

Mercy Medical Center

Community Benefit 2022 Report and 2023 Plan

Adopted October 2022



A message from

Dale Johns, 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 2022 Report and 2023 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 2022 (FY22), Mercy Medical Center provided \$45,803,436 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services and other community benefits. The hospital also incurred \$25,279,467 in unreimbursed costs of caring for patients covered by Medicare.

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

Thank you for taking the time to review our report and plan. We welcome any questions or ideas for collaborating that you may have, by reaching out to Lillian Sanchez-Ramos, Community Health and Community Benefit Director.

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At-a-Glance Summary

<p>Community Served</p> 	<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 College. Merced is the fastest growing county in California</p>		
<p>Economic Value of Community Benefit</p> 	<p>\$45,803,436 patient financial assistance, unreimbursed costs of Medicaid, community health improvement services, community grants and other community benefits</p> <p>\$25,279,467 in unreimbursed costs of caring for patients covered by Medicare</p>		
<p>Significant Community Health Needs Being Addressed</p> 	<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" data-bbox="407 1058 1421 1304"> <tr> <td data-bbox="407 1058 857 1304"> <ul style="list-style-type: none"> • Access to Healthcare Services • Cancer • Diabetes • Heart Disease & Stroke </td> <td data-bbox="857 1058 1421 1304"> <ul style="list-style-type: none"> • Family Planning-Infant Health • Nutrition, Physical Activity & Weight • Respiratory Diseases • Dementia, including Alzheimer's </td> </tr> </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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<p>FY21 Programs and Services</p> 	<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"> • Mercy UC Davis Cancer Center, American Cancer Society - Wig Bank, Accessible Yoga Program, Cancer Support Group, Transportation Assistance Program • Family Practice Clinic, Kids Care Pediatric Clinic, General Medicine Clinic, Patient Financial Assistance Program • Diabetes Support Group and Class, Diabetes Education and Empowerment Program (DEEP), National Diabetes Prevention Program (NDPP) • Zumba and Yoga classes 		

- Childbirth Preparation Classes, Baby Cafe, Prenatal Yoga, Stork Tour, Prenatal Breastfeeding Education Program
- Merced County Human Trafficking Coalition, Valley Crisis Center Partnership/ED, Youth Leadership Institute - Youth Violence
- Project Calm
- Freedom From Smoking Clinics
- Merced County BHW/Tzu Chi International Dental and Medical Clinics

FY22 Planned Programs and Services



FY22 programs will continue in FY23 with the intention of them continuing on for the next three years. Most of the classes will continue to transition back into in-person or hybrid virtual classes to offer access to as many individuals as possible.

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, Mercy Medical Pavilion and the Rural Health Clinics. Services at these outpatient centers include home care, physical and cardiac rehabilitation, ambulatory surgery, cancer care, laboratory, imaging, endoscopy and primary and specialty care. MMC primary service area includes Merced, Atwater and Winton, for a total of 163,900 residents in the service areas. Secondary service areas include Los Baños, Livingston, Dos Palos, Planada, Chowchilla, Le Grand and Mariposa totaling 104,122 lives.

MMC operates three rural health clinics that are part of the Mercy Medical Center Family Medicine Residency Program, which is affiliated with UC Davis. 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 website.

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 and houses a total population of 281,202 residents, according to latest census estimates. Between the 2010 and 2020 US Censuses, the population of Merced County increased by 25,411 persons, 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. In Merced County, 29.7% of the population are children age 0-17; another 59.3% are age 18 to 64, while 11.0% are age 65 and older. Merced County is “younger” than the state and the nation in that the median age is lower.



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.

- In looking at race independent of ethnicity (Hispanic or Latino origin), 55.1% of residents of Merced County are White, 7.5% are Asian, 3.2% are Black, 33.4% are some “other” race, and 4.1% are multiple races.
- A total of 61.0% of Merced County residents are Hispanic or Latino.
- A total of 11.9% of Merced County population age 5 and older live in a home in which no person age 14 or older is proficient in English (speaking only English or speaking English “very well”).
- The latest census estimate shows 21.2% of Merced County total population living below the federal poverty level. Among just children (ages 0 to 17), this percentage in Merced County is 29.8% (representing an estimated 23,625 children).
- Among the Merced County population age 25 and older, an estimated 30.9% (over 49,000 people) do not have a high school education.
- A total of 30.6% of Merced County residents would not be able to afford an unexpected \$400 expense without going into debt.
- A majority of surveyed adults rarely, if ever, worry about the cost of housing. However, a considerable share (40.2%) report that they were “sometimes,” “usually,” or “always” worried or stressed about having enough money to pay their rent or mortgage in the past year.

- A total of 15.9% of Merced County residents report living in unhealthy or unsafe housing conditions during the past year.
- US Department of Agriculture data show that 18.9% of Merced County population (representing over 48,000 residents) have low food access, meaning that they do not live near a supermarket or large grocery store.
- Overall, 40.4% of community residents are determined to be “food insecure,” having run out of food in the past year and/or been worried about running out of food.

Community Assessment and Significant Needs

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

Community Health Needs Assessment

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

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-benefiteport> 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:

Significant Health Need	Description	Intend to Address?
Access To Health Care Services	Barriers to Access: cost of physician visits, appointment availability, inconvenient office hours, finding a	•

Significant Health Need	Description	Intend to Address?
	physician; Difficulty Accessing Children’s Health Care; Primary Care Physician Ratio; Specific Source of Ongoing Medical Care; Routine Medical Care (Adults); Emergency Room Utilization; Eye Exams; Ratings of Local Health Care	
Cancer	Leading Cause of Death; Cervical Cancer Screening (Women Age 21-65)	●
Diabetes	Diabetes Deaths; Prevalence of Borderline/Pre-Diabetes; Kidney Disease Deaths	●
Heart Disease & Stroke	Leading Cause of Death; High Blood Pressure Prevalence; Overall Cardiovascular Risk	●
Infant/Maternal Health & Family Planning	Prenatal Care; Teen Births	●
Injury And Violence	Motor Vehicle Crash Deaths; Homicide Deaths; Violent Crime Rate; Intimate Partner Violence	●
Mental Health	“Fair/Poor” Mental Health; Diagnosed Depression; Symptoms of Chronic Depression; Stress; Mental Health Provider Ratio; Receiving Treatment for Mental Health; Difficulty Obtaining Mental Health Services	
Nutrition, Physical Activity & Weight	Fruit/Vegetable Consumption; Children’s Physical Activity; Access to Recreation/Fitness Activities; Overweight and Obesity (Adults)	●
Oral Health	Regular Dental Care (Adults); Children’s Dental Care	●
Potentially Disabling Conditions	Multiple Chronic Conditions; Activity Limitations; High-Impact Chronic Pain; Caregiving	
Respiratory Disease	Pneumonia/Influenza Deaths; Coronavirus Disease/COVID-19 Deaths	●
Social Determinants Of Health	Financial Resilience; Housing Security	●
Substance Abuse	Cirrhosis/Liver Disease Deaths; Unintentional Drug-Related Deaths; Personally Impacted by Substance Abuse (Self or Other’s)	
Tobacco Use	Use of Vaping Products	●

Significant Needs the Hospital Does Not Intend to Address

The significant health needs the hospital has chosen not to address are substance abuse, mental health and potentially disabling conditions. Substance abuse resources and programs are provided by the Merced County Substance Use Disorder Services. Potentially disabling conditions will not be addressed programmatically, however we will be actively scanning for community based organizations that are addressing this need and ways to support or partner. Mental Health is being addressed by Merced County Department of Mental Health. Addressing Social Determinants of Health is woven throughout all of our programming.

2022 Report and 2023 Plan

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

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 Community Board is attached in Appendix A.

Community Health Strategic Objectives

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

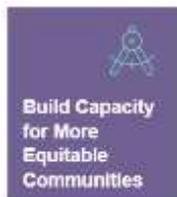
CommonSpirit Health has established four core strategic objectives for community health improvement activities. These objectives help to ensure that our program activities overall address strategic aims while meeting locally-identified needs.



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



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



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



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

Report and Plan by Health Need

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

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



Health Need: Access to Healthcare Services

Strategy or Program Name	Summary Description	Active FY22	Planned FY23
Family Practice Clinic	Clinic is in affiliation with the 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"/>

Impact: Provide well medicine to patients to prevent future illness and to treat medical needs of the uninsured and underinsured population. Leveraging resources and supporting pipelines including, the UCM and medical academies within the community with students who are pursuing a career in medicine

Collaboration: Merced Faculty Associates, local specialty physicians, UC Davis affiliated Residency Program, UC Merced, Le Grand High School Medical Academy, Cesar E. Chavez Middle School Medical Academy, Merced County Workforce Development Board



Health Need: Cancer

Strategy or Program Name	Summary Description	Active FY22	Planned FY23
Mercy UC Davis Cancer Center	Provides quality oncology care to the community. Partners with the American Cancer Society for various outreach programs and support services. The Cancer Center became accredited by the Commission on Cancer, a quality program of the American College of Surgeons. Collaborates within the community to provide cancer screening events.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
American Cancer Society	The Collaborative Action Plan is a partnership with ACS and the cancer center with educational materials and Reach to Recovery program.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cancer Support Group	Meets monthly at the cancer center 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.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Transportation Program	A comprehensive assistance program that assists cancer patients with navigating benefits, resources and other programs to secure transportation for treatment	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Patient Navigation	Mercy UC Davis Cancer Center provides trained Nurse Navigators to help patients overcome healthcare system barriers from screening through survivorship.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wig Bank	Mercy UC Davis Cancer Center provides cancer patients access to synthetic wigs and head coverings at no cost.	<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, Commission on Cancer a division of the American College of Surgeons, Central California Alliance for Health, UC Davis Cancer Network, Merced County Food Bank, The United Methodist Church and Lao Family of Merced, Mercy Medical Center Foundation



Health Need: Nutrition, Physical Activity and Weight

Strategy or Program Name	Summary Description	Active FY22	Planned FY23
Zumba	Community group exercise classes offered weekly for adults of all fitness levels to get moving and get active.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Yoga	Community group exercise classes offered weekly for adults of all fitness levels to increase balance, strengthen muscles, maintain flexibility and help relieve stress.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Walk With Ease	This is a six week program for individuals with arthritis. The classes are held three times a week for six weeks to increase physical activity, balance and strength all while focusing on ways to reduce risk of injury, falls and pain.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Impact: Community members will have an opportunity to participate in programs that focus on increased physical activity as a way of managing their weight and live a healthier lifestyle.

Collaboration: City of Merced Parks and Recreations, Merced Senior Community Center, Arthritis Foundation



Health Need: Respiratory Diseases

Strategy or Program Name	Summary Description	Active FY22	Planned FY23
Asthma Self-Management Program	The AsMA Self-Management Program was developed through a collaboration between the California Department of Public Health and El Comite Civico del Valle. This is a workshop providing the tools, knowledge and resources to better manage asthma.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tobacco Cessation Clinics	Through the American Lung Association's Freedom From Smoking Clinics we will provide clinic sessions that will prepare patients and community members to quit tobacco use.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Asthma Awareness and Education Outreach	Partner with various groups in the community such as the Tobacco Coalition, Asthma Coalition and other health collaborative in the community to raise asthma awareness and provide education via health presentations, health screening events and health fairs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

COVID-19 Community Outreach	Partnerships with many CBO's to provide education and access to preventive measures, including PPE and vaccination clinics	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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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: Comite Civico del Valle, California Department of Public Health, Merced County Department of Public Health, Tobacco Coalition, American Lung Association



Health Need: Family Planning – Infant Health

Strategy or Program Name	Summary Description	Active FY21	Planned FY22
Childbirth Preparation Classes	Education and exercises to help pregnant women and their support person prepare for their childbirth journey.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Baby Café	Childbirth Educators, Lactation Consultants through Mercy Medical Center and Merced County WIC facilitate this support group. New and experienced moms meet and help each other with challenges they may encounter with breastfeeding and postpartum depression and celebrate the successes as well.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Stork Class	This program is an approach to supporting our soon to be mommies and their families with Family Birth Center and access to our community partners including education on new mom and new dad programs (All Mom's Matter and All Dad's Matter) California Highway Patrol car seat safety sessions, Merced County WIC education programs.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Prenatal Breastfeeding Education Program	This program is a wraparound approach focusing on supporting our soon to be mommies and their families with educational opportunities and resources to improve social drivers of health.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Impact: Family planning and maternal and infant health programs will offer support of pregnancies occurring at the healthiest time of a woman's life. Provide programs, education and resources that support all families in the planning and spacing of their children. Provide the support and resources to improve maternal and infant health outcomes in the community we serve.

Collaboration: Family Practice Clinics, OB/GYN Physicians, Merced County WIC, First 5 of Merced County, All Dads Matter, All Moms Matter, California Highway Patrol, Hinds Hospice



Health Need: Diabetes

Strategy or Program Name	Summary Description	Active FY21	Planned FY22
Diabetes Support Group and Educational Program	Weekly diabetes education sessions via Zoom, phone and in-person in both English and Spanish. These sessions provide education and the opportunity for participants to offer each other support.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Diabetes Education and Empowerment Program (DEEP)	An evidenced based self-management program that helps participants take control of their diabetes and reduce the risk of complications. This program was developed for use in all populations but with a focus on low-income, racial and ethnic minority populations.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
National Diabetes Prevention Program (DPP)	Partnership with the Center for Disease Control offering participants to join a year-long lifestyle coach program	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Impact: Provide resources, education and tools to help patients and those affected by diabetes better manage their health and help those at risk of developing diabetes prevent the onset of the disease.

Collaboration: Center for Disease Control, University of Illinois Chicago's Office of Technology Management, Merced County Department of Public Health, Central California Alliance for Health



Health Need: Heart Disease and Stroke

Strategy or Program Name	Summary Description	Active FY21	Planned FY22
Primary Stroke Center Certification	This certification is through The Joint Commission and in collaboration with the American Heart Association/American Stroke Association. This dedicated stroke program is focused on bringing high quality Individualized care of the patient experiencing stroke. This approach meets the needs of our patient to improve the patient outcomes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Stroke Telemedicine	Telemedicine for the treatment of stroke helps to bring highly specialized care to our community. It brings immediate access to Board Certified Neurologists who offer lifesaving medical care when time and treatment is of the highest importance.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cardiac Rehab	This is a medically supervised program that uses exercise, education and support to help people recover from a heart attack, heart surgery or other heart problems. This program uses a phased approach to support our patients and the community as they return to activities of daily living.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Stroke Support & Resource Class	Monthly meeting that offers individuals information on preventing another stroke, coping with disabilities and changes after a stroke and support for caregivers.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Impact: Provide the community with education about the signs and symptoms of a stroke so that potential stroke patients seek emergency medical treatment as quickly as possible. For individuals recovering from stroke and those with heart disease, these programs will help them to manage their challenges as they cope with their lifestyle changes. Families and caregivers of stroke and heart disease patients will have more resources to help cope with the stress and will learn about the support available for themselves and their loved one.

Collaboration: American Heart Association/American Stroke Association, local Cardiologists

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 FY22, the hospital awarded the grants below totaling \$142,326. Some projects also may be described elsewhere in this report.

Grant Recipient	Project Name	Amount
ACE Overcomers of Merced County	Pilot Project to Implement ACE Screening	\$46,500
Alpha Pregnancy Help Center	Alpha PHC Prenatal Health Services Augmentation Project	\$69,831
The People's Fridge	People's Fridge	\$25,995

Program Highlights

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

 Mercy UC Davis Cancer Center Community Program	
Significant Health Needs Addressed	<ul style="list-style-type: none"> <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 2022 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. • Continue to collaborate with the American Cancer Society • 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 who received “Kindness Boxes”.
Intervention Actions for Achieving Goal	<ul style="list-style-type: none"> • Support group expanded to include multidisciplinary presenters, support group activities and resources. • Accessible Yoga program launched on a weekly basis. The program adapted to an online forum during COVID and is currently in the process of transitioning to in person.

	<ul style="list-style-type: none"> To grow to an average of seven to ten people attend the cancer support group each month Daily assessment for food insecurities with weekly deliveries.
Collaboration	Comite Civico del Valle, California Department of Public Health, Merced County Department of Public Health, Tobacco Coalition, American Lung Association
Performance / Impact	<p>The Cancer Support group has been transitioning back to in-person. Paint Night has launched and will continue to work towards growing to pre-pandemic offerings and participation. Members of the community better understand cancer and cancer treatments and are more supportive to the cancer patients. Over 15,600 “Kindness Boxes” for food insecurity were delivered for a total of 5,200 touchless delivery occurrences.</p> <p>**Participation for most outreach programs was limited due to COVID. Cancer Center plans to re-implement programs as we transition back into in person meetings.</p>
Hospital’s Contribution / Program Expense	The Cancer Center and Community Health contributed \$249,432 to meet Cancer Center Community needs.
FY 2023 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	Comite Civico del Valle, California Department of Public Health, Merced County Department of Public Health, Tobacco Coalition, American Lung Association



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 X 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>Family planning and maternal and infant health programs will offer support of pregnancies occurring at the healthiest time of a woman’s life. Provide programs, education and resources that support all families in the planning and spacing of their children. Provide the support and resources to improve maternal and infant health outcomes in the community we serve.</p>
Community Benefit Category	A1 Community Health Education
FY 2022 Report	
Program Goal / Anticipated Impact	<p>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.</p>
Measurable Objective(s) with Indicator(s)	<p>Track the number of sessions offered as well as the number of participants. Throughout the pandemic in-person sessions were provided on Zoom. There were 12 Zoom sessions. The participation in the programs totaled 955. Patient satisfaction survey scores are also tracked.</p>
Intervention Actions for Achieving Goal	<p>The Childbirth Preparation classes were held once monthly via Zoom. The caesarean preparation course was provided one on one by an OB Nurse to prepare expectant mothers scheduled for a cesarean birth and help them create their birth plan. There were 12 “stork tours” of the OB Department via Zoom. The established Nursing Nook at the Mercy Outpatient Center was held virtually during the pandemic and has now transitioned back into person. 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. All Moms and All Dads Matter programs are currently on hold due to the pandemic and are in the process of being transitioned back into person onsite for our expectant families.</p>

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 and other faith-based community groups.
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 \$65,441 for this community program.
FY 2023 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, Merced County Breastfeeding Coalition and other faith-based organizations.



Live Well With Diabetes

Significant Health Needs Addressed	<ul style="list-style-type: none"> <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 2022 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, 594 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 32 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 and in person. 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 during the pandemic and has now transitioned back into person. Sessions are offered in both virtual and in person format.
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 through our Connected Community Network (CCN)
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 \$41,612.
FY 2023 Plan	
Program Goal / Anticipated Impact	The diabetes educational program will continue to be offered weekly either through Zoom, in person, 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. Implementation of DEEP program workshops. 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).

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, sponsored 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 Medical Center supports and is a member 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
 - The Salvation Army Advisory Board
 - ACE's – Informed Network of Care
- Mercy is part of the Merced County Health Care Consortium steering committee initiating the Children's Health Initiative to create Healthy Kids health coverage.
- 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.
- Dignity Health partnered with the Salvation Army and funded a mobile outreach program targeting those that are unhoused and connect them with community programs and resources that aim to provide stable, permanent housing.
- Grant funding provided additional resources to increase outreach and awareness around safe sex practices, domestic partner violence and routine health testing. Through this funding we were able to focus on those unhoused as well as members of the LGBTQ+ community.

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.

**211 Mercy Medical Center (Merced)
Complete Summary - Classified Excluding Medicare
For period from 7/1/2021 through 6/30/2022**

	Persons	Total Expense	Offsetting Revenue	Net Benefit
<u>Benefits for Living in Poverty</u>				
Financial Assistance	32,428	9,282,381	0	9,282,381
Medicaid	81,395	140,618,325	112,228,213	28,390,112
Community Services				
A - Community Health Improvement Services	2,014	445,258	0	445,258
C - Subsidized Health Services	10	4,196	0	4,196
E - Cash and In-Kind Contributions	194	846,330	0	846,330
G - Community Benefit Operations	2	5,386	0	5,386
Totals for Community Services	2,220	1,301,170	0	1,301,170
Totals for Living in Poverty	116,043	151,201,876	112,228,213	38,329,994
<u>Benefits for Broader Community</u>				
Community Services				
A - Community Health Improvement Services	30,952	724,203	0	724,203
B - Health Professions Education	24	7,406,269	1,519,045	5,887,224
F - Community Building Activities	276	168,408	0	168,408
G - Community Benefit Operations	84	49,938	0	49,938
Totals for Community Services	31,336	8,348,818	1,519,045	6,829,773
Totals for Broader Community	31,336	8,348,818	1,519,045	6,829,773
Totals - Community Benefit	147,379	158,907,025	113,747,258	45,803,436

Hospital Board and Committee Rosters

Hospital Administration

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

- Dale Jones, 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*
- Sr. Katherine Hamilton, Retired – *Board Secretary*
- Mason Brawley, Law Attorney, Murphy & Brawley, LLP- *Board Vice Chair*
- Garth Pecchenino, Principal Engineer/Branch Manger
- Leslie Abasta-Cummings, CEO Livingston Health Services
- 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
- Juan Sanchez-Muñoz, Chancellor, UC Merced
- Dale Jones– Hospital President (Ex-Officio)

Community Advisory Committee

- Marilyn Mochel, Retired
- Garth Pecchenino, Principal Engineer/Branch Manger
- Ileisha Sanders, Merced County Department of Public Health
- Penny Sawyer, Retired
- Paul Thao, Merced Lao Family Community, Inc.
- Kimiko Vang, Deputy Director Employment and Training
- Dale Johns, President
- Scott Banks, VP/CFO

- Joerg Schuller, M.D., VP / Medical Affairs
- Janet Ruscoe, VP/Chief Nurse Executive
- Brigid Ferrari, Clinical Social Worker
- Cesar Garcia, Manager Community Health
- Juan Velarde, Director Rural Health Clinics
- Lillian Sanchez-Ramos, Director Mission Integration