

# Mercy San Juan Medical Center

Hospital HCAI ID: 106340950

## Community Benefit 2025 Report & 2026 Plan



**Adopted December 2025**



## A message from

Austin Manning, President and CEO of Mercy San Juan Medical Center.

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 San Juan Medical Center (Mercy San Juan) 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 San Juan provided \$100,959,512 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services and other community benefits. The hospital also incurred \$55,807,794 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.

Austin Manning  
President/CEO




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## At-a-Glance Summary

Hospital HCAI ID: 106340950

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

<b>Community Served</b> 	<p>Mercy San Juan Medical Center is located in Carmichael and has 2,595 employees, 595 active medical staff, 384 licensed acute care beds, and 31 emergency department beds. The hospital has been serving the areas of north Sacramento and south Placer County for more than 50 years. The hospital is part of the region historically known for its lack of safety net providers to serve low-income and vulnerable residents.</p>
<b>Economic Value of Community Benefit</b> 	<p>\$100,959,512 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services, community grants and other community benefits</p> <p>\$55,807,794 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 (CHNA). 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>

**FY25  
Programs and  
Services**



The hospital delivered several programs and services to help address identified significant community health needs. These included:

- Housing with Dignity Homeless Program: 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.
- 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 hospitals 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 and Services



Mercy San Juan 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, Bay Area Community Services and El Hogar will continue with specific focus on improving the linkages to primary care, mental health services, social services and community resources.

Mercy San Juan 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; Sacramento Steps Forward, 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 San Juan 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 San Juan Medical Center

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

Founded in 1967, Mercy San Juan Medical Center is a nationally recognized not-for-profit tertiary care hospital located at 6501 Coyle Avenue, in Carmichael, CA, and serves the areas of north Sacramento and south Placer County. The hospital has 2,595 employees, 595 active medical staff, 384 licensed acute care beds, and 31 emergency department beds. Mercy San Juan Medical Center is Dignity Health's only level II trauma center in the Sacramento market; the Trauma Prevention and Outreach program provides community education and outreach efforts to decrease preventable death and injuries through a number of programs from newborn safety car seat checks to teen driving and fall prevention for seniors. The new 40 bed, level III Neonatal Intensive Care Units (NICU) has long been a leader in caring for the smallest of newborns and is ranked in the top 1-2% throughout Dignity Health in regards to quality of care and safe patient outcomes. The NICU is equipped to provide specialized care including invasive monitoring, conventional ventilation, surgery, transport service, inhaled nitric oxide and high frequency oscillator ventilation and offers a state-of-the-art milk preparation room staffed 24/7 with a certified NICU Dietitian specialist and certified milk technicians through a robust breast milk donor program where all babies who qualify can receive donor breast milk to help support their nutritional needs. The hospital is a Spine Center of Excellence, Comprehensive Stroke Center, and Chest Pain Center; and has a Perinatal Care Certificate of Excellence and Certificate of Excellence for Hip- and Knee-Replacement by the Joint Commission. Mercy San Juan 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.

### 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 San Juan is one of the area's largest and most comprehensive medical centers. Mercy San Juan'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 is part of the region historically known for its lack of safety net providers to serve low-income and vulnerable residents; nearly one-third of all Sacramento County residents are Medi-Cal-insured. While the Medi-Cal population struggles to access care due to a lack of local Medi-Cal providers, the result has been an increasing trend of Medi-Cal-insured admissions to the hospital's emergency department seeking primary care treatment for their basic health needs. In response to this growing trend, Mercy San Juan 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. The hospital must balance its responsibility for caring for the acutely ill with an increasing role as a safety net provider for the vulnerable.

Demographics within the Mercy San Juan 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
- Roberts Family Development Center
- 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
- 

### **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 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.

- 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 San Juan Medical Center 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 San Juan Medical Center. 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 San Juan 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.

 <b>Health Need: Access to Mental/Behavioral Health and Substance-Use Services</b>		
<b>Goal:</b> 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 San Juan's Contributions: \$32,926  129 patients were referred from Dignity Health hospitals and 37 patients received program services.  Sunsetting 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.	307 patients were referred from Mercy San Juan hospital and 89 received programs services in Fiscal Year 2025
Mental Health Consultations and Conservatorship Services	The hospitals provide Mental Health Evaluations as well as Psychiatric Consultations to all patients who are in need of those crisis services throughout their hospital stay. The hospitals also provide conservatorship services to patients who lack capacity and have no one to represent their wishes and needs.	



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

Program	Summary Description	FY25 Outcomes
Crisis Stabilization Unit	In partnership with Sacramento County, the Behavioral Health Crisis Services Collaborative provides an innovative model of integrated emergency medical and emergency mental health care in one location that aims to set a standard in Sacramento and across the state for behavioral health crisis stabilization services. The Program serves adults, 18 years and older, who present in the Emergency Department, are medically stabilized, and would benefit from multi-disciplinary mental health evaluation and crisis stabilization services for up to 23 hours.	
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.	
ACC Telephone Reassurance & Companionship Services	This program is supported through the Community Health Improvement Grants Program, a partnership between Asian Community Center of Sacramento Valley Inc., Senior Services (ACC), Meals on Wheels, Society for the Blind, Agency on Aging Area 4, and Resources for Independent Living. The program supports vulnerable seniors throughout Sacramento County by providing services to reduce social isolation and promoting physical activity with on-foot escort for walking.	Mercy San Juan awarded \$78,500 grant to in Feb. 2025  As of August 2025, there were 450 calls with 175 seniors supported through the calls and 67 seniors supported through the escort program.
Foster Youth Success	This program is supported through the Community Health Improvement Grants Program, a partnership between Fostering Success & Significance, Interns 2 Pros (I2P), and Hearts & Hands Counseling. This program provides comprehensive support to former foster youth, focusing on college success, career readiness, emotional well-being, and life skills. Mentorship, counseling, career pathways, and workshops are provided to the students with incentivized scholarships to cover housing, tuition, and food, basic need barriers for students to succeed in college.	Mercy San Juan awarded \$43,000 grant in Feb. 2025  As of August 2025, 47 foster youths were provided support.





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

Program	Summary Description	FY25 Outcomes
Cut to the Chase	This program is supported through the Community Health Improvement Grants Program, a partnership between Greater Sacramento Urban League, Capitol City Black Nurses Association, and Heart of the Matter Counseling. To eliminate the stigma around seeking mental-emotional support in the Black community, This program eliminates the stigma to seek mental-emotional support in the black community by providing therapy in spaces in the barbershops and beauty salons that Black men and women already comfortably frequent in the community. This program also includes Medical Moments: a segment in each group therapy session for chronic health education.	Mercy San Juan awarded \$100,000 grant to in Feb. 2025
Young Adults Lift and Youth Activities Programs	This program is supported through the Community Health Improvement Grants Program, a partnership between HERB Nonprofit, Sacramento County Probation's Youth Detention Juvenile Justice Chaplaincy, Turning Point Community Programs (TPCP), and Safe Credit Union. It provides basic needs, transition support and positive development for vulnerable and at-risk youth/young adults. Young adults transitioning back into the community from the Sacramento County Probation's Youth Detention Facility are assisted with immediate needs and insecurities, as well as financial literacy, goal development and career planning workshops.	Mercy San Juan awarded \$100,000 grant in Feb. 2025  As of August 2025, 50 youths league, and camp fees covered, 7 youths completed workshops, and 2 youth received behavioral health services.



## 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
Recuperative Care Program	The hospital is an active partner in the Recuperative Care Program, formerly known as the Gregory Bunker Care Transitions Center of Excellence's (The Bunker). This collaborative engages other Dignity Health hospitals and health systems in the region, Sacramento County and Federally Qualified Health Center, WellSpace Health, and provides respite care for homeless patients with available physical and mental health, and substance abuse treatment. This is a nurse-managed specialized unit that offers patients three meals a day, bed rest, nurse care and self-care. The program provides case management services to assist participants in connecting with outpatient services and community resources.	Mercy San Juan's Contributions: \$33,000  42 patients were referred from Mercy San Juan hospitals and 41 patients received programs services in Fiscal Year 2025
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 San Juan's Contributions: \$98,000  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 San Juan's Contributions: \$241,220  263 patients received services in Fiscal Year 2025



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

Program	Summary Description	FY25 Outcomes
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 San Juan's Contributions: \$93,420  100 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 (MLP) will address the legal needs of patients at the hospitals and the Family Medicine Residency Program. MLP 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.
Bridging Initiatives International	This program is supported through the Community Health Improvement Grants Program, a partnership between Bridging Initiatives International, Sacramento Steps Forward, Carmichael HART, and Mercy Holistic Ministries . The program is dedicated to supporting women and children experiencing homelessness from abusive environments. By providing short-term shelter, facilitating clients transition to rental assistance housing program, and referrals to resources.	Mercy San Juan awarded \$100,000 grant in Feb. 2025  As of August 2025, 44 women were supported in this program.
Fostering Success & Significance	See Access to Mental/Behavioral Health and Substance Use Services for a description and FY25 outcomes.	
Young Adults Lift and Youth Activities Programs	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 San Juan's Contributions: \$982,528  16 medical residents were placed Mercy San Juan 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 San Juan's Contributions: \$828,236  75 health profession students were placed at Mercy San Juan 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 San Juan's Contributions: \$911,098  147 nursing students were placed at Mercy San Juan 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, a community-based nonprofit organization, and community clinics in the region.	Mercy San Juan's Contributions: \$77,867  1,574 patients were referred from Mercy San Juan Hospital and 1,222 received program services.
Bridging Initiatives International	See Access to Mental/Behavioral Health and Substance Use Services for a description and FY25 outcomes.	



## 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.	
Oncology Nurse Navigator	The Oncology Nurse Navigation program offers one-to-one support and guidance to patients diagnosed with cancer from the day of diagnosis onwards. The Oncology navigators provide interventions that address patient's immediate concerns and barriers to care such as difficulties with insurance, financial burden, lack of transportation and addressing the knowledge deficit of their diagnosis and treatment options. The Navigation program also provides referrals for nutritional and psycho-social support as well hosting multiple cancer support groups across the region.	Mercy San Juan's Contributions: \$15,803
Substance Use Navigation	See Access to Mental/Behavioral Health and Substance Use Services 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 San Juan's Contributions: \$68,150  For Fiscal Year 2025, we completed 12 workshops, reaching 176 people, with 104 individuals completing them. These included 10 CDSMP and 2 DSMP workshops
Falls Prevention Program	Matter of Balance is specifically designed to reduce the fear of falling and improve activity levels among community-dwelling older adults. The program enables participants to reduce the fear of falling by learning to view falls as controllable, setting goals for increasing activity levels, making small changes to reduce fall risks at home, and exercise to increase strength and balance.	
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, but is not limited to, 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 San Juan's Contributions: \$21,000
Cut to the Chase	See Access to Mental/Behavioral Health and Substance Use Services for a description and FY25 outcomes.	
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 San Juan's Contributions: \$9,800  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.
Cut to the Chase	See Access to Mental/Behavioral Health and Substance Use Services for a description and FY25 outcomes.	



### 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.	
Asian Community Center of Sacramento Valley Inc., dba ACC Senior Services	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
Safe Kids Program	The Safe Kids Greater Sacramento coalition, led by MSJMC, is composed of individuals and organizations that are committed to reducing preventable childhood injuries. Projects focus on: Child Passenger Safety; Bicycle Safety; Pedestrian Safety; Safe Sleep; Fire/Burn Prevention; and Drowning Prevention. MSJMC also leads a no cost car seat education program targeting families with children living in poverty, and to families with children in immigrant communities. The program provides: car seat classes; car seat checkup appointments; car seat distribution to families in need; and program phone lines are currently offered in English, Spanish, and Hmong. Car seat checkups are offered to the general public at several hospital sites.	Mercy San Juan's Contributions: \$355,947



### 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.	
Cut to the Chase	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.	
Oncology Nurse Navigator	See Access to System Navigation 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.

 <b>Housing with Dignity Program</b>	
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. Once stable, individuals 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	Mercy San Juan Medical Center's Contributions: \$98,000 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.

## 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>
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Fiscal Year 2025 Performance/Impact	Mercy San Juan Medical Center's Contributions: \$9,800 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.
<b>FY 2026 Plan</b>	
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.



### Bridging Initiatives International

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 Bridging Initiatives International, Sacramento Steps Forward, Carmichael HART, and Mercy Holistic Ministries. The program is dedicated to supporting women, children experiencing homelessness from abusive environments. By providing short-term shelter, facilitating clients transition to rental assistance housing programs, and referrals to social service resources.
Population Served	The primary beneficiaries of this program are unhoused women, and children.
Program Goal/ Anticipated Impact	The program goal is to provide support and resources to women, and children experiencing homelessness, abusive environments, and cycles of instability.

### FY 2025 Report

Activities Summary	<ul style="list-style-type: none"> <li>• Providing temporary shelter</li> <li>• Skill training</li> <li>• Case management</li> <li>• Provide basic needs</li> </ul>
Fiscal Year 2025 Performance/Impact	Mercy San Juan Medical Center's Contributions: \$100,000 Between the months of March-August 2025, the project served 44 women.

### FY 2026 Plan

Program Goal / Anticipated Impact	Continue with the efforts to support women and children. The goal is to serve 80 individuals by February 2026.
Planned Activities	Collaborate with partnering organizations to provide resources, support groups, shelter and training.

## 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	\$18,364,550		\$18,364,550
Medi-Cal	\$77,322,811		\$77,322,811
Other Means-Tested Government (Indigent Care)	\$0		\$0
<b>Sum Financial Assistance and Means-Tested Government Programs</b>	<b>\$95,687,361</b>		<b>\$95,687,361</b>
<b>Other Benefits</b>			
Community Health Improvement Services	\$1,172,300	\$53,393	\$1,225,693
Community Benefit Operations	\$115,941	\$5,250	\$121,191
Health Professions Education	\$0	\$2,721,862	\$2,721,862
Subsidized Health Services	\$82,620	\$0	\$82,620
Research	\$0	\$98,743	\$98,743
Cash and In-Kind Contributions for Community Benefit	\$1,022,042	\$0	\$1,022,042
Other Community Benefits	\$0	\$0	\$0
<b>Total Other Benefits</b>	<b>\$2,392,903</b>	<b>\$2,879,248</b>	<b>\$5,272,151</b>
<b>Community Benefits Spending</b>			
<b>Total Community Benefits</b>	<b>\$98,080,264</b>	<b>\$2,879,248</b>	<b>\$100,959,512</b>
Medicare	\$55,807,794		\$55,807,794
<b>Total Community Benefits with Medicare</b>	<b>\$153,888,058</b>	<b>\$2,879,248</b>	<b>\$156,767,306</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