

Mercy Medical Center

Community Benefit 2024 Report and 2025 Plan



Adopted October 2024



A message from

Dale Johns, President, and Michelle Allison, 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 drivers of health.

Mercy Medical Center shares a commitment with others to improve the health of our community and promote health equity, and delivers programs and services to help achieve that goal. The Community Benefit 2024 Report and 2025 Plan describes much of this work. This report meets requirements in California (Senate Bill 697) that not-for-profit hospitals produce an annual community benefit report and plan. 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 2024 (FY24), Mercy Medical Center provided \$23,431,870 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services and other community benefits. The hospital also incurred \$2,002,938 in unreimbursed costs of caring for patients covered by Medicare fee-for-service.

The hospital's Community Board reviewed, approved and adopted the Community Benefit 2024 Report and 2025 Plan at its October 24th, 2024 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, Mission Integration Director.

Dale Johns - President
Michelle Allison - Chairperson, Board of Directors

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At-a-Glance Summary





Hospital HCAI ID: 106240942


Report Period Start Date: July 1, 2023

Report Period End Date: June 30, 2024

This document is publicly available online at:

<https://www.dignityhealth.org/central-california/locations/mercymedical-merced/about-us/community-benefit-report>

Community Served 	<p>Merced County is a county located in the northern San Joaquin Valley in the state of California. Merced is the county seat of Merced County. The total population in Merced County is about 281,202. Two colleges reside in Merced County: University of California and Merced College. Merced is among the fastest growing counties in California</p>	
Economic Value of Community Benefit 	<p>\$23,431,870 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services, community grants and other community benefits</p> <p>\$2,002,938 in unreimbursed costs of caring for patients covered by Medicare fee-for-service.</p> <p>The hospital's net community benefit expenses for services to vulnerable populations and to the broader community are listed by category in the Economic Value of Community Benefit section of this report.</p>	
Significant Community Health Needs Being Addressed 	<ul style="list-style-type: none">• Access to Healthcare Services• Cancer• Diabetes• Heart Disease & Stroke	<ul style="list-style-type: none">• Infant/Maternal Health & Family Planning• Nutrition, Physical Activity & Weight• Respiratory Diseases• Dementia, including Alzheimer's
FY24 Programs and Services 	<p>The hospital delivered several programs and services to help address identified significant community health needs. These included:</p> <ul style="list-style-type: none">• Mercy Cancer Center- Wig Bank, Accessible Yoga Program, Cancer Support Group, Transportation Assistance Program, Patient Navigation• Family Practice Clinic, Kids Care Pediatric Clinic, General Medicine Clinic, Patient Financial Assistance Program	

	<ul style="list-style-type: none"> • Diabetes Support Group and Class, Diabetes Self-Management Program (DSMP), National Diabetes Prevention Program (NDPP) • Zumba and Yoga classes • Childbirth Preparation Classes, Baby Cafe, Perinatal Yoga, Stork Class, Prenatal Breastfeeding Education Program • Merced County Human Trafficking Coalition • Project Calm • Freedom From Smoking Clinics • Merced County Binational Health Week (BHW)/Tzu Chi International Dental and Medical Clinics
FY25 Planned Programs and Services 	FY24 programs will continue in FY25 with the intention of them continuing for the next couple of years through the completion of the 2025 Community Health Needs Assessment.

Written comments on this report can be submitted to the Mercy Medical Center’s Community Health Department 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 is:

- Located at 333 Mercy Ave., Merced, CA 95340
- Under the sponsoring congregation: Dominican Sisters of Kenosha, Wisconsin
- An 186-bed acute care hospital
- Comprised by these outpatient facilities: Mercy Cancer Center, Mercy Outpatient Center, Mercy Medical Pavilion and Rural Health Clinics
- Currently providing these outpatient services: home care, physical and cardiac rehabilitation, ambulatory surgery, cancer care, laboratory, imaging, primary and specialty care

Our Mission

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

Our Vision

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

Financial Assistance for Medically Necessary Care

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

Description of the Community Served

The city of Merced is the County seat and is the largest of the six incorporated cities in Merced County. Merced County encompasses 1,938 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 25,409 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 83.2% of the population living in areas designated as urban. In Merced County, 28.6% of the population are children aged 0-17; another 59.6% are aged 18 to 64, while 11.8% are aged 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 the 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, Atwater 95301 and Winton 95388. Secondary service areas include Planada 95365, Chowchilla 93610, Livingston 95334, Los Baños 93635, Dos Palos 93620, Mariposa 95338, Le Grand 95333, Delhi 95315 and Snelling 95369. A summary description of the community is included below. Additional details can be found in the CHNA report online.

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 of 2022. The hospital makes the CHNA report widely available to the public online at <https://www.dignityhealth.org/central-california/locations/mercymedical-merced/about-us/community-benefitepor> and upon request from the hospital's Community Health office.

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.

Community Groups that Attended or Engaged in the CHNA:

ACE Overcomers	All Dads Matter	All Moms Matter
Castle Family Health Centers	Central California Alliance for Health	Court Appointed Special Advocates (CASA)
Employment and Training (HSA)	Family Resource Council	First 5 Merced County
Head Start Program (MCOE)	Merced City School District	Merced County Community Action Agency WIC
Merced County HSA	Merced County Department of Public Health	Merced County Behavioral Health
Merced County Office of Education - (Caring Kids, GROW, Migrant Education)	Merced Rescue Mission	People's Promise
Sierra Vista Children and Family Services	St. Vincent de Paul Society - Planada	University of California Merced
Valley Children's Hospital	Valley Crisis Center	

Vulnerable Populations Represented by These Groups:

- Racial and ethnic groups experiencing disparate health outcomes including but not limited to Hmong, Laotian, Vietnamese, Cambodian, Mexican, Mexican Americans, Chicanos, Salvadorans, Guatemalans, Black/African Americans and American Indian
- Socially disadvantaged groups including the unhoused, people identifying as LGBTQ and individuals with limited English proficiency.

Significant Health Needs

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

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

Significant Health Need	Description	Intend to Address?
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 the Merced County Behavioral Health & Recovery Services. Addressing Social Determinants of Health is woven throughout all of our programming.

2024 Report and 2025 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 FY24 and planned activities for FY25, with statements on impacts and community collaboration. Program Highlights provide additional detail on select programs.

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

Creating the Community Benefit Plan

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

The Mercy Community Board is 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 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 Community Board meets monthly. Identified needs are also reviewed by the Mercy Foundation to determine their philanthropic strategies.

Community Health Core Strategies

Driven by a commitment to equity and social justice, we envision a future where health and well-being are attainable by all regardless of background or circumstances.

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 three core strategies for community health improvement activities. These strategies help to ensure that program activities overall address strategic aims while meeting locally-identified needs.


- Extend the care continuum by aligning and integrating clinical and community-based interventions.
- Strengthen community capacity to achieve equitable health and well-being.
- Implement and sustain evidence-based health improvement program initiatives.



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 FY24	Planned FY25
Family Practice Clinic	Clinic is in affiliation with the UC Davis Residency program serving primarily Medi-Cal patients and the underinsured	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Kids Care Pediatric Clinic	Pediatric and obstetric clinic primarily serving managed Medi-Cal and underinsured patients.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
General Medicine Clinic	Rotating specialty physicians who serve the underinsured, working poor individuals and managed 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 FY24	Planned FY25
Mercy Cancer Center	Provides quality oncology care and cancer screening events to the community.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
American Cancer Society Collaborative Action Plan	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	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, biweekly food box delivery program to patients that are undergoing treatment for cancer.	<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	Nurse Navigators help patients overcome healthcare system barriers from screening through survivorship.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wig Bank	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, Mercy Medical Center Foundation			



Health Need: Nutrition, Physical Activity and Weight

Strategy or Program	Summary Description	Active FY24	Planned FY25
Zumba	Group exercise program for individuals to get active.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Yoga	Fitness program to increase balance, strengthen muscles, maintain flexibility and help relieve stress.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Walk With Ease	For individuals with arthritis to increase physical activity, balance and strength with a focus on ways to reduce risk of injury, falls and pain.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Goal and 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.			
Collaborators: City of Merced Parks and Recreation, Merced Senior Community Center, Arthritis Foundation			



Health Need: Respiratory Disease and Tobacco Use

Strategy or Program	Summary Description	Active FY24	Planned FY25
Tobacco Cessation Clinics	American Lung Association's Freedom From Smoking Clinics that prepare individuals to quit tobacco use.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Asthma Awareness and Education Outreach	Raise asthma awareness and provide education via health presentations, health screening events and health fairs.		<input checked="" type="checkbox"/>
Goal and 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.			
Collaborators: City of Merced Parks and Recreation, Merced Senior Community Center, Arthritis Foundation			



Health Need: Family Planning – Infant Health

Strategy or Program	Summary Description	Active FY24	Planned FY25
Childbirth Preparation Classes	Program to pregnant women and their support person to prepare for their childbirth journey.	☒	☒
Baby Café	Childbirth Educators, Lactation Consultants meet with new and experienced moms, help each other with challenges they may encounter with breastfeeding and postpartum depression and celebrate the successes as well.	☒	☒
Stork Class	This support for our soon to be mommies and their families provide them access to our community partners including education on new mom and new dad programs, California Highway Patrol car seat safety sessions, Merced County WIC education programs.	☒	☒
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.	☒	☒

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, University of California Merced, Central California Alliance for Health



Health Need: Diabetes


Strategy or Program	Summary Description	Active FY24	Planned FY25
Diabetes Support Group and Educational Program	Weekly diabetes education sessions in both English and Spanish to provide education and the opportunity for participants to offer each other support.	☒	☒
Diabetes Education and Empowerment Program (DEEP)	An evidence 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.		
Chronic Disease Self Management Program (CDSMP)	Developed at Stanford University, this 6-week self management education program is for various chronic conditions. It helps improve confidence in managing their condition and promotes a more active lifestyle.		☒
Diabetes Self Management Program (DSMP)	Developed from the CDSMP program. Six-week self management program to help participants manage their Diabetes.		☒
National Diabetes Prevention Program (DPP)	Partnership with the Center for Disease Control offering participants to join a year-long lifestyle coach program		☒
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	Summary Description	Active FY24	Planned FY25
Primary Stroke Center Certification	Joint Commission in collaboration with the American Heart Association/American Stroke Association program designed to focus on high quality individualized care of the patient experiencing stroke	☒	☒
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 life-saving medical care	☒	☒
Cardiac Rehab	Medically supervised program that uses exercise, education and support to help people recover from a heart attack, heart surgery or other heart problems in a phased approach.	☒	☒
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.	☒	☒
Impact: Provide the community with education about the signs and symptoms of a stroke so that individuals seek emergency medical treatment as quickly as possible. For individuals recovering from			

stroke and those with heart disease and their caregivers, these programs will help them to manage their challenges as they cope with their lifestyle changes.

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

 Health Need: Oral Health			
Strategy or Program	Summary Description	Active FY24	Planned FY25
Tzu/Chi and BHW Dental Clinics	Collaborative providing free dental exams and procedures targeting uninsured and farm laborers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Goal and Impact: Provide underserved individuals in our community with access to dental care			
Collaborators: Tzu Chi International, Merced County Binational Health Week Task Force			

Community Health Improvement 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 related to CHNA priorities.

In FY24, the hospital awarded the grants below totaling \$166,757. Some projects also may be described elsewhere in this report.

Grant Recipient	Project Name	Health Needs Addressed	Amount
ACE Overcomers of Merced County	Building Healthy Life Skills Homeless Education & Support Program	Mental Health	\$64,997
Kids Discovery Station	Building Healthy Communities Through Play	Nutrition, Physical Activity & Weight	\$81,760
The Salvation Army	Breakfast at Sally's	Social Determinants of Health	\$20,000

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 Cancer Center Community Program	
Significant Health Needs Addressed	Cancer
Program Description	The community programs offered at the Mercy Cancer Center are funded through the Mercy Foundation as well as through the Cancer Center's budget. The program provides to the community; information about cancer, education, support, staff, location for programs and snacks.
Population Served	All those affected by cancer
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 caregivers.
FY 2024 Report	
Activities Summary	
Performance / Impact	Members of the community better understand cancer and cancer treatments and are more supportive to the cancer patients. Over 11,000 "Kindness Boxes" for food insecurity were distributed or delivered for a total of 5,200 occurrences. The Cancer Support group has expanded to include Paint Night.
Hospital's Contribution / Program Expense	The Cancer Center and Community Health contributed \$146,527 to meet Cancer Center Community needs.
FY 2025 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.
Planned Activities	<ul style="list-style-type: none"> • Increase participation in supportive care programs such as support groups, Freedom From Smoking Clinics and Accessible Yoga. • Cancer prevention events with local school districts. • Nurse navigator for oral chemotherapy support and education, bridging gaps between providers and support to patients and caregivers.
 Childbirth Preparation Programs	

Significant Health Needs Addressed	Family Planning – Infant Health
Program Description	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.
Population Served	Families planning and expecting to welcome a newborn.
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.
FY 2024 Report	
Activities Summary	
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 \$42,870 for this community program.
FY 2025 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.
Planned Activities	<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.

 Live Well With Diabetes	
Significant Health Needs Addressed	Diabetes

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.
Population Served	All those affected by diabetes or at risk of developing diabetes.
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.
FY 2024 Report	
Activities Summary	
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 \$41,091
FY 2025 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 continue providing the Diabetes Empowerment & Educational Program (DEEP) as part of 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).
Planned Activities	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).

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 sponsored the annual Merced Walk to End Alzheimer's. In addition, MMC staff increased awareness by attending committee meetings, raising funds and walking during their event.
- Mercy Medical Center supports and is a member of the following:
 - Merced County Hispanic Chamber of Commerce
 - Merced Rotary
 - Merced Firefighters Scholar Board
 - Tobacco Coalition
 - Merced County Bi-National Health Week Committee
 - Livingston Community Health Board of Directors
 - Central CA Alliance for Health
 - Merced County Continuum of Care
 - Food Policy Council of Merced County
 - The Salvation Army Advisory Board
 - ACE's – Informed Network of Care
 - Merced Freedom Coalition
 - Collaborative Planning and Implementation Merced (Cal-AIM)
 - Head Start Health Services Advisory Committee (HSAC)
 - California Breastfeeding Committee
 - Lactation Action Group
 - Atwater Caring for Kids Community Council Drug Store Project
 - Merced Breastfeeding Network
- 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 23,282 unique patients many of whom are living under the Federal Poverty Level and are Medi-Cal funded or are uninsured as well as a focus on providing healthcare services to agricultural workers.
- Dignity Health partnered with The Salvation Army Merced and funded a mobile outreach unit to target unhoused individuals and connect them with community programs and resources that aim to provide stable, permanent housing for them.

Economic Value of Community Benefit

The economic value of all community benefits is reported at cost. Patient financial assistance (charity care) reported here is as reported to the Department of Health Care Access and Information in Hospital Annual Financial Disclosure Reports, as required by Assembly Bill 204. The community benefit of financial assistance, Medicaid, other means-tested programs and Medicare 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 (Programs) Including Non Community Benefit (Medicare)					
For period from 07/01/2023 through 06/30/2024					
	<u>Persons</u>	<u>Expense</u>	<u>Offsetting Revenue</u>	<u>Net Benefit</u>	<u>% of Expenses</u>
<u>Benefits for Poor</u>					
Financial Assistance	2,831	\$7,135,647	\$0	\$7,135,647	1.8%
Medicaid	89,233	\$172,622,404	\$166,988,903	\$5,633,501	1.4%
Community Services					
A - Community Health Improvement Services	34	\$2,238,286	\$0	\$2,238,286	0.6%
E - Cash and In-Kind Contributions	206	\$1,971,232	\$0	\$1,971,232	0.5%
G - Community Benefit Operations		\$769	\$0	\$769	0.0%
Totals for Community Services	240	\$4,210,287	\$0	\$4,210,287	1.1%
Totals for Benefits for Poor	92,304	\$183,968,338	\$166,988,903	\$16,979,435	4.3%
<u>Benefits for Broader Community</u>					
Community Services					
A - Community Health Improvement Services	15,069	\$505,024	\$0	\$505,024	0.1%
B - Health Professions Education		\$7,633,204	\$2,425,336	\$5,207,868	1.3%
F - Community Building Activities	862	\$738,700	\$0	\$738,700	0.2%
G - Community Benefit Operations		\$843	\$0	\$843	0.0%
Totals for Community Services	15,931	\$8,877,771	\$2,425,336	\$6,452,435	1.6%
Totals for Broader Community	15,931	\$8,877,771	\$2,425,336	\$6,452,435	1.6%
Totals - Community Benefit	108,235	\$192,846,109	\$169,414,239	\$23,431,870	5.9%
Medicare	31,315	\$87,276,260	\$85,273,322	\$2,002,938	0.5%
Totals Including Medicare	139,550	\$280,122,369	\$254,687,561	\$25,434,808	6.4%
<p>*For the Medicaid provider fee program effective for the two-year period of January 1, 2023 - December 31, 2024, the State of California received Centers for Medicare & Medicaid Services approval in December 2023. As such, during the fiscal year July 1, 2023 - June 30, 2024, the hospital recognized provider fee net income of \$49,904,798 covering 18 months dating back to January 2023. Subtracting the six months of net provider fee attributable to the prior fiscal year, FY24 Medicaid net benefit would be \$18,249,237 and total community benefit including Medicare would be \$38,050,544.</p>					

Hospital Board and Committee Rosters

Hospital Administration

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

- Dale Johns, President
- Scott Banks, Chief Financial Officer
- Maranda Hall, Chief Nursing Executive
- Pierre Scales, M.D., Chief Medical Officer
- Cathan Riding, Chief Operations Officer
- Kassey Mosher, Chief Philanthropy Officer

Community Board

A ten 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 - *Board Chair*
- Garth Pecchenino, Principal Engineer/Branch Manager - Board Vice Chair
- Sr. Catherine Murray, O.P., Dominican Sisters of San Rafael – *Board Secretary*
- Humberto Barragan, D.O. - Chief of Staff (Ex-Officio)
- Leslie Abasta-Cummings, CEO, Livingston Community Health
- Gabriel Garcia-Diaz, M.D. – Ortho Spine Advance Health, Inc.
- Robert Dylina - Manager/Senior Loan Officer, E Mortgage Capital, Inc.
- Dr. Christopher H. Vitelli - Superintendent/President, Merced College
- Dr. Juan Sanchez-Muñoz - Chancellor, UC Merced
- Dale Johns – Hospital President, Mercy Medical Center (Ex-Officio)