

# Mercy General Hospital

Hospital HCAI ID: 106340947

## Community Benefit 2025 Report & 2026 Plan



**Adopted December 2025**



## A message from

Steven Foster, President and CEO of Mercy General Hospital.

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 General Hospital (Mercy General) 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 General provided \$43,872,834 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services and other community benefits. The hospital also incurred \$32,792,059 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 December 18, 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.

Steven Foster  
President/CEO




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## At-a-Glance Summary

Hospital HCAI ID: 106340947

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

<b>Community Served</b> 	<p>Mercy General is located in East Sacramento, and has 2,016 employees, 1,000 active medical staff, 313 licensed acute care beds, and 20 emergency department beds. The hospital serves communities across three counties including: Sacramento, Yolo and El Dorado. Mercy General's large primary service area encompasses a diverse community with numerous neighborhoods reflecting higher rates of poverty, increased cases of homelessness, lack of insurance and lack of education.</p>
<b>Economic Value of Community Benefit</b> 	<p>\$43,872,834 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services, community grants and other community benefits</p> <p>\$32,792,059 in unreimbursed costs of caring for patients covered by Medicare fee-for-service.</p> <p>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>
<b>Significant Community Health Needs Being Addressed</b> 	<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. Needs being addressed by strategies and programs are:</p> <ol style="list-style-type: none"><li>1. Access to Mental/Behavioral Health and Substance-Use Services</li><li>2. Access to Basic Needs Such as Housing, Jobs, and Food</li><li>3. Access to Quality Primary Care Health Services</li><li>4. System Navigation</li><li>5. Injury and Disease Prevention and Management</li><li>6. Health Equity: Equal Access to Opportunities to be Healthy</li><li>7. Active Living and Healthy Eating</li><li>8. Safe and Violence-Free Environment</li><li>9. Increased Community Connections</li><li>10. Access to Specialty and Extended Care</li></ol>
<b>FY 25 Programs &amp; Services</b>	<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"><li>◦ <i>Housing with Dignity Homeless Program:</i> In partnership with Lutheran Social Services, this stabilization program aims to assist homeless individuals with severe chronic health and mental health issues obtain and retain housing, care and services designed to achieve stability in their lives.</li></ul>

## FY 25 Programs & Services



- *Recuperative Care Program at the Gregory Bunker Care Transitions Center of Excellence:* This collaborative engages other Dignity Health hospitals and health systems in the region, Medi-Cal Managed Care Plans, Sacramento County and WellSpace Health, and provides a respite care shelter for homeless patients with available physical and mental health, and substance abuse treatment.
- *Linked-Care Intensive Outpatient Mental Health Partnership:* The hospital works in collaboration with community-based nonprofit mental health provider, El Hogar Community Services Inc., to provide a seamless process for patients admitting to the emergency department with mental illness to receive immediate and ongoing treatment and other social services they need for a continuum of care when they leave the hospital Sunsetting on June 30, 2025.
- *SPIRIT Project:* The Sacramento Physicians' Initiative to Reach Out, Innovate and Teach (SPIRIT) operated under the Sierra Sacramento Valley Medical Society exists as a vehicle to involve physicians in the community. SPIRIT recruits physician volunteers to provide free specialty medical care to the uninsured and coordinates and case manages surgical procedures donated at local hospitals and ambulatory surgery centers. Mercy General Hospital and Mercy San Juan Medical Center offer general surgical facilities for operations performed.
- *Patient Navigator Program:* Patient navigators in the hospital's emergency department connect patients seen and treated at the hospital to medical homes at community health centers and provider offices throughout the region. The Patient Navigator Program represents a unique collaboration between Dignity Health and Community HealthWorks, a community-based nonprofit organization, and community clinics in the region.
- *Community Based Violence Prevention Program:* Focuses on educating staff to identify and respond to victims within the hospital; provide victim centered, trauma-informed care; and collaborate with community agencies to improve quality of care.
- *Community Health Improvement Grants Program:* The grant program helps to improve community health and health equity, and enhance local service systems, via restricted charitable contributions for defined projects. Collaborating non-profit organizations apply to receive grant funds from our hospitals to address significant issues in community health needs assessments.

## FY26 Planned Programs & Services



Mercy General plans to continue to build upon many of previous years' initiatives and explore new partnership opportunities with Sacramento County, the different cities, health plans and community organizations. Efforts to enhance navigation services in partnership with Community HealthWorks, and Bay Area Community Services will continue with specific focus on improving the linkages to primary care, mental health services, social services and community resources.

Mercy General will continue to play an active role in developing innovative strategies to address the growing number of individuals experiencing homelessness including: the Recuperative Care Program at the Gregory Bunker Care Transitions Center of Excellence; Housing with Dignity, and active engagement with CalAIM Enhanced Care Management and Community Supports; Homelessness and Healthcare Pilot Project; and working in partnership with both the city and county to improve our relationship with the shelters.

This document is publicly available online at:

<https://www.dignityhealth.org/sacramento/about-us/community-health-and-outreach/health-needs-assessment>

Written comments on this report can be submitted to the Mercy General Hospital Community Health and Outreach Department at 3400 Data Drive, Rancho Cordova, CA 95670 or by e-mail to [DignityHealthGSSA\\_CHNA@commonspirit.org](mailto:DignityHealthGSSA_CHNA@commonspirit.org).

## Our Hospital and the Community Served

### About Mercy General Hospital

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

Since 1925, Mercy General has been caring for residents in the heart of East Sacramento, CA and providing a wide range of health, social and support services with special advocacy for the poor and underserved. The hospital, located at 4001 J Street, has 2,016 employees, 1,000 active medical staff, 313 licensed acute care beds, and 20 emergency department beds. Mercy General is a tertiary care facility serving residents from across a broad portion of the region including Sacramento, Yolo and El Dorado Counties. Mercy General houses the first CARF (Commission on Accreditation of Rehabilitation Facilities) accredited Acute Rehabilitation Unit in the region. Alex G. Spanos Heart & Vascular Center is a state-of-art, four story addition that provides all cardiac services under one roof: Cardiac Rehabilitation, Cardiac Support Unit and Cardiopulmonary Services.

It also includes: 71 private, family-friendly patient rooms, expanded 21-bed cardiac ambulatory procedure area and a highly advanced 20-bed cardiac surgery ICU. The hospital has an Advanced Certification in Heart Failure, an Advanced Disease Specific Care Certification for Ventricular Assist Device Destination Therapy, and is designated as both a Spine Center of Excellence and Primary Stroke Center by the Joint Commission. Mercy General was recognized in the Human Rights Campaign Foundation's 2022 Healthcare Equality Index (HEI) for its equitable treatment and inclusion of LGBTQ+ patients, visitors and employees. The hospital's large primary service area encompasses a diverse community with numerous neighborhoods reflecting higher rates of poverty, increased cases of homelessness, lack of insurance and lack of education.

### 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

Mercy General is a tertiary care facility located in East Sacramento serving residents from across a broad portion of the region. Mercy General's community or hospital service area (HSA) is the geographic area (by ZIP code) outlined in the hospital's Community Health Needs Assessment (CHNA). This includes all of Sacramento County. A summary description of the community is below. Additional details can be found in the CHNA report online.

The hospital serves communities across three counties including: Sacramento. Mercy General's large primary service area encompasses a diverse community with numerous neighborhoods reflecting higher rates of poverty, increased cases of homelessness, lack of insurance and lack of education. The hospital must continuously balance its responsibility caring for the acutely ill with the increasing role it serves as a safety net provider for the poor and vulnerable in a region where public and community capacity is severely limited. Many communities served by the hospital and identified in the CHNA are challenged by a lack of access to both primary and mental health care, the absence of a care coordination system, and minimal health prevention and education options for underserved and at-risk populations. These challenges are reflected in hospital utilization trends that show a high percentage of patients presenting to the emergency department are seeking basic primary care. The majority of these patients are Medi-Cal beneficiaries who struggle to access timely care elsewhere. In response to this growing trend, Mercy General has made it a priority to provide patient navigation services to this population which helps to educate patients on how to access care in the appropriate healthcare setting.





Demographics within Mercy General's hospital service area are as follows, derived from 2023 estimates provided by SG2's Analytics Platform (*Source: Claritas Pop-Facts® 2023; SG2 Market Demographic Module*):

- Total Population: 1,654,035
- Race/Ethnicity: Hispanic or Latino: 24.3%; White: 39.8%, Black/African American: 8.7% Asian/Pacific Islander: 19.4%, All Other: 7.8%.
- % Below Poverty: 8.9%
- Unemployment: 5.6%
- No High School Diploma: 11.2%
- Medicaid: 28.8%
- Uninsured: 5.0%

## 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.

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 at: <https://www.dignityhealth.org/sacramento/about-us/community-health-and-outreach/health-needs-assessment> and upon request from the hospital's Community Health office.

This document also reports on programs delivered during fiscal year 2025 that were responsive to needs prioritized in the hospital's previous CHNA report

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:

- Sutter Medical Center  
Sacramento
- Sacramento County Public Health
- Community Health Works

- Methodist Hospital of Sacramento
- Wellspace Health
- Mercy Hospital of Folsom
- Sierra Health Foundation
- Mercy General Hospital
- Mercy San Juan Medical Center
- UC Davis Medical Center
- La Familia
- Valley Vision
- Mutual Assistance Center
- National Alliance on Mental Illness
- Sacramento Native American Health Center
- Sacramento Food Bank & Family Services
- Pro Youth & Family
- Greater Sacramento Urban League
- Neighborhood Wellness Foundation
- Sacramento LGBT Center
- CA Endowment Building Healthy Communities
- WIND Youth Services
- Opening Doors
- Latino Leadership Council
- Sacramento Steps Forward
- Health Education Council
- Helping Hands St. Vincent De Paul Food Bank
- Asian Resources, Inc.
- Folsom Cordova Partnership
- Roberts Family Development Center

### **Vulnerable Populations Represented by These Groups**

- Racial and ethnic groups experiencing disparate health outcomes, including:
  - Black/African American
  - American Indian
  - Asian and Pacific Islanders including Asian Indian, Chinese, Filipino, Hmong, Laotian, Vietnamese, Guamanian, and Samoan,
  - Other non-white racial groups,
  - Individuals of Hispanic/Latino origin, including Mexicans, Mexican Americans, Chicanos, Salvadorans, and Guatemalans.
- Socially disadvantaged groups, including the following:
  - The unhoused
  - People with disabilities
  - People identifying as lesbian, gay, bisexual, transgender, or queer
  - Individuals with limited English proficiency

### **Significant Health Needs**

The CHNA identified the significant needs listed 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.

- Access to Mental/ Behavioral Health and Substance- Use Services
- Access to Basic Needs Such as Housing, Jobs, and Food
- Access to Quality Primary Care Health Services
- System Navigation
- Injury and Disease Prevention and Management

- Health Equity: Equal Access to Opportunities to be Healthy
- Active Living and Healthy Eating
- Safe and Violence-Free Environment
- Increased Community Connections
- Access to Specialty and Extended Care

### **Significant Needs the Hospital Does Not Intend to Address**

Mercy General Hospital does not have the capacity or resources to address all priority health issues identified in Sacramento County, although the hospitals continue to seek opportunities that respond to the needs that have not been selected as priorities. The hospital is not addressing access to functional needs, access to dental care and preventive services, and healthy physical environment as these priorities are beyond the capacity and service expertise of Mercy General Hospital. However, the hospital will look for opportunities to coordinate and collaborate with other entities that offer programs that address these needs.

## 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

Mercy General 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 following outlines the approach taken when planning and developing initiatives to address priority health issues. At the outset, Community Health and

Outreach staff engages 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 (i.e. utilization trends relative to the issue, gaps experienced in available follow-up or wraparound care for patients, etc.) and help define appropriate processes, procedures and methodologies for measuring outcomes.

The planning and development of each initiative also involves research on best practices to identify existing evidence-based programs and interventions, and relationship strengthening with community based providers that serve target populations for intended initiatives. Once identified, community based partners become part of the hospital's core project team. Core project teams for all initiatives



meet quarterly, or as needed, to evaluate program progress and outcomes, and to make program changes and/or improvements. When target populations and priority health issues are shared by other Dignity Health hospitals in the Greater Sacramento region, initiatives are often regionalized in order to leverage resources, extend reach and achieve greater impact.

## 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 Mental/Behavioral Health and Substance-Use Services

**Goal:** The hospital's initiative to address access to behavioral health services are anticipated to result in: improve patient linkages to outpatient behavioral health services; provide a seamless transition of care; and improve care coordination to ensure individuals are connected to appropriate care and can access necessary services.

Program	Summary Description	FY25 Outcomes
Linked-Care Outpatient Behavioral Health Partnership	In partnership with community-based nonprofit mental health provider, El Hogar Community Services Inc. The Linked-Care program links Medicare, uninsured, undocumented and out of county Medi-Cal patients with appropriate ongoing behavioral health service providers as well as provide services to bridge the gap between patient and provider.	Mercy General's Contributions: \$44,686  87 patients were referred from Mercy General Hospital and 23 patients received program services.  Sunsetted on June 30, 2025.
Sacramento County Crisis Navigation Program	In partnership with Sacramento County Behavioral Health and Bay Area Community Services, the Crisis Navigation Program serves Sacramento County residents who are experiencing a mental health crisis resulting in functional impairment that interferes with primary activities of daily and independent living. Navigators respond to hospital emergency departments as well as the county jail and Loaves & Fishes to assist patients in accessing outpatient mental health services and other resources.	79 patients were referred from Mercy General Hospital and 27 patients received programs services in Fiscal Year 2025





## Health Need: Access to Mental/Behavioral Health and Substance-Use Services - CONTD.

Program	Summary Description	FY25 Outcomes
Substance Use Navigation	CA Bridge is a program of the Public Health Institute working to ensure that people with substance use disorder receive 24/7 high-quality care in every California health system by 2025. The CA Bridge program seeks to fully integrate addiction treatment into standard medical practice—increasing access to treatment to save more lives. Utilizing a Substance Use Navigator to build a trusting relationship with the patient and motivating them to engage in treatment. The hospital works to reduce the language that stigmatizes people who use drugs, treating substance use disorder like any other disease. The program is currently captured under the Medi-Cal shortfall.	The Substance Use Navigator connected with 217 patients, and 144 of them followed through with services for MAT and local care agencies in Fiscal Year 2025.
Skate Nights Youth Development Program	This program is supported through the Community Health Improvement Grants Program, a partnership between Project Lifelong, Sacramento Inspiring Connections Outdoors, and Edison Language Institute - SJUSD. This is a pop-up skateboarding park created on middle school campuses to integrate Social Emotional Learning to develop life skills and foster a sense of belonging with onsite Youth Advocate and LCSW to connect with the students in cases where mental emotional health services are needed.	Mercy General awarded \$33,902 grant in Feb. 2025  As of August 2025, 65 youths participated in Skate Nights and 5 youths participated in additional outbound trips.
Safer Alternatives through Networking & Education	This program is supported through the Community Health Improvement Grants Program, a partnership between Safer Alternatives through Networking & Education, Sacramento Street Medicine, and Joan Viteri Memorial Clinic. The project provides wound care clinics, and distributes wound care kits to unhoused persons through targeted outreach. Medical providers from Sacramento Street Medicine are trained to treat patients with limited access to health care and drug treatment with medications for opioid use disorder (MOUD).	Mercy General awarded \$100,000 grant in Feb. 2025  As of August 2025, 8 individuals have been supported through the MOUD program, 239 received wound care, and 5,916 first-aid kits were distributed. Two harm reduction training sessions were provided to 60 healthcare workers.



## Health Need: Access to Mental/Behavioral Health and Substance-Use Services - CONTD.

Program	Summary Description	FY25 Outcomes
Basic Needs, Family Services, and Behavioral Health/SUD Services	This program is supported through the Community Health Improvement Grants Program, a partnership between Saint John's Program for Real Change, Highland Community Charter and Technical Schools, and UC Davis Health REACH Families Project. This project provides unhoused women and children with housing, meals, childcare, employment training, psycho/social education, transportation, housing navigation, and family services. Family services encompass children's case management, and ensuring children receive assessments and treatment/referrals for appropriate intervention. Adult clients will receive mental health and substance use treatment services.	Mercy General awarded \$50,098 grant in Feb. 2025  As of August 2025, 192 individuals were provided housing services with 92 children, and 95 women received case management services. 70 women engaged in SUD services and 63 women completed employment training.
Adjustment to Blindness Mental Health Project	This program is supported through the Community Health Improvement Grants Program, a partnership between Society for the Blind, H.O.P.E. Counseling, and WEAVE. This collaboration provides individual and group counseling for clients who are blind or have low vision to help them adjust to this life-altering experience. This project offers a safe, supportive space to grieve their vision loss and rebuild their mental health and self-confidence.	Mercy General awarded \$37,500 grant in Feb. 2025  As of August 2025, 187 individuals are in group counseling and 42 in individual counseling. 140 were provided educational curriculum on healthy relationships



## Health Need: Access to Basic Needs Such as Housing, Jobs, and Food

Goal: The initiative to address basic needs are anticipated to result in: improved coordination of homeless services; increasing access to services including successful completion of referrals to outpatient services; and creating a safe discharge for individuals without a permanent housing option.

Program	Summary Description	FY25 Outcomes
Housing with Dignity	In partnership with Lutheran Social Services and Centene, the hospital aims to assist homeless individuals with severe chronic health and mental health issues obtain and retain housing, care and services designed to achieve stability in their lives. Hospital case managers work directly with Lutheran Social Services staff to identify participants who will be housed in supportive stabilization apartments and receive intensive case management and supportive services.	Mercy General's Contributions: \$133,000 52 patients were referred from Dignity Health hospitals and 8 moved out of the program during this time and were either reunified with family, placed in supportive housing/referred to other housing programs or found their own place to live.
Resources for Low-Income Patients	The hospital partially or fully subsidizes cost of transportation, prescription medication, medical supplies and equipment, and short term room and board in the community for patients unable to pay for or access these resources after being discharged from the hospital.	Mercy General's Contributions: \$11,054 149 patients received services in Fiscal Year 2025
Resources for Homeless Patients	The hospital provides clothing, meals, prescription medication, transportation, room and board, information and referrals to available community resources to homeless patients being discharged from the hospital, with the intent to help prepare them for return to the community.	Mercy General's Contributions: \$30,361 200 patients received services in Fiscal Year 2025
Medical Legal Partnership	Supported through the Homeless Health Initiative, and in partnership with Legal Services of Northern California, the Medical Legal Partnership will address the legal needs of patients at the hospitals and the Family Medicine Residency Program. Medical Legal Partnership integrates and embeds lawyers into the healthcare setting to help clinicians, case managers and social workers address structural problems at the root of so many health inequities. This program will have a particular emphasis on addressing housing insecurities.	From July 1 - December 31, 2024 a total of 41 clients were referred to and served by the program.  The program concluded at the end of December 2024.



## Health Need: Access to Basic Needs Such as Housing, Jobs, and Food - CONTD.

Program	Summary Description	FY25 Outcomes
Mercy Holistic Ministries	This program is supported through the Community Health Improvement Grants Program, a partnership between Mercy Holistic Ministries, Town and Country Lutheran Church, Mt Calvary Baptist Church, Faith Presbyterian Church, and Harvest Missionary Church. The Mercy Holistic Showers for the Homeless project provides mobile on-site showers to the homeless population in different locations throughout Sacramento. The program also addresses the health, and well-being of the unhoused by providing hygiene kits , haircuts, clean undergarments, food, jobs, counseling, and housing voucher leads.	Mercy General awarded \$75,000 grant in Feb. 2025  As of August 2025, 760 unhoused provided assistance and hygiene services.
North Sacramento HART	This program is supported through the Community Health Improvement Grants Program, a partnership between North Sacramento HART, Mount Calvary Missionary Baptist Church, and Sacramento Alumnae Chapter of Delta Sigma Theta Sorority, Inc. It provides weekly respite, warm breakfast ,clothing giveaway, personal hygiene bags, and To Go lunches. North Sacramento HART has also partnered with Sacramento County Department of Health to provide free vaccinations for the unhoused. The project will allow expansion to longer hours and additional dates of operation. as well as, providing more resources to gain access to human needs and care.	Mercy General awarded \$20,000 grant in Feb. 2025  As of August 2025, 80 individuals received respite and basic need services.
Basic Needs, Family Services, and Behavioral Health/SUD Services	See Access to Mental/Behavioral Health and Substance Use Services for a description and FY25 outcomes.	



## Health Need: Access to Quality Primary Care Health Services

**Goal:** The hospital's initiatives to address access to high quality health care and services are anticipated to result in: increased timely access and services; increased knowledge about how to access and navigate the healthcare system; increased primary care "medical homes" among those reached by navigators; reduce barriers to care; and improve collaborative efforts between all health care providers.

Program	Summary Description	FY25 Outcomes
Family Residency Program	Provides a clinical setting for training and educational programs for medical residents, when that education is necessary for a degree, certificate, or training that is required by state law, accrediting body or health profession society.	Mercy General's Contribution: \$3,775,451 16 medical residents were placed at Mercy General Hospital for their clinical training and educational programs.
Health Professions Education - Other	Provides a clinical setting for trainings and internships for students in the greater Sacramento region pursuing health professions other than physicians and nurses. This includes, but is not limited to: EMT, Paramedics, Pharmacy, Respiratory Therapy, Physical Therapy, Radiology Technologist and Surgical Technologist.	Mercy General's Contribution: \$826,479 77 health profession students were placed at Mercy General Hospital for clinical training and internship opportunities.
Health Professions Education - Nursing	Provides 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.	Mercy General's Contribution: \$769,684 117 nursing students were placed at Mercy General Hospital for clinical training.
Patient Navigator Program	The Patient Navigator program focuses on assisting patients who rely on emergency departments for non-urgent needs. The navigators help patients by connecting them to a medical home in an appropriate setting and assisting them with scheduling a follow up appointment along with any other barriers that may create obstacles with accessing care. The Patient Navigator Program represents a unique collaboration between Dignity Health, Community HealthWorks, formerly known as Sacramento Covered, a community-based nonprofit organization, and community clinics in the region.	Mercy General's Contribution: \$415,000 1,423 patients were referred from Mercy General Hospital and 1,182 patients received program services.



## Health Need: System Navigation

**Goal:** The hospital's initiatives to address system navigation is to continue to assist underserved patients admitted to the emergency department (ED) for primary care in finding primary care medical homes or reconnecting them with their assigned provider and other social support services to reduce their reliance on the ED, improve their health and lower costs.

Program	Summary Description	FY25 Outcomes
Patient Navigator Program	See Access to Quality Primary Care Health Services for a description and FY25 outcomes.	
Linked-Care Outpatient Behavioral Health Partnership	See Access to Mental/Behavioral Health and Substance Use Services for a description and FY25 outcomes.	
Substance Use Navigation	See Access to Mental/Behavioral Health and Substance Use Services for a description and FY25 outcomes	
North Sacramento HART	See Access to Basic Needs for a description and FY25 outcomes.	





## Health Need: Injury and Disease Prevention and Management

**Goal:** The initiative to address this health need by the hospital is anticipated to result in: reduction of hospital admissions for chronic disease related; improve the health and quality of life for those who suffer from chronic illness; enable participants to better manage their disease; and create a supportive environment for individuals to learn critical skills and enhance their knowledge on self management.

Program	Summary Description	FY25 Outcomes
Healthier Living Program	The Healthier Living program allows participants to learn about and practice a wide variety of tools to help them become better self-managers of their ongoing health conditions. Workshops are open to anyone with a chronic health condition, as well as those who care for persons with chronic health conditions. They are offered at the community level in partnership with medical clinics, food banks, affordable housing developments and others to ensure the underserved have access to these peer led health education classes. Provided in both English and Spanish.	Mercy General's Contribution: \$60,050  For Fiscal Year 2025, we completed 12 workshops, reaching 176 people, with 104 individuals completing them. These included 10 CDSMP and 2 DSMP workshops.
Catholic School Student Health and Wellness	Support provided to three low-income Catholic Schools in Sacramento (St Philomene, St Robert and St Patrick Academy) for student health and wellness. This includes activities that support physical and mental health, as well as social determinants of health. The specific activities are at the discretion of School leadership and are based on areas of highest need.	Mercy General's Contribution: \$28,500
Safer Alternatives through Networking & Education	See Access to Mental/Behavioral Health and Substance Use Services for a description and FY25 outcomes.	



### Health Need: Health Equity: Equal Access to Opportunities to be Healthy

**Goal:** The initiative to address health equity by the hospital is anticipated to result in: ensuring that everyone has equal access to the same opportunities to be as healthy as possible. Individual and community health will be improved through elimination of barriers as the result of policies, practices, systems, and structures that discriminate against certain groups.

Program	Summary Description	FY25 Outcomes
Patient Navigator Program	See Access to Quality Primary Care Health Services for a description and FY25 outcomes.	
Sacramento Physicians' Initiative to Reach Out, Innovate and Teach	Operated under the Sierra Sacramento Valley Medical Society, the program exists as a vehicle to involve physicians in the community. SPIRIT recruits and places physician volunteers in local clinics to provide free specialty medical care to the uninsured and coordinates and case manages surgical procedures donated at local hospitals and ambulatory surgery centers. Mercy General and Mercy San Juan play a leading role in this collaboration between the Sierra Sacramento Valley Medical Society, sister Dignity Health hospitals, Sacramento County and other health systems in the region.	Mercy General's Contribution: \$13,300  7 patients received surgeries performed by Dignity Health physician volunteers at Dignity Health hospitals and clinics. The value of surgical and specialty care donations provided by Dignity Health physician volunteers is \$69,458.
Los Rios Colleges Foundation	This program is supported through the Community Health Improvement Grants Program, a partnership between Los Rios Colleges Foundation, CSU Sacramento/Black Honors College, and Folsom Cordova Unified School District. MESA is dedicated to supporting women, low-income individuals, and people of color by providing tailored academic resources, mentorship, and opportunities to excel in STEM fields with a focus on diversifying the Allied Health Field.	Mercy General awarded \$23,500 grant in Feb. 2025  As of August 2025, 19 new students in the MESA program.



### Health Need: Active Living and Healthy Eating

**Goal:** The anticipated result is to increase access to healthy foods and safe activity and improve the community's knowledge about the importance of living a healthy and active lifestyle. In addition, the community will be exposed to more services and resources to help achieve these goals.

Program	Summary Description	FY25 Outcomes
Healthier Living Program	See Injury and Disease Prevention and Management for a description and FY25 outcomes.	
Skate Nights Youth Development Program	See Access to Mental/Behavioral Health and Substance Use Services for a description and FY25 outcomes.	



### Health Need: Safe and Violence-Free Environment

**Goal:** The initiative to address safe, crime, and violence free communities are anticipated to result in: prevent unsafe environments; improve safety for the patient population served; provide education to all hospital staff on trauma informed care; increase the awareness of services available; and improve care coordination to ensure individuals are connected to appropriate care and can access necessary services.

Program	Summary Description	FY25 Outcomes
Skate Nights Youth Development Program	See Access to Mental/Behavioral Health and Substance Use Services for a description and FY25 outcomes.	



### Health Need: Increased Community Connections

**Goal:** The initiative to address increased community connections by the hospital is anticipated to result in: individuals with a sense of security, belonging, and trust in their community have better health. Community members will have opportunities to connect with each other through programs, and services resulting in fostering a healthier community. Healthcare and community support services will be more effective when they are delivered in a coordinated fashion and in collaboration to build a network of care.

Program	Summary Description	FY25 Outcomes
Healthier Living Program	See Injury and Disease Prevention and Management for a description and FY25 outcomes.	
Los Rios Colleges Foundation	See Access to Health Equity: Equal Access to Opportunities to be Healthy for a description and FY25 outcomes.	
Skate Nights Youth Development Program	See Access to Mental/Behavioral Health and Substance Use Services for a description and FY25 outcomes.	



### Health Need: Access to Specialty and Extended Care

**Goal:** The hospital's initiatives to address access to specialty and extended care and services are anticipated to result in: increased timely access and services, and increased knowledge about how to access and navigate the healthcare system for specialty and extended care, specifically to those that are uninsured or underinsured.

Program	Summary Description	FY25 Outcomes
Sacramento Physicians' Initiative to Reach Out, Innovate and Teach	See Access to Health Equity: Equal Access to Opportunities to be Healthy for a description and FY25 outcomes.	
Health Professions Education - Other	See Access to Quality Primary Care Health Services for a description and FY25 outcomes.	
Health Professions Education - Nursing	See Access to Quality Primary Care Health Services for a description and FY25 outcomes.	
Family Residency Program	See Access to Quality Primary Care Health Services for a description and FY25 outcomes.	

## 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.



### Housing with Dignity Program

Significant Health Needs Addressed	<ul style="list-style-type: none"> <li>✓ Access to Mental/Behavioral Health and Substance-Use Services</li> <li>✓ Access to Basic Needs Such as Housing, Jobs, and Food</li> <li>✓ Access to Quality Primary Care Health Services</li> <li>✓ System Navigation</li> <li>✓ Injury and Disease Prevention and Management</li> <li>✓ Safe and Violence-Free Environment</li> </ul>
Program Description	In partnership with Lutheran Social Services, the hospital aims to assist patients experiencing homelessness with severe chronic health and mental health issues to obtain and retain housing, care and services designed to achieve stability in their lives. Hospital case managers work directly with Lutheran Social Services to identify individuals who are experiencing chronic homelessness and chronic disability and place them in stabilization housing units. Intensive case management and wrap-around supportive services are provided by Lutheran Social Services to help achieve stability, then are transitioned into permanent/permanent supportive housing.
Population Served	The primary beneficiaries are individuals and families in Sacramento County that are experiencing chronic homelessness with chronic health and/or mental issues.
Program Goal/Anticipated Impact	Housing with Dignity aims to assist individuals experiencing homelessness with severe chronic health and mental health issues obtain and retain housing, care and services designed to achieve stability in their lives.
FY 2025 Report	
Activities Summary	Hospital case managers/social workers work directly with Lutheran Social Services case managers to identify patients being discharged from the hospital who are then housed in 12 supportive stable apartments and receive intensive case management and supportive social services.
Fiscal Year 2025 Performance/Impact	<p>Mercy General Hospital's Contributions: \$133,000</p> <p>52 patients were referred from Dignity Health hospitals and received program services in FY25. 8 patients moved out of the program during this time and were either reunified with family, placed in supportive housing/referred to other housing programs or found their own place to live.</p>

FY 2026 Plan	
Program Goal/ Anticipated Impact	Housing with Dignity aims to assist individuals experiencing homelessness with severe chronic health and mental health issues obtain and retain housing, care and services designed to achieve stability in their lives.
Planned Activities	LSS works with hospital care coordinators to improve referral processes and engage additional hospital staff, including the Cancer Center, in identifying patients who meet eligibility requirements. LSS will also work with all community clinics and support services to ensure follow up medical care is obtained upon hospital discharge along with linkages to additional resources. Additional focus will be placed on establishing a medical home once patients move into permanent housing, and ensuring program participants are complying with the program's policies and procedures to reach program goals.



### Sacramento Physicians' Initiative to Reach Out, Innovate and Teach

Significant Health Needs Addressed	<ul style="list-style-type: none"> <li>✓ System Navigation</li> <li>✓ Health Equity: Equal Access to Opportunities to be Healthy</li> <li>✓ Access to Specialty and Extended Care</li> </ul>
Program Description	This program is operated under the Sierra Sacramento Valley Medical Society and exists as a vehicle to involve physicians in the community. SPIRIT recruits and places physician volunteers in local clinics to provide free specialty medical care to the uninsured and coordinates and case manages surgical procedures donated at local hospitals and ambulatory surgery centers. This collaboration is between the Sierra Sacramento Valley Medical Society, Dignity Health hospitals within the Sacramento Market, Sacramento County, and other health systems in the region.
Population Served	The primary beneficiaries are individuals in Sacramento County that are uninsured and underinsured in need of specialty medical care and surgical procedures.
Program Goal/ Anticipated Impact	To meet the healthcare needs of the underserved/uninsured community by recruiting and placing physician volunteers to provide free medical services to our region's uninsured.

FY 2025 Report	
Activities Summary	<ul style="list-style-type: none"> <li>• Recruit and place physician volunteers in local clinics to provide free specialty medical care.</li> <li>• Case management of individuals in need of specialty medical care and surgical procedures.</li> </ul>
Fiscal Year 2025 Performance/Impact	<p>Mercy General Hospital's Contributions: \$13,300</p> <p>7 patients received surgeries performed by Dignity Health physician volunteers at Dignity Health hospitals and clinics. The value of surgical and specialty care donations provided by Dignity Health physician volunteers is \$69,458.</p>



Program Goal/ Anticipated Impact	Continue to meet the healthcare needs of the underserved/uninsured community by recruiting and placing physician volunteers to provide free medical services to our region's uninsured.
Planned Activities	Continue to work with all partners to improve the number of volunteer physicians well as available facilities to serve and perform donated surgeries.



## Wind Youth Services

Significant Health Needs Addressed	✓ Access to Basic Needs Such as Housing, Jobs, and Food
Program Description	This program is supported through the Community Health Improvement Grants Program, a partnership between Wind Youth Services, One Community Health, and Juma Ventures. The program enhanced access to supportive services for highly vulnerable homeless transitional age youth, aged 12-24, in Sacramento County. It seeks to increase youth awareness and access to essential services and distribute information to transitional-age youth. This includes connections to housing, homelessness services, medical care, and employment support.
Population Served	The project serves youth aged 12-24 who are experiencing homelessness, economic instability, and limited access to education.
Program Goal/ Anticipated Impact	The program goal is to improve youth access to healthcare, workforce assistance, and other essential services.
FY 2025 Report	
Activities Summary	<ul style="list-style-type: none"> <li>• Provide basic needs such as food, hygiene supplies, showers, and other resources</li> <li>• Provide walk-in medical clinic services twice a week</li> <li>• Employment connection and training</li> </ul>
Fiscal Year 2025 Performance/Impact	Mercy General Hospital's Contributions: \$86,500
FY 2026 Plan	
Program Goal/ Anticipated Impact	Continue with the efforts to support youth experiencing homelessness.. The goal is to serve 500 individuals by February 2026.
Planned Activities	Collaborate with partnering organizations to provide resources and basic needs to vulnerable youth.

## 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.

- **California FarmLink:** In June 2020, CommonSpirit approved a \$500,000 loan to California FarmLink used to support the organization's loan program, which in turn provides affordable financing for small-scale farmers, beginning farmers, and farmers of color. California FarmLink is a nonprofit public benefit corporation formed in 1999 with a mission to invest in the prosperity of farmers and ranchers through lending, education, and access to land throughout farming communities in Central Coast, Sacramento, San Joaquin, and North Coast, California.
- **Chicks in Crisis (CiC):** CiC provides access to emergency shelter and transitional housing, access to pregnancy care and needed baby supplies, crisis support and counseling, and adoption services to girls and women in Sacramento County—many of whom are low-income, pregnant and parenting, homeless, in the foster care system, victims of human trafficking, and/or recovering from recent addictions and abusive relationships. In November 2015 Dignity Health approved a loan of \$325,000 for 5 years to CiC for the purchase of property (currently leased) to house its headquarters where staff can provide counseling and education. CiC primarily serves Elk Grove and South Sacramento—one of the six “Communities of Concern” identified by Dignity Health Methodist Hospital of Sacramento's Community Health Needs Assessment. The loan in the amount of \$277,129 was extended in 2021 for five years
- **Community Vision (formerly Northern California Community Loan Fund):** Dignity Health has partnered with Community Vision since 1992, and was one of Dignity Health's first community investments. This CDFI has invested more than \$254 million in projects throughout Northern and Central California, promoting economic justice and alleviating poverty by increasing the financial resilience and sustainability of community-based nonprofits and enterprises. In 2017 and 2023 Dignity Health approved two 7-year loans totaling \$7,000,000 respectively—the first as lending capital in a “FreshWorks” Fund for \$1,000,000 supporting the bringing of grocery stores and other innovative forms of healthy food retail to underserved communities (“food deserts”), and the second \$6,000,000 for lending capital for NCCLF's many projects.
- **WellSpace Health:** In September 2020, CommonSpirit approved a 7-year, \$2,000,000 line of credit with WellSpace Health used for working capital to fund operations as WellSpace waits for reimbursement payments from the State of California. WellSpace Health is a nonprofit public-benefit corporation and Federally Qualified Health Center (FQHC) providing comprehensive health care including medical care, dental care, mental health and behavioral health services.

- **Rural Community Assistance Corporation (RCAC):** In June 2017 and March 2021, Dignity Health approved two 7-year loans for a total of \$1,500,000 to RCAC for projects in rural California, Nevada and Arizona. RCAC assists rural communities in building social capital, environmental infrastructure, and affordable housing. It also provides nonprofit organizations with access to financing. RCAC financing creates employment opportunities, affordable housing, safe and reliable environmental infrastructure, and much-needed community facilities and services. RCAC operates in rural California, Nevada and Arizona, and several other states west of the Rockies.
- **Sacramento County Health Authority Commission:** The hospital has appointed representation on the Commission which was established by the Board of Supervisors of the County of Sacramento, State of California. The Sacramento County Health Authority Commission shall serve the public interest of Medi-Cal beneficiaries in the county, and strive to improve health care quality, to better integrate the services of Medi-Cal managed care plans and behavioral health and oral health services, to promote prevention and wellness, to ensure the provision of cost-effective health and mental health care services, and to reduce health disparities. The responsibilities of this Commission are mandated in Title 2 of the Sacramento County Code, Chapter 2.136. All of the rights, duties, privileges, and immunities vested in Sacramento County pursuant to Article 2.7 of Chapter 7 of Part 3 of Division 9 of the California Welfare and Institutions Code are vested in the Health Authority.
- **Health Professions Education:** The hospital regularly sponsors seminars and training for medical students, physicians, nurses, and other students in the healthcare field. Hundreds of hours each year are committed to providing internships for nurses, paramedics, therapists, and clinical laboratory technicians.

Additionally, members of the hospital's leadership and management teams volunteer significant time and expertise as board members of nonprofit health care organizations and civic and service agencies, such as Valley Vision, American Heart Association, Sacramento Asian Chamber of Commerce, Sacramento Food Bank, Hospital Council of Northern and Central California, the CARES Foundation and Boys and Girls Club. Annual sponsorships also support multiple programs, services and fund-raising events of organizations; among them, Cristo Rey High School, Joshua's House, City of Refuge, Los Rios College, Sacramento Regional Family Justice Center, Salvation Army, American Heart Association National, and others.

## FY 25 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 is fee-for-service only and 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.

<b>Financial Assistance and Means-Tested Government Programs</b>	<b>Vulnerable Population</b>	<b>Broader Community</b>	<b>Total</b>
Traditional Charity Care	\$7,625,286		\$7,625,286
Medi-Cal	\$29,458,534		\$29,458,534
Other Means-Tested Government (Indigent Care)	\$0		\$0
<b>Sum Financial Assistance and Means-Tested Government Programs</b>	<b>\$37,083,820</b>		<b>\$37,083,820</b>
<b>Other Benefits</b>			
Community Health Improvement Services	\$684,100	\$49,332	\$733,432
Community Benefit Operations	\$117,485	\$0	\$117,485
Health Professions Education	\$0	\$5,371,614	\$5,371,614
Subsidized Health Services	\$25,935	\$0	\$25,935
Research	\$0	\$0	\$0
Cash and In-Kind Contributions for Community Benefit	\$540,548	\$0	\$540,548
Other Community Benefits	\$0	\$0	\$0
<b>Total Other Benefits</b>	<b>\$1,368,068</b>	<b>\$5,420,946</b>	<b>\$6,789,014</b>
<b>Community Benefits Spending</b>			
<b>Total Community Benefits</b>	<b>\$38,451,888</b>	<b>\$5,420,946</b>	<b>\$43,872,834</b>
Medicare	\$32,792,059		\$32,792,059
<b>Total Community Benefits with Medicare</b>	<b>\$71,243,947</b>	<b>\$5,420,946</b>	<b>\$76,664,893</b>

## Hospital Board and Committee Rosters

### Dignity Health Sacramento Service Area Community Board

Larry Garcia, Chair Community Member, Lawyer	Marian Bell Holmes, Vice Chair Retired, Dignity Health Human Resources
Vacant, Secretary	Sister Eileen Enright Retired, Cristo Rey High School President
Cathy Rodriguez Aguirre President & CEO Sacramento Hispanic Chamber of Commerce	Dr. Lisa Cardoza President American River College
Pat Fong Kushida Community Member, President Asian Chamber of Commerce	Daniel Hahn Retired Law Enforcement
Sister Nora Mary Curtin RN, BSN, MSN Sisters of Mercy	Joseph Gagliardi Registered Civil Engineer
Murali Adusumalli, MD Chief of Staff Mercy Hospital of Folsom	Kevin Elliott, MD Chief of Staff Mercy San Juan Medical Center
Shaji Skaria Chief of Staff Mercy General Hospital	Laura Watters, MD Chief Of Staff Methodist Hospital of Sacramento