

# Mercy Medical Center Redding

Hospital HCAI ID: 106450949

## Community Benefit 2025 Report and 2026 Plan



**Adopted November 2025**



A member of CommonSpirit

## A message from

G. Todd Smith, President, and Amanda Hutchings, Chair of the Dignity Health Mercy Medical Center Redding 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 Redding 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 2025 Report and 2026 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 2025 (FY25), Mercy Medical Center Redding provided \$55,170,371 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services and other community benefits. The hospital also incurred \$52,479,451 in unreimbursed costs of caring for patients covered by Medicare fee-for-service.

The hospital's board reviewed, approved and adopted the Community Benefit 2025 Report and 2026 Plan at its November 13, 2025 meeting.

Thank you for taking the time to review this report and plan. We welcome any questions or comments, which can be submitted using the contact information in the At-a-Glance section of this report.

G. Todd Smith  
President

Amanda Hutchings  
Chairperson, Board of Directors

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## At-a-Glance Summary

Hospital HCAI ID: 106450949

Report Period Start Date: July 1, 2024    Report Period End Date: June 30, 2025

<b>Community Served</b> 	Mercy Medical Center Redding (MMCR) is located at the northern end of the Sacramento Valley and the rural foothills and open range areas surround the community to the north, west, and east. The interstate highway I-5 corridor transects the community from south to north and connects the urban parts of the service area. The community served by the Hospital includes the following zip codes: 96001, 96002, 96003 (Redding), 96007 (Anderson), 96019 (Shasta Lake), 96022 (Cottonwood), 96073 (Palo Cedro), 96080 (Red Bluff), and 96088 (Shingletown).
<b>Economic Value of Community Benefit</b> 	\$55,170,371 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services, community grants and other community benefits  \$52,479,451 in unreimbursed costs of caring for patients covered by Medicare fee-for-service.  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.
<b>Significant Community Health Needs Being Addressed</b> 	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: <ul style="list-style-type: none"><li>• Access to primary health care and dental health care</li><li>• Access to behavioral health, including substance use disorder treatment</li><li>• Affordable and supportive housing</li><li>• Basic needs, specifically transportation and food insecurity</li><li>• Community belonging and freedom from violence</li></ul>
<b>FY25 Programs and Services</b> 	The hospital delivered several programs and services to help address identified significant community health needs. These included: <ul style="list-style-type: none"><li>• Community Health Improvement Grants</li><li>• Community Health Education</li><li>• Health Professions Education</li><li>• Human Trafficking/Violence Prevention</li><li>• Medical Respite/Scatter Site Housing Support</li><li>• Transportation Services</li></ul>

**FY26 Planned  
Programs and  
Services**



Existing FY25 programs for Mercy Medical Center Redding will continue into FY26 and the hospital will continue to seek opportunities with collaborative partners to further the health of the community.

**This document is publicly available online at:**

<https://www.dignityhealth.org/north-state/locations/mercy-redding/about-us/community-benefit>

Written comments on this report can be submitted to the Mercy Medical Center Redding Community Health Office, 2175 Rosaline Ave., Redding, CA 96001, Attn: Alexis Ross, Market Director Community Health or by e-mail to [alexis.ross@commonspirit.org](mailto:alexis.ross@commonspirit.org).

## Our Hospital and the Community Served

### About Mercy Medical Center Redding

Mercy Medical Center Redding is a Dignity Health hospital. Dignity Health is a member of CommonSpirit Health. The hospital is located at the tip of the Sacramento River Valley in Redding, California and serves as a regional referral center for far Northern California, offering comprehensive health care to nearly 300,000 residents from a six-county region. It is one of only two Level II trauma centers and the only Level III neonatal ICU north of Sacramento. MMCR is a 266-bed regional medical center providing inpatient and outpatient services supported by over 250 medical staff. In addition, the hospital's network of care includes Mercy Home Health and Hospice and Dignity Health Connected Living, which serve nearly 72,000 meals a year. MMCR offers the following specialized services, including:

- Family Birth Center,
- Thrombectomy-Capable Stroke Center,
- daVinci®, Mazor X, MAKO Robotic Surgery,
- Wound Healing and Hyperbaric Medicine Center, and
- Blue Distinction Centers for Knee and Hip Replacement and for Spine Surgery.
- MMCR was also recognized in the Human Rights Campaign Foundation's 2022 Healthcare Equality Index for its equitable treatment and inclusion of LGBTQ+ patients, visitors and employees.

### 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 hospital serves approximately 205,000 individuals who reside in the northern end of the Sacramento Valley and the rural foothills and open range areas surrounding the community to the north, west and east. The interstate highway I-5 corridor transects the community from south to north and connects the urban parts of the service area. A summary description of the community is below, and additional details can be found in the CHNA report online.

The community served by the hospital includes the greater Redding area of Shasta County, along with multiple smaller incorporated communities such as Shasta Lake, Bella Vista, Palo Cedro, Centerville, Happy Valley, Anderson, and Cottonwood. The Hospital also serves the City of Red Bluff and Lake California in Tehama County. The defined community served by the hospital includes the incorporated communities already mentioned, and the entire geographic area of each of the following zip codes, as geographically depicted in Figure 1:

- 96001, 96002, 96003 (Redding)
- 96007 (Anderson)
- 96019 (Shasta Lake)
- 96022 (Cottonwood)
- 96073 (Palo Cedro)
- 96080 (Red Bluff)
- 96088 (Shingletown).

The Hospital does not exclude any low-income or underserved populations and includes all members of the community. The communities served by the Hospital align with the residence location (contiguous zip codes) for 80% of all inpatient discharges. The community is served by two additional acute care hospitals, Shasta Regional Medical Center, in Redding, and Dignity Health St. Elizabeth Community Hospital serves the Tehama County regions of the community. The community is

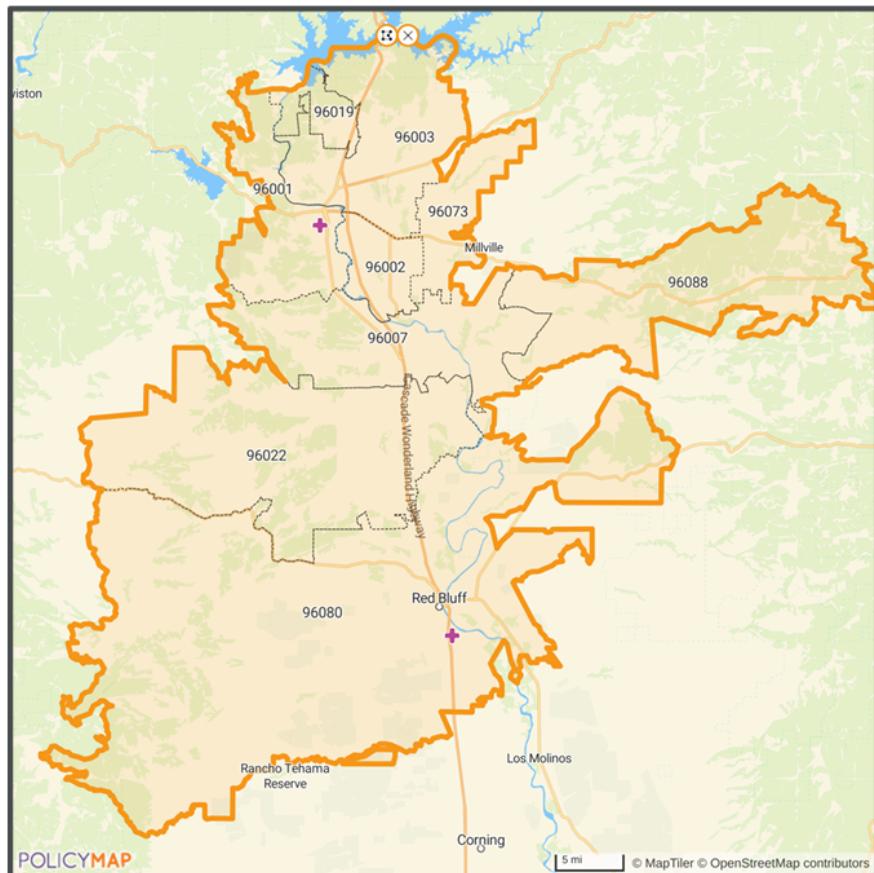


also supported by the Shasta County Health and Human Services Agency, Public Health, and Tehama County Public Health.

Demographics within Mercy Medical Center Redding's service area as derived from the U.S. Census include:

- Total population: 205,453
- Median age (years): 40.7
- Percent Hispanic or Latino(a): 12.6%
- Percent White alone, not Hispanic or Latino(a): 75.3%
- Median household income range: \$71,746
- Percent of families living in poverty (below 100% federal poverty level): 8.1%
- Unemployment rate: 6.3%
- Percent with less than a high school diploma, 25 years and over: 8.3%
- Percent, age 5 and older who speak English less than "very well": 5.1%
- Percent without health insurance: 6.6%
- No. of Partnership HealthPlan of California Members (Medi-Cal administrator): 70,125

Figure 1 - Mercy Medical Center Redding Communities Served



## 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 June, 2025. The hospital makes the CHNA report widely available to the public online and a written copy is available upon request. Additionally, the Market Director of Community Health has presented the CHNA to community-based organizations and coalitions upon request.

#### CHNA web address:

<https://www.dignityhealth.org/north-state/locations/mercy-redding/about-us/community-benefit>

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 with the CHNA:

- Good News Rescue Mission
- Arch Collaborative
- Shasta Family YMCA
- Shasta County Office of Education
- United Way of NorCal
- Shasta County Health and Human Services - Public Health
- Tehama County Health Services Agency - Public Health
- Shasta County Community Organizers
- Shasta Community Health Center
- Native Roots Network

#### Vulnerable Populations Represented by These Groups:

- LGBTQ+
- Sikh

- Hispanic/Latino
- People with disabilities
- Seniors
- Unhoused adults
- Socially disadvantaged

This community benefit report also includes programs delivered during fiscal year 2025 that were responsive to needs prioritized in the hospital's previous CHNA report.

## 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 primary health care and dental health care	Access to healthcare, including primary, dental, and behavioral health, is a major community challenge, particularly as many areas like Anderson, Cottonwood, and Shasta Lake have been medically underserved for decades and now even Redding faces a health professional shortage. The region is experiencing a severe shortage of primary care physicians making it difficult for even those with private insurance or Medicare to find care. This crisis is reflected in stark health outcomes, as Shasta and Tehama Counties exhibit among the highest age-adjusted mortality rates in California for all causes and cancer-related deaths.	<input checked="" type="checkbox"/>
Access to behavioral health, including substance use disorder treatment	The community consistently identified behavioral health as a critical need, with both Shasta and Tehama counties designated as mental health HPSAs due to significant shortages. These counties also face a severe overdose crisis, ranking among the highest in California, with particularly high rates in Redding and Shasta Lake. Furthermore, a concerning number of community members in Shasta County report high Adverse Childhood Experience (ACE) scores, indicating widespread exposure to adverse childhood experiences which is associated with an increased risk of mental health conditions.	<input checked="" type="checkbox"/>
Affordable and supportive housing	Shasta County faces a severe housing crisis leaving many families cost-burdened or entirely without stable homes. This shortage is a pressing health	<input checked="" type="checkbox"/>

Significant Health Need	Description	Intend to Address?
	concern, particularly affecting women and pregnant individuals. While the exact number of unhoused individuals in the county is debated, the critical need for permanent supportive housing, offering long-term homes and services, remains undisputed.	
Basic needs – transportation and food insecurity	Shasta County faces significant challenges with food insecurity and transportation access, impacting overall well-being. Lack of reliable transportation hinders access to essential services like healthcare, education, and nutritious food, a concern frequently highlighted in community discussions. Notably, several areas within the community are designated as low-income and low-access to food, with experts identifying youth food insecurity as a paramount health issue.	<input checked="" type="checkbox"/>
Community belonging and freedom from violence	Civic engagement capacity and local, self-driven solutions are critical to addressing local needs. Community belonging and civic muscle refers to a community where an individual feels valued. A strong sense of belonging, where individuals feel valued and empowered to work together, fosters a thriving future and can play a crucial role in reducing community violence.	<input checked="" type="checkbox"/>

## 2025 Report and 2026 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 FY25 and planned activities for FY26, with statements on impacts and community collaboration. Program Highlights provide additional detail on select programs.

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

## Creating the Community Benefit Plan

The hospital is dedicated to improving community health and delivering community benefit with the engagement of its staff, clinicians and board, and in collaboration with community partners. Hospital and health system participants include the Community Board which is composed of community members who provide stewardship and direction for the hospital as a community resource. These parties

review community benefit plans and program updates prepared by the hospital's community health director and other staff.

Additionally, the Community Health and Outreach staff engage a core internal team that may include clinical staff, care coordinators and social workers, members of the hospital leadership team, and Dignity Health leaders at the regional and local levels from Mission Integration, IT, Legal, Administration, and Finance. These core teams help shape initiatives, provide internal perspective on issues and help define appropriate processes, procedures and methodologies for measuring outcomes.



The programs and initiatives described in this report were selected on the basis of a comprehensive set of criteria, aiming for strategic and impactful community health improvement.

These criteria include:

- Alignment with Mission: Ensuring the initiatives support the hospital's core purpose.
- Best Practices Research: Incorporating evidence-based approaches.
- Community Readiness: Considering the community's capacity and willingness to act on the issue.
- Equity Focus: Prioritizing needs that disproportionately affect vulnerable populations and contribute to health disparities.
- Leveraging Existing Strengths: Identifying issues where existing infrastructure (programs, systems, staff) and established relationships with community partners are already in place.
- Measurability: Selecting issues where there is a clear ability to have a measurable impact.
- Problem Assessment: Evaluating the magnitude and severity of the health issues.
- Resource Availability: Assessing the availability of both hospital and external community resources.
- Sustainability: Ensuring there is ongoing investment and commitment of resources (staff time and financial) for the chosen initiatives.

Furthermore, selection involves research on best practices, alignment with local, state, or national health priorities, and a strong emphasis on collaboration with community stakeholders. Where possible, initiatives are designed to employ upstream prevention models to address the social determinants of health, with a critical focus on building and strengthening relationships with community-based providers to ensure long-term success and sustainability.

## Community Health Core Strategies

The hospital intends that program activities to help address significant community health needs reflect a strategic use of resources. CommonSpirit Health has established three community health improvement core strategies to help 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.
- Implement and sustain evidence-based health improvement program initiatives.
- Strengthen community capacity to achieve equitable 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 goals and anticipated impact, and any collaboration with other organizations in their delivery.



**Health Need:** Access to primary health care and dental health care

Strategy or Program	Summary Description	Active FY25	Planned FY26
Financial Assistance	The hospital provides financial assistance for uninsured/underinsured and low-income residents. Rural health clinics offer sliding fee scale for patients who do not qualify for insurance.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Paramedicine Program	Expands the role of paramedics to provide non-emergency healthcare services in the community, such as home visits, health screenings, and chronic disease management. This program aims to improve access to primary and preventative care, reduce unnecessary emergency department visits and hospital readmissions.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Health Professions Education - Physicians	Established in 1975, this postgraduate physician training program enrolls 18 residents annually, offering comprehensive, hands-on experience. Residents benefit from the diverse patient population and direct practice opportunities inherent to a charity teaching hospital, while also leveraging the modern facilities and robust support of a private community hospital. Ample preceptor guidance and senior resident backup ensure residents can progressively assume significant responsibilities.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Health Professions Education - Nursing	Provides a clinical setting for nursing students enrolled in education with an outside local college or university for additional training and education. This includes, but is not limited to: Undergraduate Nursing, Undergraduate Nursing-Preceptorship, Nursing BSN and Nursing ADN.	x	x
Health Professions Education - Other	Provides a clinical setting for training and internships for students pursuing health professions other than physicians and nurses. This includes, but is not limited to: EMT, Paramedics, Pharmacy, Respiratory Therapy, Physical Therapy, Laboratory Scientist, Radiology Technologist, Dietician, and Surgical Technologist.	x	x
Workforce Development	Align efforts with and identify additional community organizations who are leading workforce development efforts to increase access to a diverse and inclusive health care workforce—both in clinical and nonclinical/corporate settings and improve health equity.	x	x
Cradle to Career Workforce Development Initiatives	Support community initiatives like Grow a Reader, Kinder College, and STEM Ignite Opportunity, and actively participate in career fairs. The hospital also heavily sponsors College and Career Signing Day, facilitates high school internships, and contributes to other workforce boards through Reach Higher Shasta and Northern Rural Training and Employment Consortium (NoRTEC).	x	x
Dental Care	Explore opportunities to partner with Shasta County Health and Human Services - Public Health Branch to improve access to dental services.	<input type="checkbox"/>	x
<b>Goal and Impact:</b> These programs will increase timely access to care by improving health literacy, addressing social determinants of health, and taking healthcare into the community.			
<b>Collaborators:</b> The hospital will partner with local medical clinics and local community based organizations to improve access to quality primary care health services.			



**Health Need:** Access to behavioral health, including substance use disorder treatment

Strategy or Program	Summary Description	Active FY25	Planned FY26
Emergency Psychiatric Assessment Treatment and Healing (EmPATH) Unit	The EmPATH Unit offers a dedicated, therapeutic environment for psychiatric emergencies, where mental health professionals provide immediate assessment and treatment, leading to faster, more compassionate care and better patient outcomes.	<input type="checkbox"/>	x
Substance Use Coalition	The Shasta Substance Use Coalition's purpose is to reduce the harms associated with substance use in Shasta County. This is accomplished by aligning strategies among stakeholders to: reduce harmful substance use and overdose related deaths, increase community awareness and understanding of substance use disorder, promote timely access to evidence-based treatment and enhance access to individual and family recovery support services.	x	x
Substance Use Navigation	Funded through grants, the Substance Use Navigation program provides 24/7 high-quality care for individuals with substance use disorder. The program seeks to fully integrate addiction treatment into standard medical practice—increasing access to treatment to save more lives.	x	x
Education and Awareness	Provide education and awareness and reduce stigma in the community.	x	x
Financial Assistance	The hospital provides financial assistance for uninsured/underinsured and low-income residents. Rural health clinics offer sliding fee scale for patients who do not qualify for insurance.	x	x
<b>Goal and Impact:</b> These programs will improve the wellbeing of community members as well as support those struggling with substance use disorder.			
<b>Collaborators:</b> The hospital will continue to partner with the Shasta Family YMCA, United Way of Northern California, Arch Collaborative, Shasta Community Health Center, Shasta County Health & Human Services Agency - Public Health and other local community based organizations.			



**Health Need:** Affordable and supportive Housing and Basic needs, specifically transportation and food insecurity

Strategy or Program	Summary Description	Active FY25	Planned FY26
Transportation Assistance	Address transportation barriers to accessing healthcare services by providing van service, taxi vouchers or bus tokens to patients who need assistance to access care.	x	x
Shasta Micro-Shelter Collaborative	Addresses the community's need for housing and addiction support programming by providing daily site management staff and weekly substance use counselors at two emergency housing communities.	x	x
Community Engagement	Strengthen trust and relationships with key stakeholders to improve overall well-being by supporting and expanding existing successful projects and activities that support regional wellness.	x	x
Medical Respite/Recuperative Care Program	A collaborative partnership with Shasta Community Health Center and Pathways to Housing provide a respite/recuperative care shelter for those at-risk of and experiencing homelessness.	x	x
<b>Goal and Impact:</b> Improve social determinants of health for the most vulnerable members of the community.			
<b>Collaborators:</b> The hospital will continue to seek out partnerships with local organizations that respond to the health needs of our community. Community-based collaborations continue to be a priority for the hospital and will continue to drive community benefit efforts.			



## Health Need: Community Belonging and freedom from violence

Strategy or Program	Summary Description	Active FY25	Planned FY26
Cultural Competency and Humility Training	Provide training opportunities for staff and community organizations that address the specific health needs of the community. This collaboration can improve care coordination and strengthen social connections.	<input type="checkbox"/>	x
Community Outreach	Foster an inclusive environment by participating in culturally responsive activities that celebrate diverse populations (e.g., youth summits, pride events, health fairs).	x	x
Community Engagement	Strengthen trust and relationships with key populations through targeted outreach, activities, and communication.	x	x
Mission and Ministry Fund, United Against Violence Grant	Facilitate strategy sessions and the development of a violence prevention/human trafficking coalition in Shasta County. This plan will build upon and align existing work identified during planned activities.	x	x
Sexual Assault Nurse Examiner/ Sexual Assault Response (SANE/SART)	Increased internal capacity to respond needs of survivors to minimize the trauma for sexual assault victims when they seek medical assistance and to reduce repeated questioning of the victim and increase effective collection and preservation of evidence. A team approach helps meet the victim's needs and can increase the likelihood that a victim will seek follow-up services, thereby promoting healing.	x	x
Human Trafficking	A Human Trafficking Taskforce made up of multidisciplinary leaders with a victim- centered approach on strategies, interventions and policies.	x	x
<b>Goal and Impact:</b> These programs prevent future traumatization once violence has occurred by increasing healthcare workforce capacity to provide trauma informed care for victims of violence. They also support community capacity to reduce future violence.			
<b>Collaborators:</b> The hospital will continue to seek out partnerships with local organizations that respond to the health needs of our community. Community-based collaborations continue to be a priority for the hospital and will continue to drive community benefit efforts.			

## Community Health Improvement Grants Program

One important way the hospital helps to address community health needs is by awarding restricted financial grants to non-profit organizations working 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 FY25, the hospital awarded the grants below totaling \$291,500. Some projects also may be described elsewhere in this report.

Grant Recipient	Project Name	Health Needs Addressed	Amount
FaithWorks Community Coalition Inc.	Prevention & Navigation Supports for High-Risk Families	Access to Basic Needs such as Housing, Jobs, and Food	\$77,820
Girls Inc. of the Northern Sacramento Valley	Girls Inc. of the Northern Sacramento Valley	Violence and Injury	\$26,856
Northern California Center for Family Awareness	Kids' Turn Whole-Family Workshops	Behavioral Health, Violence and Injury	\$30,000
Shasta Family YMCA	Y Club - Supporting Youth Development & Wellness	Access to Basic Needs such as Housing, Jobs, and Food	\$50,464
United Way of Northern California	Shasta Micro-Shelter Collaborative	Access to Basic Needs such as Housing, Jobs, and Food	\$51,360
Youth Violence Prevention Council	Youth Violence Prevention Council of Shasta County dba Youth Options Shasta	Behavioral Health, Violence and Injury	\$55,000

## 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.

 Community Health Education	
Significant Health Needs Addressed	<ul style="list-style-type: none"><li>• Access to primary health care and dental health care</li><li>• Access to behavioral health, including substance use disorder treatment</li></ul>
Program Description	Community health education programs equip individuals with essential health knowledge and practical skills, empowering them to navigate healthcare resources, understand their treatment options, and adopt preventive health practices.
Population Served	MMCR Community, including the most vulnerable populations
Program Goal / Anticipated Impact	Community health education classes could improve the health and quality of life of the community, especially those with chronic illness.
FY 2025 Report	
Activities Summary	Education sessions and workshops are conducted in collaboration with a variety of community organizations and are held in locations accessible to the residents, such as senior housing communities and organizations that serve a high percentage of residents that have or are caring for family members with chronic illness.
Performance / Impact	1,125 persons served
Hospital's Contribution / Program Expense	\$18,478 Community Benefit (net)
FY 2026 Plan	
Program Goal / Anticipated Impact	To enhance health outcomes and reduce healthcare utilization by equipping individuals with the knowledge and confidence to access resources, navigate the healthcare system, and practice preventive care.
Planned Activities	In addition to the programs already ongoing, a Diabetes Education and Empowerment Program will be added in FY26.



## Sexual Assault Nurse Examiner/Sexual Assault Response (SANE/SART) Team

Significant Health Needs Addressed	<ul style="list-style-type: none"><li>Community belonging and freedom from violence</li></ul>
Program Description	Under the leadership of the Senior Director of Emergency/Critical Care Services and Forensic Specialists have implemented a forensic nursing program at MMCR.
Population Served	Victims of sexual assault, physical assault, child abuse, elder abuse
Program Goal / Anticipated Impact	Increase internal capacity to respond needs of survivors to minimize the trauma for sexual assault victims when they seek medical assistance and to reduce repeated questioning of the victim and increase effective collection and preservation of evidence. A team approach helps meet the victim's needs and can increase the likelihood that a victim will seek follow-up services, thereby promoting healing.

### FY 2025 Report

Activities Summary	Three additional staff will attend training through the California Clinical Forensic Medical Training Center (CCFMTC) in early 2025. The team will participate in ongoing education to become experts in the field of Forensic Nursing by participating in additional training in courtroom testifying, photography, evidence collection, and strangulation and peer review.
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Performance / Impact	Two staff were trained and completed both the adult and pediatric (CCFMTC-A and CCFMTC-P) programs. All forensic specialists participated in additional training to include but not limited to: court room testifying, court room preparation, advanced photography, and strangulation specific care and treatment training.  In addition to training staff, 128 persons were served through this program (61 Adult and 19 Pediatric).
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Hospital's Contribution / Program Expense	\$7,000
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### FY 2026 Plan

Program Goal / Anticipated Impact	To implement a robust, team-based approach that strengthens our internal capacity to respond to sexual assault survivors, resulting in minimized trauma during medical care, reduced re-victimization from repeated questioning, enhanced
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	evidence collection, and increased victim engagement with healing follow-up services.
Planned Activities	<ul style="list-style-type: none"> <li>At least two additional staff will attend training through CCFMTC.</li> <li>Increase the number of persons served year-over-year</li> <li>Provide community-based education to victim advocate organizations twice in FY2026.</li> </ul>

 Medical Respite	
Significant Health Needs Addressed	<ul style="list-style-type: none"> <li>Access to primary health care and dental health care</li> <li>Access to behavioral health, including substance use disorder treatment</li> <li>Affordable and supportive housing</li> <li>Basic needs, specifically transportation and food insecurity</li> </ul>
Program Description	A collaborative partnership with Shasta Community Health Center and Pathways to Housing provide a 15-bed recuperative care/medical respite facility for those at-risk of and experiencing homelessness.
Population Served	Vulnerable populations with unmet vital condition needs
Program Goal / Anticipated Impact	Individuals will experience improved health outcomes by safely recovering from medical conditions in appropriate settings (congregate or non-congregate) and gaining access to vital services like wound and prenatal care, chronic disease management, and coordinated medical/specialty appointments.

### FY 2025 Report

#### Activities Summary

No activities are reportable for FY2025. Community belonging activities have been added in response to the updated significant health needs identified in the 2025 Community Health Needs Assessment.

### FY 2026 Plan

Program Goal / Anticipated Impact	Improved coordination and access to basic needs, recuperative and respite services, and medical referrals, thereby reducing non-emergent ED visits and ensuring access to comprehensive, ongoing care.
Planned Activities	<ul style="list-style-type: none"> <li>Increase the number of individuals referred from the hospital to the medical respite program.</li> <li>Continue to provide financial and in-kind support for medical respite services.</li> </ul>

## Other Community Health and Community Building Programs

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.

- Members of the hospital's leadership and management teams provide significant in-kind support and expertise to nonprofit health care organizations, civic, and service agencies such as Partnership HealthPlan, Shasta College, Shasta Community Health Center, Empire Recovery Center, Shasta County HHSA Children's Services, Shasta County Mental Health Meetings, and Redding Chamber of Commerce.
- Dignity Health North State Hospitals sponsorship program supports health and wellness initiatives, programs serving the poor and disenfranchised, education programs, and community based events hosted by various community partners.
- College Options - Community building support to increase access to higher education opportunities for interested students and the general community.
- The hospital partners with Dignity Health Connected Living by providing leadership and expertise as board members. Dignity Health Connected Living provides a variety of programs for seniors, including volunteer opportunities, nutrition services, Adult Day Health Care, Meals on Wheels, and transportation.

## 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 Department of Health Care Access and Information in Hospital Annual Financial Disclosure Reports, as required by Assembly Bill 204. The community benefit of 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. Medicare reported here excludes Medicare reported as a part of Graduate Medical Education.

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.

Financial Assistance and Means-Tested Government Programs	Vulnerable Population	Broader Community	Total
Traditional Charity Care	\$8,366,072		\$8,366,072
Medi-Cal	\$38,679,819		\$38,679,819
Other Means-Tested Government (Indigent Care)	\$7,660		\$7,660
<b>Sum Financial Assistance and Means-Tested Government Programs</b>	<b>\$47,053,551</b>		<b>\$47,053,551</b>
<b>Other Benefits</b>			
Community Health Improvement Services	\$263,117	\$22,006	\$285,123
Community Benefit Operations	\$87,858	\$13,383	\$101,241
Health Professions Education	\$0	\$6,794,631	\$6,794,631
Subsidized Health Services	\$0	\$0	\$0
Research	\$0	\$0	\$0
Cash and In-Kind Contributions for Community Benefit	\$875,825	\$60,000	\$935,825
Other Community Benefits	\$0	\$0	\$0
<b>Total Other Benefits</b>	<b>\$1,226,800</b>	<b>\$6,890,020</b>	<b>\$8,116,820</b>
<b>Community Benefits Spending</b>			
<b>Total Community Benefits</b>	<b>\$48,280,351</b>	<b>\$6,890,020</b>	<b>\$55,170,371</b>
Medicare (non-IRS)	\$52,479,451		\$52,479,451
<b>Total Community Benefits with Medicare</b>	<b>\$100,759,802</b>	<b>\$6,890,020</b>	<b>\$107,649,822</b>

## Hospital Board and Committee Rosters

**FY 2026**  
**MT. SHASTA – RED BLUFF - REDDING**  
**BOARD OF COMMUNITY ADVISORS**  
**Effective: October 1, 2025**

Rodger Page, North State Market President

Amanda Hutchings, Board Chair

Keith Cool, Vice-Chair

Riico Dotson, M.D., Secretary

Irene DeLao

Mary Rushka

Michael Stasz, M.D.

Nikita Gill, M.D.

Russ Porterfield

Sister Bridget McCarthy

Sister Sheila Browne

Ron Lagro, M.D., Chief of Staff, Mercy Medical Center Mt. Shasta

Matthew Miles, M.D., Chief of Staff, Mercy Medical Center Redding

Meghan Leininger, D.O., Chief of Staff, St. Elizabeth Community Hospital

Any communications to Board Members should be made in writing and directed to:

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Mercy Medical Center Redding  
P. O. Box 496009  
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