

Mark Twain Medical Center

Community Benefit 2020 Report and 2021 Plan

Adopted November 2020



A message from

Doug Archer, president and CEO of Mark Twain Medical Center, and Kathy Northington, Chair of the Dignity Health Mark Twain 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.

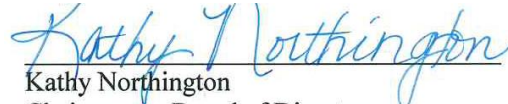
Mark Twain Medical Center shares a commitment with others to improve the health of our community, and delivers programs and services to help achieve that goal. The Community Benefit 2020 Report and 2021 Plan describes much of this work. This report meets requirements in California state law (Senate Bill 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 2020 (FY20), Mark Twain Medical Center provided \$3,456,000 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services and other community benefits. The hospital also incurred \$13,197,986 in unreimbursed costs of caring for patients covered by Medicare.

The hospital's Community Board reviewed, approved and adopted the Community Benefit 2020 Report and 2021 Plan at its November 20th 2020 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 the Community Health Manager Nicki Stevens, nicki.stevens@dignityhealth.org or calling 754.5919.



Doug Archer
President/CEO

Kathy Northington
Chairperson, Board of Directors

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At-a-Glance Summary

Community Served 	Calaveras County is approximately 130 miles east of San Francisco, 60 miles southeast of Sacramento, and 50 miles east of Stockton. The total population is about 44,000 with an area of 1,008 square miles. Our only incorporated city, the Angels Camp, has a population of about 5,400.		
Economic Value of Community Benefit 	\$3,456,000 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services, community grants and other community benefits \$13,197,986 in unreimbursed costs of caring for patients covered by Medicare		
Significant Community Health Needs Being Addressed 	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) from September 2019. Needs being addressed by strategies and programs are: <table border="1"> <tbody> <tr> <td> • Access to Primary and Specialty Care • Behavioral Health (Mental Health and Substance Use) </td><td> • Cardiovascular Disease • Older Adult Health </td></tr> </tbody> </table>	• Access to Primary and Specialty Care • Behavioral Health (Mental Health and Substance Use)	• Cardiovascular Disease • Older Adult Health
• Access to Primary and Specialty Care • Behavioral Health (Mental Health and Substance Use)	• Cardiovascular Disease • Older Adult Health		
FY20 Programs and Services 	The hospital delivered several programs and services to help address identified significant community health needs from the 2019 CHNA. These included: Mental Health, Access to Primary and Specialty Care, and Chronic Disease Management. The following is a summarized update of actions and impacts. Overall in addition to the hospital, Mark Twain Medical Center's Rural Health Clinics address these and other needs in an accessible way throughout the county. Our goal is to enhance the integration of quality and safety efforts across the continuum of care, from community prevention, to outpatient, to inpatient and emergency care when necessary. The hospital also engages with the local public health department, the schools and other community organizations on these and other initiatives to collaboratively address health needs. The hospital delivered several programs and services to help address identified significant community health needs. These included:		
FY21 Planned Programs and Services 	FY20 programs will continue, with the following changes: • Enhance access to Primary and Specialty Care – Virtual Visits implemented • Evaluate opportunities for health improvement / addressing the health care needs of the elderly. – Senior Meal Program partnership with Area 12 on aging. Senior nutrition and access to services critical need during		

Pandemic.

- Reduce health disparities by addressing diabetes, COPD, and CHF among the general population with disproportionate unmet health-related need.
- Continue to promote and improve the health status and quality of life of the community by partnering with others and serving the poor and disenfranchised
 - Evaluate opportunities for mental health improvement/addressing the healthcare needs for the youth, adult and senior population.
- Continue to meet quarterly with Professional Mental Health Countywide task force to develop best practices with known local resources.

This document is publicly available online at www.marktwainmedicalcenter.com.

Written comments on this report can be submitted to the MARK TWAIN MEDICAL CENTER'S COMMUNITY HEALTH OFFICE, 768 MOUNTAIN RANCH ROAD or by e-mail to nicki.stevens@dignityhealth.org.

Our Hospital and the Community Served

About Mark Twain Medical Center

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

Founded in 1951, Mark Twain Medical Center is a 25-bed, critical access hospital located in San Andreas providing inpatient acute care, outpatient services and emergency services. The Medical Center's Medical Staff represents a broad range of specialties that ensure access to high quality medical care in a rural community. In addition to being a major provider of health services, Mark Twain Medical Center is also one of the area's largest employers. More than 300 people are employed at the hospital and its five Family Medical Centers. The Medical Center is a member of Dignity Health, the fifth largest not-for-profit healthcare system in the nation. For more information, please visit our website at www.marktwainmedicalcenter.org. Mark Twain Medical Center is also on Facebook.

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

Mark Twain Medical Center delivers compassionate, high quality, affordable health care and advocates for members of our community who are poor and disenfranchised. In furtherance of our 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

Mark Twain Medical Center serves Calaveras County, and is approximately 130 miles east of San Francisco, 60 miles southeast of Sacramento, and 50 miles east of Stockton. The total population is about 44,000 with an area of 1,008 square



miles. Our only incorporated city, the Angels Camp, has a population of about 5,400.

A summary description of the community is below. Additional details can be found in the CHNA report online.

Mark Twain 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.

We serve the communities of Calaveras County, California extending to the east and north of the agricultural and urban San Joaquin Valley, and into the Sierra foothills. Mark Twain Medical Center, located in San Andreas, California, is the sole hospital in the county and the county is its primary service area. Calaveras County is a rural area with a population of 44,178.

Our county geography begins near sea-level in the west with oak-dotted rolling hills, changes to mixed evergreens and oak forests, then dramatic stands of gigantic trees, and culminates near 8,200 feet in the eastern part of the county with evergreens growing among granite boulders of the Sierra Nevada Range. Major rivers, the Mokelumne and the Stanislaus, form borders north and south.

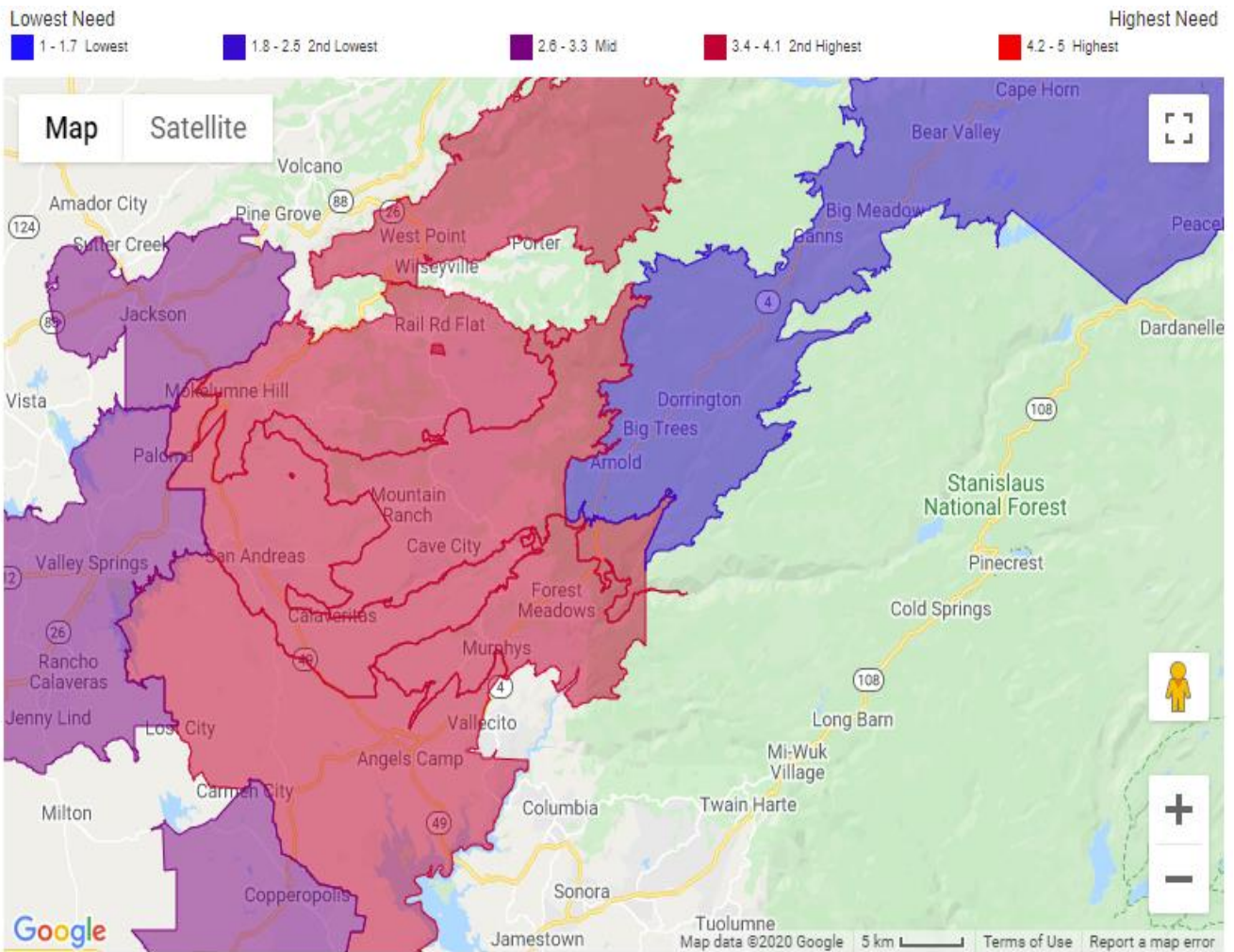
- Urban community members represent about 24.6 percent of the population. Other members of Calaveras County live in less densely populated regions, and 75.4 percent of the population is considered to be rural.
- The rural nature of much of the community results in some health challenges, including long transportation times and transportation difficulties for accessing care,
- The median age of Calaveras County is 50.7 years. This is significantly older than the U.S. median age of 37.6 years.
- Regarding racial and ethnic diversity, 79.7% of the population is white (non-Hispanic), 0.8% is black (non-Hispanic), 1.7% is Asian/Pacific Islander, 4.7% is Other (non-Hispanic), and 13.0% is Hispanic.
- Health is impacted by socioeconomic status (SES), and populations with low SES tend to face greater health challenges (Marmot & Wilkinson, 2005).
- An estimated 8.4% of Calaveras County residents are living at or below 200% of the federal poverty line. This is low compared to national rates (34.2%).
- In Calaveras County, 5.6% people are covered by Medicaid and 3.7% are uninsured.¹
- The ratio of the population to the number of primary care physicians is 61 percent higher, and the ratios of population to dentists and mental health providers is twice as high in Calaveras County than in California. That means less access to care, and the county as a whole is designated both a primary care and mental health Professional Shortage Area.

¹ Source: Claritas Pop-Facts® 2020; SG2 Market Demographic Module

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.



Mean(zipcode): 3.3 / Mean(person): 3.1

CNI Score Median: 3.6

CNI Score Mode: 3.6

Zip Code	CNI Score	Population	City	County	State
95222	3.6	5440	Angels Camp	Calaveras	California
95223	2.2	4985	Arnold	Calaveras	California
95228	3	4463	Copperopolis	Calaveras	California
95245	3.6	2471	Mokelumne Hill	Calaveras	California
95246	3.6	1744	Mountain Ranch	Calaveras	California
95247	3.6	4504	Murphys	Calaveras	California
95249	4	3673	San Andreas	Calaveras	California
95252	2.6	15173	Valley Springs	Calaveras	California
95255	3.6	1725	West Point	Calaveras	California
95642	3.2	7219	Jackson	Amador	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 September 2019.

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 marktwainmedicalcenter.org 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 Primary and Specialty Care
- Behavioral Health (mental health and substance use)
- Cardiovascular Disease
- Older Adult Health

Significant Needs the Hospital Does Not Intend to Address

- Unintentional Injuries

The hospital intends to help address all of the 2019 needs directly except for Unintentional Injuries, for which the hospital will seek to partner with others in the community including first responders.

The hospital intends to take actions to address all of the prioritized significant health needs in the CHNA report, both through its own programs and services and with community partners. Lists and descriptions of those planned actions are included in this report.

2020 Report and 2021 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 FY20 and planned activities for FY21, 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

Mark Twain 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.

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The hospital solicited and took into account input from individuals representing the broad interests of the community, both to identify health and health-related needs and to identify priorities among those needs. Three people providing input represented the local public health department, and several represented underserved, low-income and minority populations through their work and in their community roles. These included uninsured and underinsured persons, elderly residents, youth and students, and geographically isolated rural communities.

Meetings and Interviews

Input was obtained in 30- to 60-minute, semi-structured in-person meetings and telephone interviews in February and March 2019. The questions below were shared in advance, and formed the framework for the conversations.

1. What are the most significant health issues or needs in the community, considering both their importance and urgency? If you identify more than three needs, which do you consider most important.
2. What factors or conditions cause or contribute to these health needs?
3. Who or what groups in the community are most affected by these needs?
4. What do you think are effective strategies or actions for addressing these needs?
5. What are some major barriers or challenges to addressing these needs?
6. What resources exist in the community to help address these health needs?

Individuals providing input, with their organizational affiliations, are listed below.

Name	Title or Role	Organization or Affiliation
Dick Brown	Fire department chaplain, hospital chaplain and MTMC Patient Advisory Committee Member	Community representative
Kathryn M. Eustis	Director II, Student Support Services	Calaveras County Office of Education
Stacy Meily	Behavioral Health Program Manager	Calaveras Health and Human Services Agency
Colleen H. Rodriguez, MSW, MPH	Public Health Division Director	Calaveras Health and Human Services Agency
David Sackman, LMFT	Deputy Director, Behavioral Health Services	Calaveras Health and Human Services Agency
Randy Smart, MD	Executive Director	Mark Twain Health Care District
Peggy Stout	Executive Assistant	Mark Twain Health Care District
Ann Walton, RN	Cardiopulmonary Rehabilitation	Mark Twain Medical Center
Melinda Williams	Community resident and MTMC Patient Advisory Committee Member	Community representative

Impact of the Coronavirus Pandemic

- Mark Twain Medical Center is able to continue to support and supply nutritious meals for the Senior Meals Program. The model was previously for congregate sites where education, activities and fellowship have been provided. All meals are now made in bulk to go and delivered to a local Senior Center for pick up.
- We have also supplied toiletries, lunch totes, tee shirts and socks to the clients of Health and Human Services for those in need of resources.
- This September 2020 would have been our 23rd year for our Annual Fall Health Fair. This year will not host the ‘traditional’ event. We will provide the services that can both meet the needs of our community and social distancing requirements as well.
- MTMC will partner with our local Public Health Department to offer a drive through flu station. For our ever popular discounted Blood Analysis appointment in the lab for 3 consecutive months in a setting that will be safe, convenient and manageable. We plan to continue this support in FY21 to continue helping alleviate pandemic-induced needs.
- Mark Twain Medical Center will host a virtual gathering to focus attention on women’s health – and how it is affected by the challenges of COVID-19. This workshop can be promoted as part of MTMC’s ongoing successful A Plan 4 Me series.



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 Primary and Specialty Care

Strategy or Program Name	Summary Description	Active FY20	Planned FY21
Enhance access to Primary and Specialty Care	Expansion of services in our new Rural Health Clinic in Angels Camp. Virtual Visits implemented and utilized, including telephone visits.	☒	☒
Promote Health Outreach	In years past during our Annual Health Fair- providing free adult flu shots and discounted health care screenings and resources from our community partners in attendance. In FY21, we are partnering with the local Public Health Department to provide support for their annual drive thru flu shots.	☒	☒

Impact: In September of each year we offer free adult flu shots to the community during our Fall Health Fair. In FY20 we served 249 people and 367 in FY19. Our staff provided flu vaccinations to 772 clinic patients and expensed over \$3735.00 to provide flu vaccinations to adults at our Health Fair in FY20.

Collaboration: MTMC continues to work with the Calaveras County Public Health to decrease the readmission rates among vulnerable population. The Hospital also collaborates with Soroptimist and the Foundation to provide free Lipid Panels for the residents to promote heart health.



Health Need: Behavioral Health (Mental Health and Substance Use)

Strategy or Program Name	Summary Description	Active FY20	Planned FY21
Enhance opportunities for mental health improvement/addressing the healthcare needs for the youth, adult and senior population.	Utilization of the telehealth robot for psych allows the ordering of tailored stabilizing of medications, recommendations for treatment and suggestions for appropriate disposition.	☒	☒
Support for Youth Behavioral Health	Connect Emergency Room Youth patients needing additional resources for services relative to diagnoses for cognitive impairment.	☒	☐
Substance Abuse Counseling	Providers will create Care Plan by partnering with Public Health to refer patients that identify in need of Substance Abuse Counseling Support Services.	☒	☒

Impact: Bridge the gap in receiving quality mental health care for those families who are uninsured, under insured (high deductibles), or don't have access to therapists on their selected insurance plans.

Collaboration: Continue to partner and meet quarterly with Professional Mental Health Countywide task force to develop best practices with known local resources. Our Chief Nurse is on the County Mental Health Task Board.



Health Need: Older Adult Health

Strategy or Program Name	Summary Description	Active FY20	Planned FY21
• Evaluate opportunities for health improvement / addressing the health care needs of the elderly.	“A Plan 4 Me” workshops provide access to information to help address everyday situations, as well as identifying and preventing health issues. We will be exploring the opportunity for virtual seminars in FY21.	☐	☒
• The Senior Nutrition Program	A new collaboration between the Nutrition & Food Services Department at Mark Twain Medical Center and Common Ground Senior Services.	☒	☒

Impact: The Plan 4 Me series provides a free lunch at each health related prevention and educational seminar. Attendance averages 40. Our hope is to restart this successful educational outreach in the future after the pandemic. The hospital's initiatives to address access to care are anticipated to result in: attendance at both sites has doubled since MTMC Food Services got involved.

Collaboration: The hospital will continue partner with Common Ground Senior Services, Area 12 on Aging, and other public and local organizations that provide services and outreach to the older adult population.



Health Need 4: Cardiovascular Disease

Strategy or Program Name	Summary Description	Active FY20	Planned FY21
• Cardiovascular Disease Prevention	Reduce health disparities by addressing diabetes, COPD, and CHF among the general population with disproportionate unmet health-related need.	☒	☒
• Patient Education	Continue in FY21 the 'A PLAN 4 Me' Series. In collaboration with multiple organizations and specialists to provide education.	☒	☒
• Patient Support	Mark Twain Medical Center initiated a heart disease management program to help improve health outcomes and decrease admissions and/or length of hospital stay for persons with CHF or COPD.	☒	☒

Impact: Lower the high Prevalence of and Disparities in Chronic Health Conditions Provide an integrated care approach to managing illness was a significant health needs in Calaveras County. This includes screenings, check-ups, monitoring and coordinating treatment, and patient education.

Collaboration: Each February we provide free lipid panels to women in partnership with Soroptimist International. FY20 we served 139 local women.

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 FY20, the hospital awarded the grant below totaling \$32,000.

Grant Recipient	Project Name	Amount
Mind Matters Clinic, Calaveras County Behavioral Health and Calaveras Youth Mentoring Program	Calaveras Youth Behavioral Health Project (CYBHP)	\$32,000

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.



Access to Primary and Specialty Care Rural Health Clinics Expansion

Significant Health Needs Addressed	✓ Access to Primary and Specialty Care ❑ Behavioral Health (Mental Health and Substance Use) ❑ Older Adult Health ❑ Cardiovascular Disease
Program Description	In addition to the expansion of services in our new Rural Health Clinic in Angels Camp for; Primary Care, Women's Health, Pediatric Services, Orthopedics, Tele-psychiatry, Diagnostic Imaging, Laboratory Services, and Counseling Services. We are now implementing the Nurse Triage System for our Clinic Patients. For health conditions arising on the weekends, holidays and evenings, MTMC primary care patients may call our Advice Nurse line and will be directed to the appropriate level of care. The Registered Nurses staffing our Advice Nurse line are also available to provide current health and wellness information and answer general health questions.
Community Benefit Category	A2. Community-based clinical services
FY 2020 Report	
Program Goal / Anticipated Impact	FY20 ----- patient visits
Measurable Objective(s) with Indicator(s)	n/a for FY20
Intervention Actions for Achieving Goal	n/a for FY20
Collaboration	n/a for FY20
Performance / Impact	n/a for FY20
Hospital's Contribution / Program Expense	Projected to cost 12k annually for the Nurse Triage Call service
FY 2021 Plan	
Program Goal / Anticipated Impact	By expanding the footprint and better location visibility we will provide greater access to the Rural Healthcare Clinics. We have also

	implemented Cerner in the Clinics improving the service experience. This will allow the number of visits will grow and exceed thresholds; for specialty care as well.
Measurable Objective(s) with Indicator(s)	As Calaveras County residents are assured of the excellent care available, see consistent easy-access care at the clinics, and have the opportunity to connect via telehealth when subspecialty care is needed.
Intervention Actions for Achieving Goal	Our new RHC is located in the larger populated areas of the County. We will also be moving our existing Copperopolis Clinic into a much larger space. Both of these locations provide greater access to care and specialists for our underserved and under insured populations.
Planned Collaboration	The hospital is working in partnership with the Mark Twain Health Care District on the development of their new Rural Health Clinic which will be meeting the health needs in Valley Springs, the largest and fastest growing population in the county.



Access to Primary and Specialty Care Promote Health Outreach

Significant Health Needs Addressed	☒ Access to Primary and Specialty Care ☐ Behavioral Health (Mental Health and Substance Use) ☐ Older Adult Health ☐ Cardiovascular Disease
Program Description	Promote Health Outreach
Community Benefit Category	A2. Community-based clinical services
FY 2020 Report	
Program Goal / Anticipated Impact	Improve access to primary care and preventive services for the residents of the Mark Twain Medical Center service area to sustain or improve health.
Measurable Objective(s) with Indicator(s)	Residents obtaining immunizations at the Health Fairs will have decreased incidents of illness; decreased admissions and/or length of hospital stay for flu/pneumonia. We also offer discounted blood analysis during our health fairs.
Intervention Actions for Achieving Goal	We have increased our marketing efforts about the Health Fairs. Our outreach will assist us in providing additional immunizations in underserved areas.
Collaboration	We continue to partner with numerous local organizations to support the health and well-being of our community.

Performance / Impact	In FY20 MTMC and the Clinics provided over 772 Flu vaccinations to the community. 249 of those were during the annual Fall Health Fair.
Hospital's Contribution / Program Expense	FY20 MTMC expensed over \$3700 to provide Flu vaccinations to adults at our Health Fairs.
FY 2021 Plan	
Program Goal / Anticipated Impact	Improve access to primary care and preventive services for the residents of the Mark Twain Medical Center service area to sustain or improve health.
Measurable Objective(s) with Indicator(s)	Residents obtaining immunizations at the Health Fairs will have decreased incidents of illness; decreased admissions and/or length of hospital stay for flu/pneumonia.
Intervention Actions for Achieving Goal	Continue promoting and marketing the Fall Health Fair.
Planned Collaboration	MTMC collaborates with the Public Health Department and dozens of other community organizations.



Behavioral Health (Mental Health and Substance Use) Tele- Health ED Psych Services

Significant Health Needs Addressed	☐ Access to Primary and Specialty Care ☒ Behavioral Health (Mental Health and Substance Use) ☐ Older Adult Health ☐ Cardiovascular Disease
Program Description	Enhance opportunities for mental health improvement/addressing the healthcare needs for the youth, adult and senior population.
Community Benefit Category	A2. Community-based clinical services
FY 2020 Report	
Program Goal / Anticipated Impact	Maintained the hospital's Emergency Room Tele-health Psych services. Results include decreased average length of stay, ordering stabilizing medications, treatment recommendations and suggestions for disposition.
Measurable Objective(s) with Indicator(s)	Decrease average length of stay for our mental and behavioral health patients who later go on to a long term psych facility.
Intervention Actions for Achieving Goal	The psychiatrist who "beams in" on the telehealth robot is able to order stabilizing medications, make treatment recommendations and suggestions for disposition
Collaboration	Meeting quarterly with Professional Mental Health Countywide task force to develop best practices with known local resources.

Performance / Impact	In FY20 we had 104 activations. With an average of 17 hours and 21 minutes for length of stay. Compared to 20 hours when first implemented in 2018, which started at 23 hours. For pts who went on to a long-term psych facility. This data does not apply for the patients who were eventually safety planned.
Hospital's Contribution / Program Expense	MTMC will allocate \$42,312 for the Tele Behavioral Health component.
FY 2020 Plan	
Program Goal / Anticipated Impact	Continue to provide Emergency Room Tele-health Psych services.
Measurable Objective(s) with Indicator(s)	Decrease average length of stay for our mental and behavioral health patients who later go on to a long term psych facility.
Intervention Actions for Achieving Goal	Support this customized care for this venerable population in our ER.
Planned Collaboration	Continue building on working with local partners in Professional Mental Health to develop best practices with known local resources.



Older Adult Health Adult Prevention Classes

Significant Health Needs Addressed	☐ Access to Primary and Specialty Care ☐ Behavioral Health (Mental Health and Substance Use) ☒ Cardio Vascular Disease ☒ Older Adult Health
Program Description	The hospital's "A Plan 4 Me" workshops provide access to information to help address everyday situations, as well as identifying and preventing health issues. Each participant receives a binder to utilize for all medical records, emergency information etc.
Community Benefit Category	A 1. Community Health Improvement Services
FY 2020 Report	
Program Goal / Anticipated Impact	To offer education and preventative health related topics and local services available with our community partners.
Measurable Objective(s) with Indicator(s)	Based on surveys and over all feedback the 40 plus monthly attendees have been connected to experts and needed resources.

Intervention Actions for Achieving Goal	Host monthly educational health prevention topics (A Plan 4 ME Series) that are FREE and highlight our services presented by our community partners and our own team of experts.
Collaboration	The series also create opportunities for MTMC to collaborate with community organizations that additionally present on a range of priority health needs.
Performance / Impact	Evaluate opportunities for health improvement / addressing the health care needs of the elderly.
Hospital's Contribution / Program Expense	In FY19 the costs associated with these classes include, binders, food, advertising and promotional give aways. Totaling around \$32,000
FY 2021 Plan	
Program Goal / Anticipated Impact	Continue offering "A Plan 4 Me" series of health education events focused on seniors, free educational prevention luncheons in conjunction with our community partners.
Measurable Objective(s) with Indicator(s)	Increase attendance by 5% at the monthly educational health prevention topics (A Plan 4 ME Series) that are FREE and highlight our services presented by our community partners and our own team of experts.
Intervention Actions for Achieving Goal	Align with additional community partners to co-present monthly educational health prevention topics at our A Plan 4 ME Series.
Planned Collaboration	The series also create opportunities for MTMC to collaborate with community organizations on a range of priority health needs.



Older Adult Health Senior Nutritional Programs

Significant Health Needs Addressed	☐ Access to Primary and Specialty Care ☐ Behavioral Health (Mental Health and Substance Use) ☒ Older Adult Health ☒ Cardiovascular Disease
Program Description	The Senior Nutrition Program
Community Benefit Category	A 1. Community Health Improvement Services
FY 2020 Report	
Program Goal / Anticipated Impact	N/A
Measurable Objective(s) with Indicator(s)	N/A

Intervention Actions for Achieving Goal	N/A
Collaboration	N/A
Performance / Impact	N/A
Hospital's Contribution / Program Expense	N/A
FY 2021 Plan	
Program Goal / Anticipated Impact	The Senior Nutrition Program, under the direction of MTMC will incorporate State Nutrition Guidelines and meet one-third of the daily requirements for adults.
Measurable Objective(s) with Indicator(s)	Attendance at both sites has doubled since MTMC Food Services got involved.
Intervention Actions for Achieving Goal	Senior meals provide socialization, healthy meal preparation demonstrations. While the local seniors enjoy the atmosphere, play cards and bingo games
Planned Collaboration	The project was made possible by a grant from the Mark Twain Medical Center Foundation to the Nutrition & Food Services Department for specialized food transport equipment.



Cardiovascular Disease Prevention

Significant Health Needs Addressed	☐ Access to Primary and Specialty Care ☐ Behavioral Health (Mental Health and Substance Use) ☒ Cardiovascular Disease ☒ Older Adult Health
Program Description	Cardiovascular Disease Prevention
Community Benefit Category	A 1. Community Health Improvement Services
FY 2020 Report	
Program Goal / Anticipated Impact	Reduce health disparities by addressing diabetes, COPD, and CHF among the general population with disproportionate unmet health-related need.
Measurable Objective(s) with Indicator(s)	Provided nine sessions of 'A PLAN 4 Me' series. In collaboration with multiple organizations and specialists to provide education. Mark Twain Medical Center initiated a heart disease management

	program to help improve health outcomes and decrease admissions and/or length of hospital stay for persons with CHF or COPD.
Intervention Actions for Achieving Goal	Mark Twain Medical Center initiated a heart disease management program to help improve health outcomes and decrease admissions and/or length of hospital stay for persons with CHF or COPD.
Collaboration	In collaboration with multiple organizations and specialists to provide education, preventative tips and community support.
Performance / Impact	Lower the high Prevalence of and Disparities in Chronic Health Conditions. Provide an integrated care approach to managing illness was a significant health needs in Calaveras County. This includes screenings, check-ups, monitoring and coordinating treatment, and patient education.
Hospital's Contribution / Program Expense	In FY20 139 patients were served for the free Lipid Panels.
FY 2021 Plan	
Program Goal / Anticipated Impact	Reduce health disparities by addressing diabetes, COPD, and CHF among the general population with disproportionate unmet health-related need.
Measurable Objective(s) with Indicator(s)	Continue in FY20 the 'A PLAN 4 Me' Series. In collaboration with multiple organizations and specialists to provide education. Mark Twain Medical Center initiated a heart disease management program to help improve health outcomes and decrease admissions and/or length of hospital stay for persons with CHF or COPD.
Intervention Actions for Achieving Goal	Mark Twain Medical Center initiated a heart disease management program to help improve health outcomes and decrease admissions and/or length of hospital stay for persons with CHF or COPD.
Planned Collaboration	In November of FY20 MTMC and the Hospital Foundation will provide free lipid panel tests for men, with grant support from the Calaveras Community Foundation. Each February we provide free lipid panels to women in partnership with Soroptimist International. FY19 we served 192 local women.

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.

Mark Twain Medical Center staffs the First Aid Booth at County Fair -

Mark Twain Medical Center (MTMC) staff provides first aid (at no cost to the fair) at the Calaveras County Fair during the four day 10 hour day. On hold for FY20 due to COVID.

Teddy Bear Clinic – This annual 3-day event brings all of the kindergartners in Calaveras County to our hospital. The goal for this event is to alleviate any fears that young children may have in the face of an emergency. Additionally, many children recognize that emergency personnel are some of the same people from the communities where they live. From an educational stand point, the purpose is to lay the foundation for their future as a health care provider or public servant. The children are guided through hospital areas and departments and given a stethoscope, and teddy bear to care for. In addition to the hospital environment, local, state and federal agencies and emergency service providers also attend to help in exposing and educating the children to emergency services during each one of the stations on the tour. This program is on hold for FY20 due to COVID.

Community Leadership- MTMC's hospital leadership oversees community benefit activities for the hospital as it strives to meet the health and wellness needs of the local community. Several members of Mark Twain's senior and middle management team serve the community on a variety of community-based not-for-profit Boards, such as Homeless Task Force, Habitat for Humanity, Soroptimist International, Economic Development Corporation, local Churches and Chamber of Commerce to name a few.

Disaster Preparedness – During the year, over 400 persons in Calaveras County participated in communications workgroups and educational classes to coordinate communications between Public Safety, Public Health and MTMC. Partners include law enforcement, Fire, EMS, EMSA, Public Health and EMA. The goal is to improve processes and coordinate technologies for emergency service organizations.

Sponsorships and Donations - As a member of the community, Mark Twain Medical Center responds to requests for direct funding and goods and services to support community organizations and activities such as Grad Nite, Door of Hope, Youth Programs, Gardens to Grow in, and Habitat for Humanity, Cancer Support Group, etc.

Community Health Education Center - Calaveras County suffers from a scarcity of meeting rooms. MTMC'S provides meeting room space in the Community Health Education Center at no cost to health and community related groups as our schedule permits. On hold for FY20 due to COVID.

Diabetes Education – Diabetes touches every family. It is the leading cause of blindness among adults ages 20 to 74, and is the sixth leading cause of death in America. Education is the key factor to managing Diabetes. Our commitment is to provide the skills and techniques needed to self-manage the disease. Annually serving about 225 people.

Economic Value of Community Benefit

190 Mark Twain Medical Center

Complete Summary - Classified Including Non Community
Benefit (Medicare and Bad Debt)

For period from 7/1/2019 through 6/30/2020

	Persons	Net Benefit	% of Expenses
<u>Benefits for Poor</u>			
Financial Assistance	358	599,205	0.8%
Medicaid	21,371	2,752,066	3.8%
Means-Tested Programs	18	2,403	0.0%
Community Services			
A - Community Health Improvement Services	390	94,776	0.1%
E - Cash and In-Kind Contributions*	1	0	0.0%
Totals for Community Services	391	94,776	0.1%
Totals for Poor	22,138	3,448,450	4.8%
<u>Benefits for Broader Community</u>			
Community Services			
E - Cash and In-Kind Contributions	203	7,550	0.0%
Totals for Community Services	203	7,550	0.0%
Totals for Broader Community	203	7,550	0.0%
 Totals - Community Benefit	 22,341	 3,456,000	 4.8%
Medicare	29,008	13,197,986	18.2%
 Totals with Medicare	 51,349	 16,653,986	 23.0%

*Cash and in-kind contributions reported at \$0 net benefit due to return of a large donation in the fiscal year.

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.

Hospital Board and Committee Rosters

Mark Twain Medical Center Community Board

MTMC CEO – Doug Archer

MTMC Chief of Staff Dr. Shannon Linton

District Nominee – Talibah Al-Rafiq (DESIGNATED PROCEDURE OVERSIGHT COMMITTEE MEMBER, DESIGNATED HEALTH ADVOCATE)

Dignity Nominee – Chris Champlin (VICE CHAIRPERSON)

At Large – Kathy Northington (CHAIRPERSON)

At Large - Nick Baptista (SECRETARY)

At Large – Sal Lofranco

At Large – Tim Oskey

At Large – Larry Smith

Patient Advisory Committee

Melinda Williams

Dick Brown

Tammy Beilstein

Tad Folendorf

Glenna Johnston

Debbie Sellick

Barbara Nunnelley

Jill Sullivan

Charnette Boylan

Summary Of Financial Assistance Programs

Dignity Health's Financial Assistance Policy describes the financial assistance programs available to uninsured or underinsured patients who meet certain income requirements to help pay for medically necessary hospital services provided by Dignity Health. An uninsured patient is someone who does not have health coverage, whether through private insurance or a government program, and who does not have the right to be reimbursed by anyone else for their hospital bills. An underinsured patient is someone who has health coverage, but who has large hospital bills that are not fully covered by their insurance.

Free Care

- If you are uninsured or underinsured with a family income of up to 250% of the Federal Poverty Level you may be eligible to receive hospital services at no cost to you.

Discounted Care

- If you are uninsured or underinsured with an annual family income between 250-350% of the Federal Poverty level, you may be eligible to have your bills for hospital services reduced to the highest amount reasonably expected to be paid by a government payer, which is usually the amount that Medicare would pay for the same services.
- If you are uninsured or underinsured with an annual family income between 350-500% of the Federal Poverty level you may be eligible to have your bills for hospital services reduced to the Amount Generally Billed, which is an amount set under federal law that reflects the amount that would have been paid to the hospital by private health insurers and Medicare (including co-pays and deductibles) for the medically necessary services.

If you are eligible for financial assistance under our Financial Assistance Policy you will not be required to pay more than the Amount Generally Billed described above. If you qualify, you may also request an interest-free extended payment plan.

You will never be required to make advance payment or other payment arrangements in order to receive emergency services.

Free copies of the hospital's Financial Assistance Policy and financial assistance application forms are available online at your hospital's website listed below or at the hospital Admitting areas located near the main entrance. (Follow the signs to "Admitting" or "Registration"). Copies of these documents can also be mailed to you upon request if you call Patient Financial Services at the telephone number listed below for your hospital.

Traducción disponible: You may also obtain Spanish and other language translations of these documents at your hospital's website, in your hospital's Admitting area, or by calling your hospital's telephone number.

Dignity Health Financial Counselors are available to answer questions, provide information about our Financial Assistance Policy and help guide you through the financial assistance application process. Our staff is located in the hospital's Admitting area and can be reached at the telephone number listed below for your hospital.

Bakersfield Memorial Hospital 420 34th St., Bakersfield, CA 93301 | **Financial Counseling** 661-327-4647 ext 4692
Patient Financial Services 866-397-9272 | www.dignityhealth.org/bakersfieldmemorial/paymenthelp

Mark Twain 768 Mountain Ranch Rd, San Andreas, CA 95249 | **Financial Counseling** 209-754-2622
Patient Financial Services 866-397-9272 | www.dignityhealth.org/marktwainmedical/paymenthelp

Mercy Hospital Downtown 2215 Truxtun Ave, Bakersfield, CA 93301 | **Financial Counseling** 661-327-1792 ext 4692
Patient Financial Services 866-397-9252 | www.dignityhealth.org/mercy-bakersfield/paymenthelp

Mercy Hospital Southwest 420 34th St, Bakersfield, CA 93301 | **Financial Counseling** 661-327-4647 ext 4692
Patient Financial Services 866-397-9252 | www.dignityhealth.org/bakersfieldmemorial/paymenthelp

Mercy Medical Center 333 Mercy Ave, Merced, CA 95340 | **Financial Counseling** 209-564-5105
Patient Financial Services 866-626-6583 | www.dignityhealth.org/mercymedical-merced/paymenthelp

St. Joseph's Behavioral Health Center 2510 North California St, Stockton, CA 95204 | **Financial Counseling** 209-461-2000
Patient Financial Services 866-397-9252 | www.dignityhealth.org/stjosephsbehavioral/paymenthelp

St. Joseph's Medical Center 1800 North California St, Stockton, CA 95204 | **Financial Counseling** 209-461-5281
Patient Financial Services 866-397-9272 | www.dignityhealth.org/stjosephs-stockton/paymenthelp