Classes transition to virtual starting March 2020 due to the COVID pandemic.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
School Outreach Program	Community Health Educators visit local schools providing speakers to address with students; weight management, good nutrition and the importance of physical activity. This program has been on hold in March 2020 due to COVID.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Family Health Festival & 5K Stroke Awareness Run	An annual event with over 40 health vendors providing educational materials, screenings and physical activities. The 5K run benefits the Mercy Stroke program and provides the runners with stroke education. This event was modified to only include a virtual 5K that included educational		<input checked="" type="checkbox"/>

	materials on stroke awareness to more than 280 participants.		
Walk With Ease	This is a six week program that targets people with arthritis. This program is currently on hold due to COVID-19 and will resume when it safe to do so.	☒	☒

Impact: Community members will become more active, learn to manage their weight, better understand nutritional needs and encourage others to do the same.

Collaboration: City of Merced Parks and Recreation, the Arthritis Foundation and the Merced Mall



Health Need: Respiratory Diseases

Strategy or Program Name	Summary Description	Active FY21	Planned FY22
Asthma Coalition	Mercy is a partner on the coalition and the steering committee. Participates in World Asthma Day and community health fairs. After March 2020 health fairs were put on hold and coalition meeting transitioned to Zoom due to the COVID pandemic.	☒	☒
Smoking/Tobacco Cessation Classes	Freedom From Smoking Clinics to help persons who smoke to stop by providing education, support and resources. Classes are supported by the Mercy Cancer Center.	☒	☒
Tobacco Coalition	Mercy is a partner in the “education to the community” component of the coalition. Participates in community health fairs. After March 2020 health fairs were put on hold and coalition meeting transitioned to Zoom due to the COVID pandemic.	☒	☒
Asthma Self-Management Program	In collaboration with the CA Department of Public Health and the Comité Civico del Valle to provide asthma education to persons with the condition to be better self-managers.	☒	☒

Impact: Community members will better understand how to manage their asthma. By providing education will be less likely to start smoking and those that do smoke will hopefully stop.

Collaboration: CA Department of Public Health, Comité Civico del Valle, Asthma Coalition, Tobacco Coalition, American Lung Association



Health Need: Family Planning – Infant Health

Strategy or Program Name	Summary Description	Active FY21	Planned FY22
Childbirth Classes	Education and exercises to help pregnant women and their support person to prepare for childbirth. After March 2020 classes were offered one on one and in small groups on Zoom	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Lactation Classes	Class covers the basics of breastfeeding; reasons to breastfeed, how to hold and latch your baby and how your support person can help. After March 2020 classes were offered one on one on or small groups as well as in the Family Birth Center due to COVID.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Baby Café	Child birth educator facilitates this breastfeeding support group. Mothers & new moms help each other with the challenges they may encounter while breastfeeding and with postpartum depression. After March 2020 classes were offered one on one on a private Facebook group and have just resumed in June 2021 in small groups through collaboration with WIC.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Caesarian Class	In-person classes were put on hold due to COVID and were transitioned to one on one program in which an OB RN presents information to mothers to prepare them for their caesarian birth.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Impact: Partnerships and trust within the community are strengthened through our community classes.

Collaboration: Family Practice Clinics, OB/GYN Physicians, WIC

Community Grants Program


One important way the hospital helps 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.

In FY21, the hospital awarded the grants below totaling \$141,000. Some projects also may be described elsewhere in this report.

Grant Recipient	Project Name	Amount
ACE Overcomers of Merced County	Online English and Spanish Production	\$21,000
Alpha Pregnancy Help Center	Alpha Community First Trimester Health-Wellbeing Program	\$20,000
Merced Rescue Mission	Hope Respite Care	\$100,000

Program Digests

The following pages include Program Digests describing key programs and initiatives that address one or more significant health needs. The digests include program descriptions and intervention actions, statements of which health needs are being addressed, any planned collaboration, and program goals and measurable objectives.

 Mercy UC Davis Cancer Center Community Program	
Significant Health Needs Addressed	<input type="checkbox"/> Access to Healthcare Services <input checked="" type="checkbox"/> Cancer <input type="checkbox"/> Diabetes <input type="checkbox"/> Family Planning – Infant Health <input type="checkbox"/> Heart Disease & Stroke <input type="checkbox"/> Nutrition, Physical Activity & Weight <input type="checkbox"/> Respiratory Diseases
Program Description	<p>The community programs offered at the Mercy UC Davis Cancer Center are funded through the Mercy Foundation as well as through the Cancer Center's budget. The hospital provides a team of staff from all disciplines to help coordinate, facilitate and raise awareness of the program for patients as well as the community at large. The program provides to the community; information about cancer, education, support, staff, location for programs and snacks.</p>
Community Benefit Category	A1-D Community Health Education
FY 2021 Report	

Program Goal / Anticipated Impact	To address the need in the community for supportive cancer programs, education and resources for cancer patients, their families and/or support persons.
Measurable Objective(s) with Indicator(s)	<ul style="list-style-type: none"> • Track the number of community outreach/education events that the Cancer Center participates in as well as the # of attendees at such events (health fairs, symposiums etc.). • Track number of screening event participants. • Track number of high school classes that were given cancer prevention education • Continue to collaborate with the American Cancer Society per our Collaborative Action Plan. • Continue to track the # of contacts made by Cancer Center social worker to assist cancer patients for psychosocial concerns related to having cancer. • Track the number of patients impacted by food insecurities due to COVID who received “Kindness Boxes”.
Intervention Actions for Achieving Goal	<ul style="list-style-type: none"> • Support group expanded to be more multidisciplinary. Participation by therapy services, food and nutrition services and spiritual services. • Accessible Yoga program launched on a weekly basis. The program adapted to an online forum during COVID. • An average of seven to ten people attend the cancer support group twice a month. • Three El Capitan High School classes given 45 minute presentation on vaping and smoking prevention. • Daily assessment for food insecurities with weekly deliveries.
Collaboration	American Cancer Society, Mercy Foundation, Dignity Health’s Community Health department, Mercy UC Davis Cancer Center’s Community outreach team, and Merced Union High School District, Merced County Tobacco Coalition
Performance / Impact	<p>The Cancer Support group was on hold since April 2020. Paint Night and school classes on vaping and smoking on hold. Members of the community better understand cancer and cancer treatments and are more supportive to the cancer patients. A total of 3,848 “Kindness Boxes” for food insecurity were delivered for a total of 1,924 touchless delivery occurrences.</p> <p>**Participation for most outreach programs was limited due to COVID. Cancer Center plans to re-implement programs when safe to resume in person meetings.</p>
Hospital’s Contribution / Program Expense	The Cancer Center, the Mercy Foundation and Community Health contributed \$174,576 in approved allocation requests to meet Cancer Center Community needs.

FY 2022 Plan	
Program Goal / Anticipated Impact	To address the needs in the community for supportive programs, education and resources for cancer patients, their families and/or support persons.
Measurable Objective(s) with Indicator(s)	Track and collect data and information of the number of encounter/sessions and attendance to the Cancer Center programs.
Intervention Actions for Achieving Goal	<ul style="list-style-type: none"> • Continue and increase participation in supportive care programs such as support group, smoking cessation classes, and accessible yoga when safe to resume in person settings. • Continue to offer cancer prevention events with local school districts • Continue the Kindness Food Box program to address food insecurities due to COVID. • Utilize nurse navigator for oral chemotherapy support and education, bridging gaps between providers and support to patients and caregivers.
Planned Collaboration	American Cancer Society, Mercy Foundation, Dignity Health's Community Outreach department, Mercy UC Davis Cancer Center's Community outreach team, and Merced School District.



Childbirth Preparation Programs

Significant Health Needs Addressed	<ul style="list-style-type: none"> <input type="checkbox"/> Access to Healthcare Services <input type="checkbox"/> Cancer <input type="checkbox"/> Diabetes <input checked="" type="checkbox"/> Family Planning – Infant Health <input type="checkbox"/> Heart Disease & Stroke <input type="checkbox"/> Nutrition, Physical Activity & Weight <input type="checkbox"/> Respiratory Diseases
Program Description	This program prepares expectant mothers for the childbirth experience, including the stages of labor, what to expect during pregnancy and delivery, preparation for cesarean birth, the importance of prenatal care, breastfeeding and infant health care. In addition to this education the program provides information on community resources.
Community Benefit Category	A1 Community Health Education

FY 2021 Report	
Program Goal / Anticipated Impact	Expectant women will be prepared for their birthing journey and the arrival of their child. Mother, baby, families and support persons will experience a high level of patient satisfaction.
Measurable Objective(s) with Indicator(s)	Track the number of sessions offered as well as the number of participants. Due to the COVID-19 pandemic in-person sessions were transitioned to Zoom class sessions. There were 12 Zoom sessions. The participation in the programs totaled 1,018. Patient satisfaction survey scores are also tracked.
Intervention Actions for Achieving Goal	The Childbirth Preparation classes were held once monthly via Zoom. Due to COVID-19, the caesarean course was provided one on one by an OB Nurse to prepare expectant mothers scheduled for a cesarean birth. There were 12 “stork tours” of the OB Department via Zoom. The established Nursing Nook was at the Mercy Outpatient Center was put on hold due to the pandemic. The Nursing Nook provided a breastfeeding support group was started and was held once a week. This is a partnership with Community Action Agency WIC. In addition the partnership provided a support group targeting mommies that were going through baby blues and postpartum depression. The COVID pandemic changed the way this program was provided. Starting in March 2020 classes were provided in private Facebook accounts and one on one support and education is provided by our lactation program lead. All Moms and All Dads Matter programs are currently on hold due to the pandemic and will be resumed as soon as it is safe to do so.
Collaboration	This program is made possible by collaborating with the Community Action Agency WIC, Merced County All Moms Matter and Merced County All Dads Matter. There are also partnerships with the local medical providers, FQHC's, Alpha Pregnancy Center and the Merced County Department of Public Health.
Performance / Impact	Expectant moms and their support persons benefited and experienced a better childbirth experience because of their participation in the childbirth preparation classes. Resources were available for any mom that needed postpartum depression help and support was offered to all the moms on baby health and breastfeeding.
Hospital's Contribution / Program Expense	Mercy Medical Center contributed \$114,092 for this community program.
FY 2022 Plan	
Program Goal / Anticipated Impact	Expectant women will be prepared for their birthing journey and the arrival of their child. Mother, baby, families and support persons will experience a high level of patient satisfaction.

Measurable Objective(s) with Indicator(s)	Participation in classes and support groups will be tracked. Attendees will be surveyed for their rate of satisfaction. Mothers and their support partner will be assessed to make sure they are prepared for childbirth, know well baby care, know how to breastfeed and will have access to other needed resources.
Intervention Actions for Achieving Goal	<ul style="list-style-type: none"> • Childbirth Preparation classes • Baby Café a breastfeeding support group • Nursing nook at Mercy Outpatient Center • Stork Tours in the OB • Will be working on establishing a drop in breastfeeding program in the rural health clinics.
Planned Collaboration	Collaboration will continue with the Community Action Agency WIC, Merced County All Moms Matter, Merced County All Dads Matter, FQHC's, Alpha Pregnancy Center, Merced County Department of Public Health and Alpha Pregnancy Center. Will explore a new partnership with JMJ Maternity Homes.



Live Well With Diabetes

Significant Health Needs Addressed	<input type="checkbox"/> Access to Healthcare Services <input type="checkbox"/> Cancer <input checked="" type="checkbox"/> Diabetes <input type="checkbox"/> Family Planning – Infant Health <input type="checkbox"/> Heart Disease & Stroke <input checked="" type="checkbox"/> Nutrition, Physical Activity & Weight <input type="checkbox"/> Respiratory Diseases
Program Description	A multi-purpose educational and support group that teaches strategies for understanding, managing and living with diabetes. It features medical professional guest speakers, interactive educational experiences and develops personal actions plans. Program is offered in English and Spanish.
Community Benefit Category	A1 Community Health Services
FY 2021 Report	
Program Goal / Anticipated Impact	Participants in the monthly diabetes classes learned how to better manage their diabetes. The medical staff became more aware of the classes and increased the number of referrals they made. Combined in both of our English and Spanish programs, 231 persons were informed about their diabetes either by attending the diabetes classes or by participating in a community health

	education session. Each week there were an average of 24 active participants in program offerings.
Measurable Objective(s) with Indicator(s)	Maintained the target attendance to both English and Spanish Diabetes programs. Our program was offered in one or all modalities weekly including, twice a month via Zoom. In addition, due to the pandemic we offered one on one telephone sessions as well as scheduled email education and support.
Intervention Actions for Achieving Goal	Provided post intervention follow-up and participants provided self-reporting to track outcomes. Classes became virtual once the COVID pandemic made in-person gathering unsafe.
Collaboration	Collaborate with the Mercy rural health clinics, the local FQHC's and local physicians, also with care coordinators and emergency room patient navigators. Working to increase the amount of referral from the rural health clinics.
Performance / Impact	An increase in attendance in the diabetes classes. Through surveying and self-reporting there have been positive outcomes in regards to reduction of hospitalizations and A1c numbers amongst participants of the diabetes educational programs.
Hospital's Contribution / Program Expense	The hospital's contribution was \$25,403.

FY 2022 Plan

Program Goal / Anticipated Impact	The diabetes educational program will continue to be offered weekly either through Zoom, one on one telephone sessions email and mail scheduled check-ins. This program will be offered in Spanish and English and will provide specific information on foot care, eye care, blood sugar monitoring, A1c tracking and meal planning basics. We will add the Diabetes Empowerment & Educational Program (DEEP) to our offerings. Resume collaboration with local walking groups and senior groups as an added component to support participants. Strengthen relationships with local private physicians to increase awareness and referrals to the diabetes programs via the Connected Community Network (CCN).
Measurable Objective(s) with Indicator(s)	Measure impact through number of referrals to the programs and who is referring to increase outreach in areas that are underutilized. Tracking attendance and self-reported health outcomes post intervention.
Intervention Actions for Achieving Goal	Increase the outreach to community healthcare providers and community-based organizations for referrals to the program. Transition all program offerings to in-person gradually as permitted by mandates and safety protocols. Implementation of

	DEEP. Will provide follow-up surveys to participants to measure outcomes of intervention. Growth of the Connected Community Network (CCN).
Planned Collaboration	Strengthen and continue to develop relationships with local private physicians, RHC's and FQHC's. Collaborate with Emergency Room care coordinators and connect with Connected Community Network (CCN).



Chronic Disease Self-Management Program (CDSMP)

Significant Health Needs Addressed	<input type="checkbox"/> Access to Healthcare Services X Cancer X Diabetes <input type="checkbox"/> Family Planning – Infant Health X Heart Disease & Stroke <input type="checkbox"/> Nutrition, Physical Activity & Weight X Respiratory Diseases
Program Description	This is a six-week comprehensive, outcomes-based program developed by Stanford University and licensed through Self-Management Resource Center (SMRC) which includes education and action planning for participants living with a chronic disease. Management tools help to control symptoms such as pain and difficult emotions; improving nutrition, physical activity, health literacy and communication with physicians; managing medications and making appropriate plans that work with their lifestyle.
Community Benefit Category	A1 Community Health Education

FY 2021 Report

Program Goal / Anticipated Impact	This program will address all identified chronic conditions ranging from obesity, asthma, COPD, high blood pressure, heart disease, kidney disease etc. Our goal is to provide resources and tools to those in the community either dealing with a chronic condition or supporting someone with a chronic condition. Provide education and tools that help with making healthier food choices and living an active life to help control and manage weight.
Measurable Objective(s) with Indicator(s)	The attendance and progress of the enrollees will be monitored. There will be pre surveys and follow-ups post intervention to demonstrate the outcomes of the program including how well participants have maintained their weight and changes to their lifestyle.

Intervention Actions for Achieving Goal	Scheduled workshops were spaced through the year at various locations in the community but due to COVID-19 the workshop sessions were put on hold until they can resume in-person in accordance with mandates and safety protocols. Developed partnerships with community partners to increase awareness of the program.
Collaboration	Collaboration with Merced County Department of Public Health, Central California Alliance for Health, FQHC's, RHC's and local physician groups.
Performance / Impact	There were 32 participants in this year's program, 30 fewer than last year. Participants completed both pre and post surveys to self-assess their overall health and impact of intervention.
Hospital's Contribution / Program Expense	The hospital contributed resources to transition to put programming on hold until it is safe to resume in-person workshops.
FY 2022 Plan	
Program Goal / Anticipated Impact	This program will address each and every identified chronic condition ranging from obesity, asthma, COPD, high blood pressure, heart disease, kidney disease etc. Our goal is to increase the amount of workshops to four a year, which will better provide resources and tools to those in the community either dealing with a chronic condition or supporting someone with a chronic condition. Provide education and tools that help with making healthier food choices and living an active life to help control and manage weight. Our goal is to hire two community health educators/group leaders this fiscal year. Planning to provide three virtual/in-person workshops FY22, pending working through logistics and staffing.
Measurable Objective(s) with Indicator(s)	The attendance and progress of the enrollees will be monitored. There will be pre surveys and follow-ups post intervention to demonstrate the outcomes of the program including how well participants have maintained their weight and changes to their lifestyle.
Intervention Actions for Achieving Goal	Work with newly hired community educators to schedule three workshops in underserved locations in the county. Schedule a Leader Training workshop to build capacity and workshop offerings. Build stronger relationships with local physician groups by developing a referral form to increase awareness and utilization of program s in the broader community.
Planned Collaboration	Collaboration with Merced County Department of Public Health, Central California Alliance for Health, FQHC's, RHC's and local physician groups. Connected Community Network

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.

- MMC staff raised funds and walked in the virtual Merced Walk to End Alzheimer's weekend event.
- MMC staff participate on the California Lactation Coalition and the Merced County Breastfeeding Network
- Mercy has donated to local physicians many pieces of medical equipment and supplies to be taken to other countries in Africa and Central America. Due to COVID-19 all of these programs are on hold and we hope to resume as soon as we are able to.
- Mercy staff represents MMC by being members of the following
 - Merced/Mariposa Cancer Society, Merced Rotary
 - Merced Kiwanis,
 - Merced Greater Chamber of Commerce
 - Merced County Hispanic Chamber of Commerce
 - Tobacco Coalition
 - Asthma Coalition
 - Merced County Bi-National Health Committee
 - Livingston Community Health Board of Directors
 - Central CA Alliance for Health
 - Merced County Continuum of Care
 - Merced County All in for Health Coalition
 - Food Policy Council of Merced County
- Mercy is part of the Merced County Health Care Consortium steering committee initiating the Children's Health Initiative to create Healthy Kids health coverage.
- MMC Pet Therapy Program has dogs that are certified through "Share A Pet". The dogs along with their owners, visit patients, staff and visitors.
- In September of 2017 Dignity Health Community Investment Program approved a 7 year \$2,275,000 Leverage loan with Livingston Community Health Clinic in order to build a new and larger clinic in Livingston (LCH). LCH serves approximately 15,600 predominantly low-income minority patients, many Latinos working in agriculture.
- Spiritual Services 101 is a twenty one hours of class work for faith leaders to deepen their skills in ministry to the sick.

- Spiritual Services 102 is for faith leaders who have completed SS 101 will take SS 102 for additional training in order to become a SS volunteer and visit patients in the hospital.

Economic Value of Community Benefit

The economic value of all community benefit is reported at cost. Patient financial assistance (charity care) reported here is as reported to the Office of Statewide Health Planning and Development in Hospital Annual Financial Disclosure Reports, as required by Assembly Bill 204. The community benefit of 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.

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Complete Summary - Classified Including Non Community Benefit (Medicare)

For period from 7/1/2020 through 6/30/2021

	Persons	Expense	Revenue	Net Benefit	% of Expense
<u>Benefits for Poor</u>					
Financial Assistance	4,681	7,052,248	0	7,052,248	2.2%
Medicaid	74,146	142,484,229	122,019,764	20,464,465	6.4%
<u>Community Services</u>					
A - Community Health Improvement Services	10,877	147,418	3,000	144,418	0.0%
E - Cash and In-Kind Contributions**	15	460,473	575,621	0	0.0%
G - Community Benefit Operations	16	15,651	0	15,651	0.0%
Totals for Community Services	10,908	623,542	578,621	44,921	0.0%
Totals for Poor	89,735	150,160,019	122,598,385	27,561,634	8.6%
<u>Benefits for Broader Community</u>					
<u>Community Services</u>					
A - Community Health Improvement Services	32,544	577,798	0	577,798	0.2%
B - Health Professions Education	27	6,430,747	2,064,369	4,366,378	1.4%
G - Community Benefit Operations	16	15,486	0	15,486	0.0%
Totals for Community Services	32,587	7,024,031	2,064,369	4,959,662	1.6%
Totals for Broader Community	32,587	7,024,031	2,064,369	4,959,662	1.6%
Totals - Community Benefit	122,322	157,184,050	124,662,754	32,521,296	10.2%
Medicare	33,067	124,453,368	80,170,183	44,283,185	13.9%
Totals with Medicare	155,389	281,637,418	204,832,937	76,804,481	24.0%

**Consistent with IRS instructions and CHA guidance, Cash and In-kind Contributions is reported at \$0 net benefit because offsetting revenue was greater than expense in FY21. This was due to the return of a large donation in the fiscal year. Net gain for cash and in-kind contributions is still included in all "Totals" calculations, however.

Hospital Board and Committee Rosters

Hospital Administration

A six-member senior management team operates the hospital administration.

- Charles Kassis, President
- Scott Banks, VP / Chief Financial Officer
- Janet Ruscoe, VP / Chief Nurse Executive
- Joerg Schuller, M.D., VP / Medical Affairs
- Kathy Kohrman, VP / Strategy and Business Development
- Rick Moreland, VP / Chief Operations Officer

Community Board

A fourteen-member board supports the vision, mission, values, charitable and philanthropic goals of the hospital and Dignity Health. Members are regarded in their community as respected and knowledgeable in their field, are contributing citizens in their community and are knowledgeable about or willing to become educated about hospital and healthcare matters.

- Michelle Allison - Retired
- Humberto Barragan, D.O. – *Board Chair*
- Doug Fluetsch – President, Fluetsch Insurance Company
- Sr. Katherine Hamilton, Retired – *Board Secretary*
- Mason Brawley, Law Attorney, Murphy & Brawley, LLP- *Board Vice Chair*
- Garth Pecchenino, Principal Engineer/Branch Manager
- Leslie Abasta-Cummings, CEO Livingston Health Services
- Tim Adam, Chief Operating Officer, Merced Rescue Mission
- Gabriel Garcia-Diaz, M.D. – Ortho Spine Advance Health, Inc.
- Parminder Sidhu, M.D., Chief of Staff
- Robert Dylina, Manager/Senior Loan Officer, Envoy Mortgage, Ltd.
- Christopher H. Vitelli, Superintendent/President Merced College
- Chuck Kassis – Hospital President (Ex-Officio)

Community Advisory Committee

- Scott Banks, VP/CFO
- Penny Sawyer, Retired
- Paul Thao, Merced Lao Family Community, Inc.
- Brigid Ferrari, Clinical Social Worker
- Janet Ruscoe, VP/Chief Nurse Executive
- Charles Kassis, President
- Marilyn Mochel, Retired
- Rebecca Nanyonjo, Director Merced County Health Department
- Joerg Schuller, M.D., VP / Medical Affairs
- Kimiko Vang, Deputy Director Employment and Training
- Leslie Haygood, Branch Manager EECU
- Gabina Villanueva, Member Services Supervisor Central California Alliance for Health
- Garth Pecchenino, Principal Engineer/Branch Manager
- Janice Wilkerson, Director MI/Spiritual Services
- Lillian Sanchez-Ramos, Manager Community Health