

Dignity Health East Valley

Mercy Gilbert Medical Center &
Chandler Regional Medical Center

Community Benefit 2024 Report and 2025 Plan

Adopted November 2024



A message from

Mark Slyter, President, and Jonathan Hodgson, DO, Chair of the Dignity Health East Valley Hospital's Community Board.

Dignity Health's approach to community health improvement aims to address significant health needs identified in the Community Health Needs Assessments that we conduct with community input, including from the local public health department. Our initiatives to deliver community benefit include financial assistance for those unable to afford medically necessary care, a range of prevention and health improvement programs conducted by the hospital and with community partners, and investing in efforts that address social determinants of health.

Dignity Health East Valley, which is a subsidiary of CommonSpirit Health, comprises Chandler Regional Medical Center (CRMC) and Mercy Gilbert Medical Center (MGMC). Dignity Health East Valley shares a commitment with others to improve the health of our community, and delivers programs and services to help achieve that goal. The Community Benefit 2024 Report and 2025 Plan describes much of this work. We are proud of the outstanding programs, services and other community benefits our hospital delivers, and are pleased to report to our community.

In fiscal year 2024 (FY24), Mercy Gilbert Medical Center provided \$37,502,498 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services and other community benefits. The hospital also incurred \$8,703,426 in unreimbursed costs of caring for patients covered by Medicare fee-for-service.

In fiscal year 2024 (FY24), Chandler Regional Medical Center provided \$74,607,195 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services and other community benefits. The hospital also incurred \$19,491,702 in unreimbursed costs of caring for patients covered by Medicare fee-for-service.

The hospital's Community Board reviewed, approved and adopted the Community Benefit 2024 Report and 2025 Plan at its November 21, 2024 meeting.

Thank you for taking the time to review our report and plan. We welcome any questions or ideas for collaborating that you may have, by reaching out to 1750 E. Northrop Blvd., Suite #200 Chandler, AZ 85286 or by e-mail to theresa.dettler@commonspirit.org.

Mark Slyter
President

Jonathan Hodgson, DO
Chairperson, Board of Directors

Table of Contents

At-a-Glance Summary	4-6
Our Hospital and the Community Served	6
About the Hospital	6-7
Our Mission and Vision	7
Financial Assistance for Medically Necessary Care	7
Description of the Community Served	7-9
Community Assessment and Significant Needs	9
Community Health Needs Assessment	9
Significant Health Needs	10-11
2024 Report and 2025 Plan	11
Creating the Community Benefit Plan	11-12
Community Health Core Strategies	12
Report and Plan by Health Need	13-19
Community Health Improvement Grants Program	19-20
Program Highlights	20-29
Other Programs and Non-Quantifiable Benefits	30
Economic Value of Community Benefit	31-32
Hospital Board and Committee Rosters	33-34

At-a-Glance Summary

Community Served



Dignity Health's Mercy Gilbert and Chandler Regional Medical Centers provide care to Maricopa County, the fourth most populous U.S. county, with over 4.5 million residents (ACS 2023). Named after the Maricopa tribes, the county was formally established in 1871 and spans 9,202 square miles. It includes 24 cities, unincorporated areas, and five Native American reservations covering nearly 5% of its land.

Maricopa County Demographics:

- Median age: 37.8 years
- Population age groups: 672,068 (25-34), 703,997 (60-74)
- Ethnic diversity: 1.4 million Hispanic or Latino, 2.6 million White, 267,977 Black or African American, 215,053 Asian, 99,049 Native American or Alaska Native.
- Maricopa County comprises over half of Arizona's population.

Town of Gilbert: As Arizona's fifth-largest city, Gilbert has a population of 288,128 (ESRI, 2023) with a median age of 36.1. The town is known for its educated community, 47% hold a bachelor's degree or higher. The town's median household income is \$121,543, and its population is 17.1% Hispanic, 82.7% White, 3.9% African American, and 5.7% Asian. Major employers include Northrop Grumman, Deloitte and Dignity Health's Mercy Gilbert Medical Center.

City of Chandler: Renowned as the "Community of Innovation," Chandler boasts a robust high-tech manufacturing sector, home to industry leaders such as Intel, NXP Semiconductors, and Microchip Technology. The city's population has grown to 288,941 in 2024 (Town of Chandler). The median age is 38, and its demographics include 58.4% White, 22.6% Hispanic or Latino, 12.0% Asian, and 6.0% Black or African American. Chandler's growth underlines its role as a key economic center in Arizona's high-tech sector.

Economic Value of Community Benefit



Mercy Gilbert Medical Center provided \$37,502,498 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services and other community benefits. The hospital also incurred \$8,703,426 in unreimbursed costs of caring for patients covered by Medicare fee-for-service.

Chandler Regional Medical Center provided \$74,607,195 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services and other community benefits. The hospital also incurred \$19,491,702 in unreimbursed costs of caring for patients covered by Medicare fee-for-service.

Significant Community Health Needs Being Addressed



The significant community health needs the East Valley hospitals, Mercy Gilbert and Chandler Regional Medical Centers are helping to address and that form the basis of this document were identified in the hospitals most recent Community Health Needs Assessment (CHNA). Needs being addressed by strategies and programs are:

- | | |
|---|--|
| <ul style="list-style-type: none"> Behavioral & Mental Health Suicide Substance Misuse Cancer Chronic Disease Diabetes Cardiovascular Disease Obesity Oral Health | <ul style="list-style-type: none"> Access to Care Immunization Housing Homelessness Violence Prevention Human Trafficking Equity Nutrition Food Access Exercise Injury Prevention Trauma |
|---|--|

FY24 Programs and Services



The hospital delivered several programs and services in FY24 to help address identified significant community health needs. These included:

- **Behavioral Health | Mental Health | Suicide Prevention:** Programs included; Pregnancy and Postpartum Support Group, Let's Talk group therapy, Zero Suicide Initiative, and Heaven's Hummingbirds Support Group.
- **Substance Misuse:** Funded through Community Health Improvement Grants, partnerships with Youth Mental Health Coalition, Freedom House, and community investment in Hushabye Nursery provide targeted support for substance misuse prevention and recovery.
- **Cancer:** Cancer services at Chandler Regional Medical Center and Ironwood Cancer Center offer integrative support, classes, and support groups for patients and families, along with Pathways to Wellness program.
- **Chronic Disease:** (Diabetes, Cardiovascular, Obesity, Oral Health): Programs include Yoga of the Heart, WomenHeart Health Support Group, Healthier Living Program, Pathways to Wellness program, Chandler Children's Medical and Dental Clinics, Early Childhood Oral Health, and the Center for Faith Health Partnerships.
- **Injury Prevention:** Chandler Regional Medical Center's Trauma Services provide: Stop the Bleed, D4 Dignity Doesn't Drive Distracted, and Matter of Balance programs, along with Healthier Living workshops and Pathways to Wellness program through Community Health.
- **Access to Care | Immunization:** Outreach and education programs by the Community Health department, including Children's Dental and Medical Clinics, Pathways to Wellness program, Immunization programs, and partnerships with Mission of Mercy Arizona and Foundation for Senior Living (FSL)'s ACTIVATE program.
- **Housing | Homelessness:** Homeless Initiative Medicare Programs at East Valley hospitals provide transportation and taxi vouchers for individuals in need, Community Health Improvement Grant program and Pathways to Wellness program.
- **Violence Prevention | Human Trafficking:** Initiatives include the Dignity Health Maternal Child Health department Healthy Families Program, Pathways to Wellness program and Dignity Health Human Trafficking Taskforce to prevent and address violence and trafficking.
- **Equity:** (Health, Racial, Social): Programs such as Community Health Improvement Grants, WomenHeart Health Support Group, Pathways to Wellness, Financial Assistance Policy, and the Center for Faith Health Partnerships promote equity in health access and support.
- **Nutrition:** (Food Access & Exercise): Programs like Mommy Fit Camp, Healthy Eating Active Living (H.E.A.L.), Postural Orthostatic Tachycardia Syndrome (P.O.T.S.) support, Pathways to Wellness, and Yoga of the Heart address nutrition and physical activity.

FY25 Planned Programs and Services



Dignity Health East Valley will continue many of the FY24 initiatives in FY25, with an emphasis on community health improvement and addressing key health and social needs identified in the Community Health Needs Assessment (CHNA). Detailed information for each program is available in the Program Highlights section.

- **Community Health Improvement Initiatives:** Dignity Health remains committed to addressing health and social needs to enhance care for the most vulnerable populations. By leveraging the CMS-created Health Equity Index (HEI), which assesses and guides improvements in equitable care, they will prioritize impactful strategies. Through sustained collaborations with local organizations and initiatives such as Community Health Improvement Grants and CommonSpirit Health Investment programs, Dignity Health will focus on programs that address CHNA-identified health priorities and respond to social determinants of health.
- **CommunityCares Arizona:** the statewide closed-loop referral system, developed by AHCCCS, Contexture, and Unite Us, connects with community resources for health-related social needs. Healthcare providers screen members, make electronic referrals to community

organizations, and track outcomes. Licensed Community Health Workers (CHWs) use the Unite Us platform to coordinate care for high-risk elderly populations, addressing social determinants of health and enhancing support and health outcomes.

- **Connected Community Network (CCN)**: This network connects hospitals, clinics, and local organizations to support vulnerable populations by linking individuals with resources that address social determinants of health (SDOH). Built on a foundation of collaborative pillars, CCN ensures a "no wrong door" approach to nonclinical services, with expansion efforts aimed at broadening reach and reinforcing community support.

This document is publicly available online at

<https://www.dignityhealth.org/arizona/locations/chandlerregional/about-us/community-benefit-outreach/benefits-reports> and at

<https://www.dignityhealth.org/arizona/locations/mercygilbert/about-us/community-benefits-outreach/benefits-reports>.

Written comments on this report can be submitted to the Dignity Health Community Health department at 1750 E. Northrop Blvd., Suite #200 Chandler, AZ 85286 or by e-mail to theresa.dettler@commonspirit.org.

Our Hospital and the Community Served

About Mercy Gilbert Medical Center and Chandler Regional Medical Center

Opened in June 2006, Mercy Gilbert Medical Center (MGMC) is one of eight Dignity Health acute care hospitals in Arizona and a part of CommonSpirit Health, one of the largest healthcare systems in the U.S. Located in Gilbert, Arizona, within the East Valley of greater Phoenix, MGMC is a not-for-profit, Catholic hospital sponsored by the Sisters of Mercy. It offers compassionate, high-quality care across a range of services, including cardiovascular, emergency, family birth, pediatrics in partnership with Phoenix Children's, bariatrics, orthopedics, and diagnostic services. The hospital has 197 beds, employs over 1,554 staff members and 243 hospital volunteers.

Key Services and Expansions:

- Comprehensive services include cardiovascular care, emergency services, a family birth center, bariatrics, orthopedics, gastroenterology, and a sleep center.
- The hospital is expanding with the Women's and Children's Pavilion, a collaborative project with Phoenix Children's Hospital, scheduled to care for patients in 2025.

Accolades:

- Healthgrades 2024 Five-Star Recipient for Heart Failure Treatment, Upper Gastrointestinal Surgeries, GI Bleed Treatment, and Sepsis Treatment.
- WebMD® Patient Choice Heart Valve Replacement Arizona (2023-2024).
- Medscape® Provider Choice in Cardiology Arizona (2023-2024).

Chandler Regional Medical Center (CRMC) has served the East Valley community for over 60 years, making it the longest-standing hospital in the area. This comprehensive, acute-care facility offers a broad range of services, including a Level I Trauma Center, open heart surgery, neurosurgery, orthopedics, and specialized care for high-risk obstetrics and newborns. With 429 beds and over 2,998 employees, with

over 243 hospital volunteers. CRMC provides advanced care across diagnostic, surgical, robotics, and intensive care services.

Accolades:

- Named an LGBTQ+ Healthcare Equality Leader and High Performer in the Human Rights Campaign Foundation's Healthcare Equality Index.
- Awarded the American Heart Association's *Get With The Guidelines*® - Stroke Gold Plus, Target: Stroke Elite Plus Honor Roll, and Target: Type 2 Diabetes Honor Roll.

Dignity Health East Valley: Dignity Health Chandler Regional and Mercy Gilbert Medical Centers have a unified medical staff of 1,335 physicians, providing comprehensive membership across both facilities.

In July 2024, Dignity Health East Valley welcomed 33 new residents to its Graduate Medical Education (GME) residency programs, increasing the total to 52 residents across emergency medicine, internal medicine, family medicine, and general surgery. Currently in its second year, the program will expand to include obstetrics and gynecology in 2025. During the inaugural 2023–2024 academic year, 28 residents began their training, with the emergency medicine residency program achieving ACGME accreditation.

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

Dignity Health defines the community served by a hospital as those individuals residing within its Primary and Secondary Service Areas. For this report, the focus will be on the Primary Service Area (PSA) of MGMC and CRMC. The Primary Service Area includes all residents in a defined



geographic area surrounding the hospital and does not exclude low-income or underserved populations. The East Valley hospital's primary service area includes both moderate and high risk areas with significant socio-economic barriers. A summary description of the community is below. Additional details can be found in the CHNA report online.

The geographic area for MGMC and CRMC 2022 Community Health Needs Assessment (CHNA) is Maricopa County, the common community for all partners participating in the Synapse collaborative. Maricopa County is the fourth most populous county in the United States. Maricopa County encompasses 9,224 square miles, includes 27 cities and towns, as well as the whole or part of five sovereign American Indian reservations. Maricopa County is ethnically and culturally diverse, as it is home to more than 4.5 million people.

The FY2022 demographic data in Table 1.1 and 1.2 below are based on 2022 CHNA service area zip codes. See Table 1.3 for a map of FY23 Dignity Health East Valley's PSAs.

From July 1, 2022 - June 30, 2023 the top three zip codes in Primary Service Area (based on ZIP codes of residence for the top 75% of patients discharge) at Mercy Gilbert Medical Center are: 85142 Queen Creek/ San Tan Valley, 85295 and 85298 Gilbert.

From July 1, 2022 - June 30, 2023 the top three zip codes in Primary Service Area (based on ZIP codes of residence for the top 75% of patients discharge) at Chandler Regional Medical Center are: 85225 Chandler/ Gaveston Neighborhood, 85248 and 85224 Chandler, with Chandler/ Sun Lakes area 85295 in fourth.

TABLE 1.1
CRMC

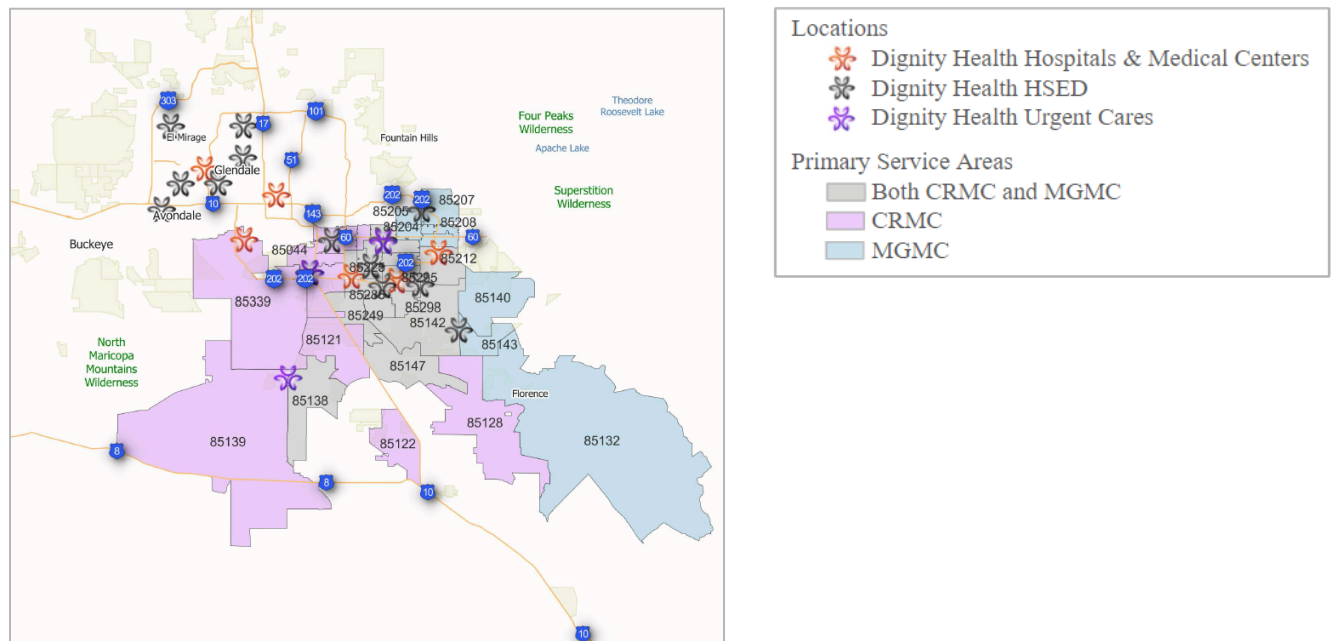
Total Population	700,077
Race	
Asian/Pacific Islander	8.3%
Black/African American - Non-Hispanic	6.5%
Hispanic or Latino	26.5%
White Non-Hispanic	50.7%
All Others	8.1%
% Below Poverty	7.1%
Unemployment	4.6%
No High School Diploma	8.3%
Medicaid	24.9%
Uninsured	10.8%

TABLE 1.2
MGMC

Total Population	850,465
Race	
Asian/Pacific Islander	7.0%
Black/African American - Non-Hispanic	4.5%
Hispanic or Latino	23.3%
White Non-Hispanic	58.7%
All Others	6.6%
% Below Poverty	5.3%
Unemployment	4.0%
No High School Diploma	6.7%
Medicaid	26.3%
Uninsured	11.0%

Source: Claritas Pop-Facts® 2022; SG2 Market Demographic Module - SG2 Analytics Platform Reports: Demographics Market Snapshot, Population Age 16+ by Employment Status, Families by Poverty Status, Marital Status and Children Age, Insurance Coverage Estimates (map data export)

TABLE 1.3



Community Assessment and Significant Needs

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

Community Health Needs Assessment

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

This document also reports on programs delivered during fiscal year 2024 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.

Additional detail about the needs assessment process and findings can be found in the CHNA report, which is publicly available at:

<https://www.dignityhealth.org/arizona/locations/chandlerregional/about-us/community-benefit-outreach/benefits-reports> and

<https://www.dignityhealth.org/arizona/locations/mercygilbert/about-us/community-benefits-outreach/benefits-reports> or upon request at the hospital's Community Health office.

Significant Health Needs

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

Significant Health Need	Description	Intend to Address?
Mental Health Suicide	Mental Health includes emotional, psychological, and social well-being, and affects how individuals think, feel, and act. Suicide and suicide attempts cause serious emotional, physical and economic impacts.	<input checked="" type="checkbox"/>
Substance Misuse	Substance Misuse is caused by multiple factors, including genetic vulnerability, environmental stressors, social pressures, individual personality characteristics, and psychiatric problems.	<input checked="" type="checkbox"/>
Cancer	Cancer is a large group of diseases that can start in almost any organ or tissue of the body when abnormal cells grow beyond their usual boundaries to invade adjoining parts of the body and/or spread to other organs.	<input checked="" type="checkbox"/>
Chronic Diseases Diabetes Cardiovascular Disease Obesity Oral Health	Chronic Diseases are defined broadly as conditions that last 1 year or more and require ongoing medical attention or limit activities of daily living or both. Diabetes is a chronic, metabolic disease characterized by elevated levels of blood glucose (or blood sugar). Cardiovascular Disease is a class of diseases that affect the heart or blood vessels. Obesity is a complex health issue resulting from a combination of causes and individual factors such as behavior and genetics. Oral Health, Oral Diseases ranging from dental cavities to oral cancers.	<input checked="" type="checkbox"/>
Injury Prevention	Injury Prevention is activities to prevent, ameliorate, treat, and/or reduce injury-related disability and death.	<input checked="" type="checkbox"/>
Access to Care Immunization	Access to Care means having the timely use of personal health services to achieve the best health outcomes. Access to health care consists of four components; coverage, services, timeliness, and workforce. Immunization is a key component of primary health care and is critical to the prevention and control of infectious diseases.	<input checked="" type="checkbox"/>
Nutrition Exercise Food Access	Nutrition , the process of providing or obtaining the food necessary for health and growth. Food Access is an important element of food security, which is having constant access to adequate nutritious food to support healthy eating patterns.	<input checked="" type="checkbox"/>

Significant Health Need	Description	Intend to Address?
	Exercise is proven to help prevent and manage noncommunicable diseases such as heart disease, stroke, diabetes, and several cancers. It also can improve physical/mental health, quality of life and well-being.	
Housing Homelessness	Homelessness/ Housing social determinant of health due to the range of ways in which a lack of housing, or poor-quality housing.	<input checked="" type="checkbox"/>
Domestic Violence Human Trafficking	Domestic Violence is abuse or aggression that occurs in family relationships. Human Trafficking is a crime that involves exploiting a person for labor, services, or commercial sex.	<input checked="" type="checkbox"/>
Equity: Racial Health Social	Racial Equity is the systemic fair treatment of all races that produces equitable opportunities and outcomes for all people. Health Equity means that “everyone has a fair and just opportunity to be healthier. This requires removing obstacles to health such as poverty, discrimination, and their consequences, including powerlessness and lack of access to good jobs with fair pay, quality education and housing, safe environments, and health care”. Social Equity refers to all people experiencing impartiality, fairness, and justice in their daily lives. Social equity takes into account systemic inequalities to ensure everyone in a community has access to the same opportunities and outcomes.	<input checked="" type="checkbox"/>

2024 Report and 2025 Plan

This section presents strategies and program activities the hospital is delivering, funding or on which it is collaborating with others to address significant community health needs. It summarizes actions taken in FY24 and planned activities for FY25, with statements on impacts and community collaboration. Program Highlights provide additional detail on select programs.

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



Creating the Community Benefit Plan

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

Hospital and health system participants included: CommonSpirit Health Community Health department, Dignity Health East Valley; Community Health, Mission Integration, Center for Faith Health Partnerships, Trauma Services, Maternal Child Health, Care Coordination, Center for Transitional Care and Emergency departments and Dignity Health Foundation East Valley.

Hospitals' community health programs involve departments beyond Community Health and Mission in their planning and operation.

Community input or contributions to this community benefit plan included: Dignity Health East Valley Community Hospital Board, Community Health Committee (CHC) and Community Health Improvement Grants Committee comprised of members in the community and Dignity Health, community leaders, community educators, program managers from local nonprofit's, Maricopa County Department of Public Health, previously grant funded East Valley Communities of Care and current grantee recipients, East Valley Resource Coalition and other stakeholders in the East Valley service area.

The programs and initiatives described here were selected on the basis of priority as they relate to one or more of the following principles: focus on disproportionate unmet health-related needs; emphasize prevention including activities that address the social determinants of health; build community capacity; demonstrate collaboration; and contribute to a seamless continuum of care.

The strategies identified that address significant needs are achievable through the hospital's capacity to meet the need, available resources, existing hospital services, and collaborative partnerships.

Community Health Core Strategies

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

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

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

- Extend the care continuum by aligning and integrating clinical and community-based interventions.




- Strengthen community capacity to achieve equitable health and well-being.
- Implement and sustain evidence-based health improvement program initiatives.

Report and Plan by Health Need

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

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

 Health Need: Mental Behavioral Health Suicide			
Strategy or Program	Summary Description	Active FY24	Planned FY25
Dignity Health: Heaven's Hummingbirds Support Group	Maternal Child Health (MCH) department perinatal bereavement services care for parents from hospital to home, with trained & certified facilitators grief support.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Dignity Health: Zero Suicide Initiative	A toolkit with training and utilization of practical framework for hospital-wide transformation toward safer suicide care.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Pregnancy & Dignity Health: Postpartum Support Group and Let's Talk	A peer based support group that provides a safe, judgment-free place to connect other moms experiencing similar challenges. Let's Talk: perinatal therapeutic group, led by a licensed therapist specializing in perinatal mental health, is on hold for FY25 pending funding.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Dignity Health: Mental Health Taskforce	Multi-disciplinary task force to develop and implement strategies to better address needs of patients: BERT team, ER Core Mental Health Team, Zero Suicide, etc.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Partner: Semicolon Society	Providing free mental health education, resources, and events in the community, with an emphasis on suicide prevention.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Dignity Health: Spiritual Care Support Groups	An 8-week session for general mental health support and an 8-week session for serious mental illness support. These groups are not associated with any specific religious group.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Health Improvement Grants Program	The Hope and Healing Project and Youth Mental Health Collective.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Goal and Impact: Increase the number of individuals who feel confident in identifying signs of a mental health crisis and responding effectively with appropriate resources, thereby improving access to mental health support.			
Collaborators: Text 988, Southwest Behavioral and Health Services, Semicolon Society, LaloBoy Foundation, Women's Health Innovations, East Valley Resource Coalition (EVRG), Dignity Health's Maternal Child Health, Emergency and Care Coordination departments and Pathways to Wellness, Gilbert Heritage Resource Center, Chandler CARE Center, Gilbert PD and Chandler Fire and PD Crisis Response Team, Chandler Children's Medical Clinic, Dignity Health East Valley leadership and staff, and Chandler Unified School District (CUSD).			



Health Need: Substance Misuse

Strategy or Program	Summary Description	Active FY24	Planned FY25
Community Health Improvement Grants Program	Youth Mental Health Collaboration: Evidence-based and evidence-informed programming incorporates culturally inclusive prevention strategies that educate youth.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Health Improvement Grants Program	Freedom House: Provides expanded support, structure, and intentional guidance for single mothers transitioning with their children from substance abuse treatment.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Health Improvement Grants Program	Nurtured Beginnings: Provides support for women with maternal mental health disorders, including those with a history of mental health or substance use issues or trauma.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Goal and Impact: Provide relevant and timely care for those in need of substance abuse recovery, mental health resources.			
Collaborators: EVRC, Dignity Health's Maternal Child Health, Emergency and Care Coordination departments and Pathways to Wellness, Chandler Children's Medical Clinic, Towns /cities: Gilbert, Queen Creek, Tempe, Chandler, Maricopa, Mesa, Gilbert PD and Chandler Fire and PD Crisis Response Team, Hushabye Nursery, 4th Trimester, Hope Women's Center, NotMyKid, and Freedom House.			



Health Need: Cancer

Strategy or Program	Summary Description	Active FY24	Planned FY25
Community Partner: Amanda Hope Rainbow Angels	Provides support for families affected by childhood cancer and other life-threatening illnesses through Comfort and Care counseling.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Partner: Desert Cancer Foundation of Arizona	Cancer support groups, and integrative services for patients and their families, offering assistance with appointment management and communication between providers.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Chandler Regional Medical Center and Ironwood Cancer Center	Cancer support groups, classes, and integrative services for patients and their families, offering assistance with appointments and communication between providers.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Goal and Impact: Improve education and awareness leading to increased prevention practices and access to resources and support.			
Collaborators: Amanda Hope Rainbow Angels, East Valley Resource Coalition (EVRC), Dignity Health's Care Coordination Department, Desert Cancer Foundation, Cancer Support Community of AZ, American Cancer Society, Good Works Counseling, Lily's Pad, and Dignity Health's Pathways to Wellness.			



Health Need: Chronic Diseases | Diabetes | CVD | Obesity | Oral Health

Strategy or Program	Summary Description	Active FY24	Planned FY25
Dignity Health: Yoga of the Heart	A breathing exercise and meditation, lowering blood pressure, cholesterol and glucose levels, as well as heart rate.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Dignity Health: Pathways to Wellness Program	Licensed Community Health Worker (CHW) provides direct support between health and social services, enhancing access and for long-term wellness outcomes.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Dignity Health: Healthier Living	A series of workshops focused on managing chronic conditions, pain, diabetes, and reducing fall risk.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Dignity Health: Children's Dental Clinics Early Childhood Oral Health Programs	Dental clinic provides dental exams, cleanings, x rays, fluoride varnish, minimally invasive treatments and education. Early Childhood Oral Health: dental screenings, fluoride varnish application and oral health education for children and expectant moms.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Dignity Health: Children's Medical Clinic	The medical clinic provides sick /well visits, diagnostics, and education to uninsured children. Obesity screening, education and resources.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Health Improvement Grants Program	Enhancing the health of underserved patients, and community members, through diabetes education and management, prescription assistance, food boxes, and nutrition education.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Goal and Impact: Increase in primary care and clinic use for care of chronic conditions, increase in education prevention efforts.			
Collaborators: Care Coordination department, Community Health department outreach and Community Health Worker, Emergency department and Transitional Care Clinics, EVRC, Gilbert Heritage Resource Center, Chandler CARE Center and Women's Heart Health Program, Mission of Mercy, AZCEND, Unlimited Potential.			





Health Need: Injury Prevention

Strategy or Program	Summary Description	Active FY24	Planned FY25
Dignity Health: Stop the Bleed Program	Dignity Health Chandler Regional Medical Center's Trauma ServicesNationally recognized courses teach hemorrhage control to aid in saving lives.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Dignity Health: Matter of Balance Program	Reduce fear of falling & increase activity levels for senior citizens.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Dignity Health: Child Car Seat Donation Car Seat Safety	Car seat clinics provide education inspection for safe installation. New seats are donated/recommended when need is identified.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>


Goal and Impact: CRMC's Trauma Injury Prevention and Outreach Education programs enhance survivability and treatment capacity for severe hemorrhaging, promote fall prevention in vulnerable communities, and educate the public on the risks of distracted and impaired driving.

Collaborators: Community Health department Healthier Living programs and Community Health Worker, Care Coordination, EVRC, Chandler Children's Medical Clinic and Maricopa County Dept. Public Health and East Valley school districts.

 Health Need: Access to Care			
Strategy or Program	Summary Description	Active FY24	Planned FY25
CommonSpirit: Financial Assistance Policy	Providing financial assistance to persons who have health care needs and are uninsured, underinsured, ineligible for a government program, or otherwise unable to pay.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Dignity Health Community Health Outreach	Community education, support groups, fitness, healthier living workshops, hearing and vision screening, Early Childhood Oral Health, Dental Clinic, Medical Clinic, Immunizations Clinics.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Partner: Foundation for Senior Living: ACTIVATE	Post- discharge navigation and support for medication, DME, case management and other health and social resources.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Dignity Health: Pathways to Wellness	Licensed Community Health Workers support high-risk patients in accessing essential resources, along with home visits, through pathways, for long term outcomes to wellness.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Goal and Impact: Impact: Increase the ability for everyone to receive care they need within their community.			
Collaborators: Arizona Korean Nurses Association, local school districts, community-based organizations (CBOs), Thew Elementary at Thrive To Five Resource Center, Gilbert Heritage Center, Chandler CARE Center, Foundation for Senior Living, and various childcare facilities.			

 Health Need: Housing and Homelessness			
Strategy or Program	Summary Description	Active FY24	Planned FY25
CommonSpirit: Homeless Initiative Taxi Vouchers	Provide charity rides to vulnerable patients unable to access transportation home from the hospital. Modivcare Transportation Initiative provides transportation for homeless and economically disadvantaged patients.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Partner: One Small Step- Clothing Cabin	Supply children, families, and those living in poverty to attain a more productive life by providing quality clothes, shoes and other support services.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Health Improvement Grant Program	East Valley Senior Home Sharing Program: Preventing homelessness by matching at risk seniors together with case management and support.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Community Health Improvement Grant Program	Destination Diploma: Support to homeless students with basic needs, school supplies, mentoring, tutoring, stipends, and support.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Partner: House of Refuge	Transitional Housing for homeless families with children with wrap around support to move families to independence.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Partner: I-HELP	I-HELP: A collaborative partnership of CBOs and churches offering shelter, food and case management to the homeless.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Partner: Circle the City	Post-discharge respite care for the homeless offering inpatient care, case management, and support to the homeless.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Goal and Impact: Through internal processes and collaboration with key stakeholders and community-based organizations (CBOs), we raise awareness, improve access to housing services, and strengthen community connections. The impact from stable housing enhances health outcomes by reducing ED visits, mitigating stress, supporting chronic condition management, improving healthcare access, and lowering exposure to environmental hazards, all contributing to overall physical and mental well-being.			
Collaborators: AZCEND, Valley of the Sun United Way (VSUW), Tempe Community Action Agency (TCAA), Lutheran Social Services of the Southwest, Chandler CARE Center, Mission of Mercy AZ, Gilbert Heritage Center, ACTIVATE, Pathways to Wellness and Freedom House.			

 Health Need: Violence Domestic Violence Human Trafficking			
Strategy or Program	Summary Description	Active FY24	Planned FY25
Dignity Health: Healthy Families Program	Hospital license medical social worker screens charts of high risk mothers of newborns to refer for child abuse prevention programs & provides parenting resources.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Dignity Health: Human Trafficking Task Force	Provide health care professionals with tools to identify & appropriately assist patients whose health, safety, may be affected by trafficking or other types of violence.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Health Improvement Grants Program	‘Compassion Connect East Valley Collaborative Response to Human Trafficking’ provides outreach, survivor-based screening, and support for unhoused victims of human and sex trafficking.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Partner: CeCe’s Hope Center	Improves the lives and future of 18–30 year-old females who are at risk or are survivors of human trafficking and sexual exploitation by bridging the gap in available services and support.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Partner: Winged Hope	Victim shelter, wrap around services, and support for victims of domestic violence.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Partner: Smiles of Grace Clinic	Smiles of Grace is offering free dental care to women and children who’ve experienced domestic violence.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Goal and Impact: Expand healthcare workforce education to deliver trauma-informed care for victims of violence/aid in violence prevention, while partnering with community organizations that support human trafficking survivors.			
Collaborators: The agencies listed above along with; Hope Women’s Center, Hope for Addiction - Freedom House and East Valley Resource Coalition.			



Health Need: Equity | Racial Equity | Health Equity | Social Equity

Strategy or Program	Summary Description	Active FY24	Planned FY25
Dignity Health: WomenHeart Health Support Group	WomenHeart is the only national organization dedicated to advancing women's heart health through advocacy and community education, promoting equal access to quality care, and empowering women with resources to manage their heart health.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CommonSpirit Health: Connected Community Network (CCN)	This network uses a trusted community convener, together with a technology platform for referrals and coordination, to connect multiple health plans with community-based organizations providing a range of social services.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Dignity Health: Financial Assistance Policy	Providing financial assistance to persons who have health care needs and are uninsured, underinsured, ineligible for a government program, or otherwise unable to pay.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Health Improvement Grants Program	Each year, 0.05% of hospital's previous FY expenses are allocated to the Community Health Improvement Grants program, awarding nonprofits addressing health priorities focused on racial, social and health equity	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Partners: Chandler CARE Center	Provides a food bank, family resource center, WIC, counseling, and Dignity Health medical services, including dental care, hearing and vision screenings, and immunizations.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Partners: Gilbert Heritage Center	Located in an underserved area of Gilbert, this center provides emergency assistance, a food bank, WIC services, and counseling. Dignity Health services include dental care, immunizations, and hearing and vision screenings.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Partner: Mary Gloria Foundation	With locations in Queen Creek and San Tan Valley, we address the basic human needs of all community members, fostering inclusion and promoting self-sufficiency.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Dignity Health: Pathways to Wellness Program	Licensed Community Health Worker (CHW) provides culturally appropriate health education and direct support between health and social services, enhancing access and for long-term wellness outcomes.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Goal and Impact: Improve access to care and promote health equity for all across all prioritized significant health needs.			
Collaborators: City of Chandler, Town of Gilbert, Town of Queen Creek, City of Mesa, East Valley Resource Coalition and several community based organizations throughout the service area.			



Health Need: Nutrition | Food Access | Exercise

Strategy or Program	Summary Description	Active FY24	Planned FY25
Dignity Health: Mommy Fit Camp	A low to moderate paced exercise class for moms during pregnancy and postpartum.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Dignity Health: Healthy, Eating, Active Living (HEAL)	This program focuses on making sustainable healthy lifestyle changes. It addresses the key community needs of nutrition, exercise and obesity.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Health Improvement Grants Program	Fresh Food SNAP Gap: Reduce food insecurity by assisting with SNAP enrollment, access to food boxes and nutrition.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Partners: Food Assistance	Various community-based organizations across the service area provide food banks for individuals facing food insecurity. See the list of collaborators below.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Goal and Impact: Support community efforts to address nutrition, food access, and exercise through effective service referrals, resource navigation and Community Health department outreach programs.			
Collaborators: United Food Bank, Paz De Cristo, Waste Not, Matthew's Crossing, City Hope Arizona, Mission of Mercy AZ, ACTIVATE, March of Dimes, Pinnacle Prevention, Maricopa County Department of Public Health, AZCEND, Father McGivney Food Bank, Gilbert Heritage Center, Aster Aging, Tempe Community Action Agency (TCAA) and Chandler CARE Center.			

Community Health Improvement Grants Program

One important way the hospital helps to address community health needs is by awarding financial grants to non-profit organizations working together to improve health status and quality of life. Grant funds are used to deliver services and strengthen service systems, to improve the health and well-being of vulnerable and underserved populations related to CHNA priorities.

In FY24, the hospitals awarded the grants below totaling \$627,124. The figures below represent grant awards that Chandler Regional Medical Center, Mercy Gilbert Medical Center, and Arizona General, Mesa made together. Some projects also may be described elsewhere in this report.

Grant Recipient	Project Name	Health Needs Addressed	Amount
About Care	Senior Community Wellness Collaboration	Injury Prevention Chronic Disease Mental Health Food Insecurity Transportation	\$75,000
Amanda Hope Rainbow Angels	Hope and Healing Project	Cancer Mental Health	\$50,000

Arizona Anti-Trafficking Network	Compassion Connect: East Valley Collaborative Response to Human Trafficking	Injury Prevention Human Trafficking	\$50,000
Aster Aging Inc.	East Valley Home Sharing	Homelessness - Seniors	\$72,124
Child Crisis Center of Arizona	Destination Diploma - Chandler	Homelessness - Youth	\$50,000
Lighthouse: WellHouse	In School Intervention Program	Mental Health- Youth	\$70,000
Mission Of Mercy of Arizona	Improving the Health of Patients with Diabetes	Chronic Diseases Access to Care Diabetes Food Insecurity	\$50,000
NotMyKid	Youth Mental Health Collective	Mental Health - Youth	\$70,000
United Food Bank	Fresh Food Snap Gap	Food Insecurity	\$70,000
Women's Health Innovation	Nurtured Beginnings	Mental Health Substance Misuse Trauma	\$70,000

Program Highlights



Building Blocks for Children (BBC) Program

Significant Health Needs Addressed	Access to Care Equity
Program Description	BBC serves East Valley children aged 0-18, aiming to ensure their hearing and vision are optimized for learning. Referrals to community resources are provided for recommended care. Outreach includes clinics, daycares, birth centers, schools, and community centers.
Population Served	Underserved and uninsured children from 0-18 years of age.
Program Goal / Anticipated Impact	Goal: Increase community partnerships (2-4 new locations) Goal: Increase referral partners (1-2) Impact: Increased number of children screened and receiving glasses or hearing aids.

FY 2024 Report

Activities Summary	<p>Vision Screening: Utilize the Vision Quest Eyespy 20/20 computer-based screening tool to identify children who may need eye exams or corrective eyewear. Additionally, employ the SPOT Vision Screener, which produces optical images to detect refractive errors and ocular misalignments in children and adults.</p> <p>Hearing Screening: Implement Biologic AuDx (OAE) technology to measure the hair cell function in the inner ear as a response to auditory stimulation. This tool is especially suitable for infant screenings and specific populations with unique hearing needs. Complement this with pure-tone audiometry, a behavioral test that</p>
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	assesses hearing sensitivity and evaluates both peripheral and central auditory systems. Key location partners: CARE Center, Heritage Center, Asian Community Center, Gilbert Family Birthing Center, AZCEND, Thew Elementary, Dobson Academy, Salvation Army and day cares in the service area.
Performance / Impact	Last fiscal year, FY24, the program provided 815 services of which 452 were screenings to children in our community. Through partnership with ‘Sight-on-Site’, 100% of children requiring exams and glasses were served.
Hospital's Contribution / Program Expense	BBC staff is a grant funded program. Expenses: \$121,969 Grant Revenue: \$23,855 Net Benefit: \$98,114

FY 2025 Plan

Program Goal / Anticipated Impact	The program aims to increase the number of children served by 10 percent and to seek new optometrist partnership opportunities.
Planned Activities	No changes



Healthy Eating, Active Living (HEAL) and Breastfeeding Support Group

Significant Health Needs Addressed	Nutrition Chronic Disease Mental Health
Program Description	Healthy Eating, Active Living (HEAL): CDC-approved evidence-based program focuses on preventing and managing Type 2 diabetes through a behavioral approach to promote healthy lifestyle changes. Breastfeeding Support Group (BFSG): A free group providing lactation support and education to the East Valley community.
Population Served	HEAL: Adults over the age 45 BFSG: Mothers and infants
Program Goal / Anticipated Impact	HEAL: Provide tools and education on ways to incorporate nutrition, activity, mindset, and manage their health and chronic conditions. BFSG: Support East Valley families with lactation needs by promoting optimal infant nutrition, increasing breastfeeding duration to reduce future chronic disease risk in mother and infant dyad, and addressing mental health related to feeding challenges.

FY 2024 Report

Activities Summary	HEAL: A 22-week series, meeting weekly for 1.25 hours, led by a certified health coach from the National Diabetes Prevention Program, offered twice a year. BFSG: Weekly 1.5-hour support groups facilitated by an Internationally Board Certified Lactation Consultant.
Performance / Impact	HEAL: 30 participants served. BFSG: Maintain weekly 1.5-hour support groups, impacting an average of 10 mother-infant dyads weekly.
Hospital's Contribution / Program Expense	Staffing and supplies are provided by Dignity Health, East Valley.

FY 2025 Plan	
Program Goal / Anticipated Impact	<p>HEAL: Enhance participants' health by promoting self-management of chronic conditions and reducing the risk of prediabetes and Type 2 Diabetes through nutrition education and practical exercises.</p> <p>BFSG: Provide ongoing support to East Valley families with lactation needs to promote optimal infant nutrition, extend breastfeeding duration, reduce future chronic disease risk for mothers and infants, and address mental health related to feeding challenges.</p>
Planned Activities	<p>HEAL: Create community collaborations and incorporate interactive learning sessions.</p> <p>BFSG: Compile resources for families and collaborate with inpatient lactation teams to ensure consistent information during the feeding journey.</p>



Dignity Health Immunization Program

Significant Health Needs Addressed	Access to Care Equity
Program Description	Children's and Adult's Vaccine Program provides free immunizations for children under age 18 and adults 19 years and older who are uninsured, underinsured, on AHCCCS, American Indian or Alaskan Native.
Population Served	Children 18 years and younger who are uninsured, underinsured, on AHCCCS, or American Indian or Alaskan Native. Adults 19 years and older who are uninsured or underinsured.
Program Goal / Anticipated Impact	<p>To help maintain childhood immunization rates in our community and administer vaccinations to children and adults with emphasis on medically underserved communities and families while providing education and awareness on the importance of immunizations. Impact will be measured through clinic information entered into a database as well as reports run from ASIIS and Lawson reports.</p> <ol style="list-style-type: none"> 1. Number of immunization clinics for children and adults. 2. Number of people screened: children and adults. 3. Percentage of ASIIS data entered and up to date by June 30th.

FY 2024 Report	
Activities Summary	Immunization clinics were provided for children offering all required and recommended vaccines from the Federal Vaccines for Children program. Immunization clinics for adults provided recommended and required vaccines through the Federal Vaccines for Adult Program.
Performance / Impact	<p>Number served: 2,185</p> <p>Percentage of ASIIS data entered and up to date by June 30th: 100%</p>
Hospital's Contribution / Program Expense	<p>Expenses \$378,329</p> <p>Revenue: \$40,000</p> <p>Net Benefit: \$338,329</p>
FY 2025 Plan	
Program Goal /	1. Safely administer vaccinations at planned clinics to children and adults

Anticipated Impact	with emphasis on medically underserved communities and families while providing education and awareness on the importance of immunizations. 2. Maintain accurate and regulatory compliant data collection and entry of the data into the state immunization database (ASIIS) by June 30th.
Planned Activities	1. Weekly clinics at our licensed Chandler site and our mobile Gilbert site. 2. Back to school focused clinics in July and August. 3. Free flu focused clinics September - November 4. Free clinics are held at the CRMC Licensed Outpatient



Center for Faith/Health Partnerships

Significant Health Needs Addressed	Mental Health Suicide Nutrition Violence Chronic Disease
Program Description	The Center for Faith/Health Partnerships works with area faith community partners to impact wellness in congregations. <ul style="list-style-type: none"> We provide health information, mentoring of faith/health program development and connections to resources. The hospital employs a Field Coordinator to administer the program.
Population Served	Primary participants are faith community nurses, clergy, and health leaders.
Program Goal / Anticipated Impact	To provide leadership for addressing faith community wellness needs by working with clergy and health leaders.

FY 2024 Report

Activities Summary	The center hosts monthly field team meetings, equipping members with tools to support both physical and spiritual well-being. Through education sessions on mental health, teen suicide prevention, the FAN program (faith, activity, nutrition), domestic violence awareness, and cardiovascular health, all grounded in faith, the center addresses critical community needs. Health and wellness team members receive group and individual training and mentorship to effectively serve their congregations, with established connections to local and national resources.
Performance / Impact	The center transitioned leadership of the central and west valley faith health network from an area non-profit, increasing our network size to 28 faith/health partners across the state and met with 4 new potential partner congregations.
Hospital's Contribution / Program Expense	\$37,000 for the Field Coordinator's salary.

FY 2025 Plan

Program Goal / Anticipated Impact	The center's goal is to increase the field team partner congregations by 10%.
Planned Activities	In addition to the above, the center plans to provide the Faith Community Nurse training course and to improve program outcome reporting from our network partners.



Early Childhood Oral Health

Significant Health Needs Addressed	Chronic Disease Oral Health
Program Description	The Early Childhood Oral Health Program provides access to preventive oral health services for children up to age 5, not yet in kindergarten and expectant mothers. The Early Childhood Oral Health Program offers free dental screenings, oral health educations, and fluoride treatments for children up to age 5. Free dental screenings and oral health education services are also offered to expectant mothers. The program provides professional development opportunities for Early Childhood Professionals to have awareness of oral health.
Population Served	All children up to age 5 and expectant mothers in the East Valley.
Program Goal / Anticipated Impact	Children and expectant mothers with tooth decay or potential tooth decay will be identified, and children will receive fluoride varnish. Families and expectant mothers will have access to anticipatory guidance as a result of their free dental screening. Children and expectant mothers will be assigned an oral health risk level through a risk assessment tool, and those who are assigned a high-risk level or do not have a dental home will have a scheduled dental appointment. Dental Charity partners in the community are established to make dental care available to all families.
FY 2024 Report	
Activities Summary	The program delivers services at childcare centers, pediatric medical offices, pregnancy centers, Family Resource Centers, Dignity Health childbirth prep classes, the Dignity Health MoMobile and Catholic Charities Community Center.
Performance / Impact	2337- Children screened (83% High Risk for cavities) 118 - Expectant mothers screened 25 - Professional Development for ECE Professionals
Hospital's Contribution / Program Expense	This program is grant funded, the hospital contributes staff benefits.
FY 2025 Plan	
Program Goal / Anticipated Impact	The goal is to increase the number of expectant mothers served by expanding our outreach efforts to this population. Our goal is to reach more than 118 expectant mothers in FY25. The anticipated impact is that educating more expectant mothers can decrease the number of infants and children experiencing early childhood caries in our community.
Planned Activities	Extend services in new locations such as the Mesa Public libraries and new centers in Queen Creek. Continue to seek out new collaborative partners to serve more expectant mothers.



Healthier Living Programs

Significant Health Needs Addressed	Mental Health and Suicide Nutrition Injury Prevention Chronic Disease(s) Access to Care
Program Description	Healthier Living, an evidence-based program comprising 5 workshops originally developed by Stanford University, University of Illinois at Chicago, and Boston University, provides free community-based health education to address preventable and/or manageable chronic diseases and falls. The 6-8 week virtual and in-person workshops, taught by certified volunteers and/or staff, are offered 100% free throughout the east valley community and help participants with chronic conditions, diabetes, chronic pain, or fall risk, to self-manage their conditions. The senior and low income populations are specifically targeted.
Population Served	Participants over 18, with a focus on senior and underserved populations
Program Goal / Anticipated Impact	To provide free and easily accessible, chronic disease, fall prevention, and diabetes workshops to targeted community members to empower them to better self-manage their chronic conditions and fall risk.
FY 2024 Report	
Activities Summary	<ul style="list-style-type: none">Delivered workshops such as; Overall Healthier Living, DEEP Diabetes, Chronic Pain, and Matter of Balance (fall prevention).Our DEEP Lead Trainer provided training and certified 16 new DEEP Peer Educators across the Dignity Health system-wide network.Negotiated new program funding through the Area Agency on Aging, for volunteer facilitator stipend funding to ensure program sustainability.Secured several new community partners to provide workshops at their locations.
Performance / Impact	<ul style="list-style-type: none">Served 474 participants through 29 in-person and virtual program workshops with 99% self-reported participant satisfaction.Pre and post workshop surveys demonstrate participants' overall health consistently improved pre-workshop to post-workshop.
Hospital's Contribution / Program Expense	The Dignity Health Foundation East Valley financially supports the program, funding one full-time Program Manager and a 0.6 FTE Program Assistant, both instrumental in facilitating numerous workshops. Expenses: \$191,422 Revenue: \$38,000 Net Benefit: \$153,422
FY 2025 Plan	
Program Goal / Anticipated Impact	Increase our community reach and impact by offering more than 30 workshops and serve more than 500 participants
Planned Activities	Conduct another system-wide DEEP Peer Educator Training. Investigate options and add new workshop topics to our catalog.



Dignity Health Children's Medical Clinic

Significant Health Needs Addressed	Access to Care Equity
Program Description	A Licensed Outpatient Treatment Center (OTC) serves as a medical home for uninsured children in Chandler, AZ. Staffed by medical assistants and pro bono providers, the clinic offers a range of services, including well visits, sick visits, and minor diagnostics and treatments. Additionally, we provide referrals for labs, radiology, and specialty services.
Population Served	Uninsured children aged 0-18, including migrant and refugee populations.
Program Goal / Anticipated Impact	<p>will enhance preventive health, education, and access to identified health and social needs, as indicated by:</p> <ul style="list-style-type: none">• Number of visits and patients served (sick and well visits)• Number of referrals for diagnostics, specialty services, and social needs
FY 2024 Report	
Activities Summary	<ul style="list-style-type: none">• Successful State Department of Health Survey• Initiated medical/dental integration• Community awareness at schools and community centers• Secured grant funding to sustain the clinic• Provided additional training to Medical Assistants• Established Network capacity for Electronic Health Record (EHR) implementation
Performance / Impact	<ul style="list-style-type: none">• 799 Patients served• 857 Patient visits• 126 Referrals; radiology, laboratory, audiology, ENT, GI, ECG, orthopedics, cardiology, urology, dermatology, and mental health
Hospital's Contribution / Program Expense	<p>Grant funded programs through Dignity Health Foundation, East Valley and Chandler Children's Medical & Dental Clinic Foundation.</p> <p>Expenses: \$231,485 Revenue/Grants: \$35,857 Net: \$195,610</p> <p>Grant funding supports salaries, equipment, supplies, diagnostic testing, specialty consultations, and treatment.</p>
FY 2025 Plan	
Program Goal / Anticipated Impact	<ul style="list-style-type: none">• Increase number of visits, patients served, days of operations• Increase specialty service agreements• Implement EHR and sustain funding
Planned Activities	<ul style="list-style-type: none">• Increase number of volunteer providers (Urgent Care and Pediatric Committee)• Implement Family Medicine residency rotations• Work with internal & external stakeholders to secure specialty agreements• Grant writing and fundraising activities \$60,000



Dignity Health Children's Dental Clinics

Significant Health Needs Addressed	Access to Care Equity Chronic Disease (Oral Care) Mental Health and Suicide
Program Description	Children's Dental Clinics, staffed by Affiliated Practice Dental Hygienists, provide comprehensive preventive dental care to low-income and uninsured children, including dental assessments, radiographic imaging, sealants, fluoride varnish treatments, dental care education, nutrition guidance, and care coordination, integrating mental health screenings into dental appointments. Located at a school-based health center and a family resource center, the clinics offer compassionate, culturally sensitive care.
Population Served	Low-income and uninsured children ages 0 to 21.
Program Goal / Anticipated Impact	Improve oral health and prevent dental disease in children ages 0 to 21.
FY 2024 Report	
Activities Summary	Conducts cleanings, interim restorations. Offer referrals and coordination of care for those needing restorative dental and increase awareness and improve children's oral and overall health. Distribute dental supplies in the clinic and in the community, and provide dental screenings, fluoride applications, oral health education, in the children's medical clinic and Title 1 elementary schools.
Performance / Impact	1,502 children received full preventive dental services across 2,925 appointments. 3,004 children and parents received oral health education during dental visits twice a year. 932 patients had "no new decay" at follow-up appointments. 1,452 mental health screenings and referrals were conducted during dental visits. 601 children benefited from care coordination. 318 children received dental screenings during medical appointments. 2,025 children received oral health education in Title 1 elementary schools. The dental clinics total donated services: \$1,150,425
Hospital's Contribution / Program Expense	Total program expenses were \$640,158.80, with \$450,745 from grants and \$189,413.80 contributed by Dignity Health Foundation, East Valley.
FY 2025 Plan	
Program Goal / Anticipated Impact	Aim to improve children's oral health by reducing care barriers, providing preventive services, promoting healthier oral habits, increasing awareness, and increasing patient visits.
Planned Activities	The program activities are the same as the FY 2024 report.



Trauma Services - Trauma Injury Prevention and Outreach

Significant Health Needs Addressed	Injury Prevention
Program Description	<p>ACS Stop the Bleed (STB): This nationally recognized program to educate about hemorrhage control to aid in saving lives.</p> <p>Dignity Doesn't Drive Distracted (D4): A driving simulation curriculum to teach the dangers of distracted/impaired driving. Specifically targeting juniors and seniors at a local high school.</p> <p>Staying Active and Independent for Life (SAIL): A six week evidence-based fall prevention program that utilizes exercise and education for seniors to prevent falls.</p>
Population Served	East valley community members, school districts, higher education institutions, public safety agencies and community groups.
Program Goal / Anticipated Impact	<ol style="list-style-type: none">1. STB: Provide STB kits and education to community members to reduce incidence of uncontrolled hemorrhage prior to EMS arrival.2. SAIL: Continue to host sessions throughout the East Valley service area. The goal is to reduce preventable falls in the elderly population.3. D4: Educate young adults on the dangers of distracted and impaired driving utilizing the D4 curriculum in one high school.
FY 2024 Report	
Activities Summary	<p>Trauma offers 4 - 5 outreach events per month.</p> <p>37 STB courses were taught.</p> <p>3 SAIL cohorts finished. D4 was established at Higley High School in Gilbert.</p>
Performance / Impact	<ul style="list-style-type: none">• 1099 people learned STB.• 28 SAIL graduates in Sun Lakes.• Initiation of the D4 course at Higley High School with the criminal justice programs students (consisting of 300 students).
Hospital's Contribution / Program Expense	<ul style="list-style-type: none">• STB expenses average \$8,000 annually.• D4, estimated at \$5,000 per year.• Fall prevention programs, combined budget average \$10,000.• Materials, education, printing and misc. staff hours. Trauma Services staff hours not included.
FY 2025 Plan	
Program Goal / Anticipated Impact	<ul style="list-style-type: none">• STB goal is 1100 trained individuals.• SAIL will reach 50 people in Sun Lakes.• D4 will end in April of 2025 with community partners on D4 Day.
Planned Activities	<ul style="list-style-type: none">• Injury Prevention and Outreach instructs 4 - 5.• Stop the Bleed events each month.• D4 and SAIL will be taught in the East Valley.



Pathways to Wellness Program

Significant Health Needs Addressed	Mental Health /Suicide Violence Nutrition Chronic Disease(s) Injury Prevention Equity Access to Care
Program Description	Pathways to Wellness is a Community Health Worker (CHW) program that provides culturally tailored education and support, helping underserved patients stay engaged in their care post-discharge and essential health and social services. Through partnerships with Dignity Health departments, CHWs address key social determinants of health—including housing, health insurance, government benefit programs and food security—to foster long-term, sustainable well-being.
Population Served	Individuals aged 55+ in Maricopa County, this initiative supports those with chronic conditions like congestive heart failure and diabetes.
Program Goal / Anticipated Impact	Addressing significant social and health needs identified in the Community Health Needs Assessment, this pilot program targets elderly adults (55+) with chronic conditions who often lack adequate support to navigate complex healthcare systems. Through Community Health Worker (CHW) integration, the program aims to improve long-term access to care by providing personalized support, monitoring risk factors from initial identification to mitigation, enhancing health outcomes and system navigation for this vulnerable population.
FY 2024 Report	
Activities Summary	Patients who face barriers to accessing health and social services—identified through self-reporting, screening tools, or intake assessments—can be referred from the hospital to the Pathways to Wellness program. Using the evidence-based Pathways Community HUB Institute (PCHI) model, licensed Community Health Workers (CHWs) collaborate with patients post-discharge, conducting in-home visits to develop personalized action plans and link participants to appropriate community resources to address their unmet needs.
Performance / Impact	The program has enrolled 51 seniors, initiated 369 Pathways, and achieved a 94% success rate in preventing hospital readmissions within 30 days.
Hospital's Contribution / Program Expense	The total expense for the FY2024 pilot program was \$103,515, fully funded through a Mercy CARES Community Reinvestment Grant Agreement in collaboration with the Dignity Health Foundation East Valley.
FY 2025 Plan	
Program Goal / Anticipated Impact	Enhanced activities include expanding patient referrals from Dignity Health Medical Groups and adding a CHW Supervisor/Lead.
Planned Activities	Planned activities will focus on scaling and optimizing Community Health Workers (CHWs) services across Dignity Health East Valley using the PCHI model to address barriers and enhance service delivery. Implementing Pear Suite, a web-based tool, will support efficient case management and standardized data reporting.

Other Programs and Non-Quantifiable Benefits

The hospital delivers community programs, services and non-quantifiable benefits in addition to those described elsewhere in this report. Like those programs and initiatives, the ones below are a reflection of the hospital's mission and its commitment to improving community health and well-being.

Borrower, Amount and Description	Approved Amount
Chicanos Por la Causa (CPLC) In November 2023 CommonSpirit approved a \$10,000,000 unsecured loan to Chicanos por la Causa (CPLC) for fifteen years at an annual interest rate of 3.0%. CPLC is a community development corporation committed to building strong, healthy communities as a lead advocate, coalition builder, and direct service provider. CPLC has grown to address unmet needs through providing comprehensive services throughout Arizona, offering services supporting housing, economic development; integrated health & human services, social services & education. Loan proceeds will be used initially to support a 53-unit affordable housing project in north Phoenix and will continue to support other affordable housing projects in need of pre-development financing. The approval of this new loan will be contingent upon the full payoff and closing of the two CPLC loans totaling \$4,000,000 outstanding, netting \$6,000,000 in increased capital.	\$10,000,000
Circle The City (CTC) In May 2024 CommonSpirit approved a \$4,000,000 loan to Circle The City to build a 100-bed Medical Respite Center in Mesa. The facility will provide acute and post-acute for persons experiencing homelessness who are too ill to recover from physical illness or injury on the streets but are not ill enough to be in a hospital.	\$4,000,000
COPA Health In March 2021 CommonSpirit approved a \$4,950,000 loan to COPA Health to expand its health clinic in north Phoenix. COPA Health was formed by a merger between Marc Community Resources and Partners in Recovery in 2018, and is the largest provider of services to the Severely Mentally Ill population in the greater Phoenix, Arizona market.	\$4,950,000
Tempe Community Action Agency In February 2023, CommonSpirit approved a 10-year secured loan for \$5.0 million to Tempe Community Action Agency (TCAA), a Tempe, Arizona based nonprofit social services agency. TCAA is Tempe's largest social service agency in terms of number of people served and range of programs offered. Funds will be used to purchase land and construct a new facility that will become TCAA's permanent home, with adequate space to support current needs and allow for future growth as the surrounding population increases. The new facility will support multiple programs and resources addressing nutritional, health, employment, shelter, housing, and education.	\$5,000,000
Trellis In January 2018 Dignity Health approved a 7-year \$500,000 loan to this CDFI specializing in promoting home ownership to low- and moderate-income residents of Maricopa County through first and second mortgages and down payment assistance. Trellis also provides financial counseling and homeownership education.	\$500,000

Economic Value of Community Benefit

The economic value of all community benefits is reported at cost. The economic value of community benefit for patient financial assistance (charity care), Medicaid, other means-tested programs and Medicare is calculated using a cost-to-charge ratio to determine costs, minus revenue received for providing that care. Other net community benefit expenses are calculated using a cost accounting methodology. Restricted offsetting revenue for a given activity, where applicable, is subtracted from total expenses to determine net benefit in dollars.

Mercy Gilbert Medical Center for period from 07/01/2023 through 06/30/2024					
Complete Summary - Classified (Programs) Including Non Community Benefit (Medicare)					
	<u>Persons</u>	<u>Expense</u>	<u>Offsetting Revenue</u>	<u>Net Benefit</u>	<u>% of Expenses</u>
Benefits for Poor					
Financial Assistance	2,557	\$3,129,946	\$0	\$3,129,946	0.8%
Medicaid	15,637	\$78,055,549	\$49,297,552	\$28,757,997	7.5%
Community Services					
A - Community Health Improvement Services	1,883	\$408,634	\$160,476	\$248,158	0.1%
E - Cash and In-Kind Contributions	7	\$186,398	\$0	\$186,398	0.0%
Totals for Community Services	1,890	\$595,032	\$160,476	\$434,556	0.1%
Totals for Benefits for Poor	20,084	\$81,780,527	\$49,458,028	\$32,322,499	8.5%
Benefits for Broader Community					
Community Services					
A - Community Health Improvement Services	4,575	\$971,291	\$360,500	\$610,791	0.2%
B - Health Professions Education	1,058	\$4,231,096	\$51,095	\$4,180,001	1.1%
E - Cash and In-Kind Contributions	119	\$84,763	\$0	\$84,763	0.0%
F - Community Building Activities	253	\$48,330	\$18,033	\$30,297	0.0%
G - Community Benefit Operations	0	\$274,147	\$0	\$274,147	0.1%
Totals for Community Services	6,005	\$5,609,627	\$429,628	\$5,179,999	1.4%
Totals for Broader Community	6,005	\$5,609,627	\$429,628	\$5,179,999	1.4%
Totals - Community Benefit	26,089	\$87,390,154	\$49,887,656	\$37,502,498	9.8%
Medicare	13,776	\$81,427,827	\$72,724,401	\$8,703,426	2.3%
Totals Including Medicare	39,865	\$168,817,981	\$122,612,057	\$46,205,924	12.1%

Chandler Regional Medical Center for period from 07/01/2023 through 06/30/2024					
Complete Summary - Classified (Programs) Including Non Community Benefit (Medicare)					
	<u>Persons</u>	<u>Expense</u>	<u>Offsetting Revenue</u>	<u>Net Benefit</u>	<u>% of Expenses</u>
Benefits for Poor					
Financial Assistance	7,153	\$11,112,382	\$0	\$11,112,382	1.5%
Medicaid	36,337	\$160,143,753	\$108,657,495	\$51,486,258	6.9%
Community Services					
A - Community Health Improvement Services	5,213	\$1,130,125	\$553,276	\$576,849	0.1%
E - Cash and In-Kind Contributions	42	\$378,227	\$50	\$378,177	0.1%
Totals for Community Services	5,255	\$1,508,352	\$553,326	\$955,026	0.1%
Totals for Benefits for Poor	48,745	\$172,764,487	\$109,210,821	\$63,553,666	8.5%
Benefits for Broader Community					
Community Services					
A - Community Health Improvement Services	3,492	\$229,900	\$21,953	\$207,947	0.0%
B - Health Professions Education	1,998	\$10,186,790	\$2,733	\$10,184,057	1.4%
E - Cash and In-Kind Contributions	118	\$164,540	\$0	\$164,540	0.0%
F - Community Building Activities	255	\$72,467	\$18,130	\$54,337	0.0%
G - Community Benefit Operations	0	\$442,648	\$0	\$442,648	0.1%
Totals for Community Services	5,863	\$11,096,345	\$42,816	\$11,053,529	1.5%
Totals for Broader Community	5,863	\$11,096,345	\$42,816	\$11,053,529	1.5%
Totals - Community Benefit	54,608	\$183,860,832	\$109,253,637	\$74,607,195	9.9%
Medicare	27,815	\$168,421,340	\$148,929,638	\$19,491,702	2.6%
Totals Including Medicare	82,423	\$352,282,172	\$258,183,275	\$94,098,897	12.5%

Hospital Board and Committee Rosters

Dignity Health East Valley Hospitals Community Board

Jason Bagley	Intel Corporation
Puneet Bhalla, MD	Ironwood Cancer & Research Center
Tim Bricker	CommonSpirit Health
Sankalp Choudhri, MD	East Valley Center for Pulmonary & Sleep Disorders
Sandy Cooper	Chandler Unified School District (Retired)
David Covert	Healthcare Executive (Retired)
Sister Nora Mary Curtin, RN, MS	Dignity Health Mercy San Juan Medical Center, CA. (Retired)
Helen Davis	Cavanagh Law Firm
Trinity Donovan	AZCEND
Tom Dwiggin	City of Chandler Fire Department
Tameka Hartman	Town of Gilbert
Jonathan Hodgson, DO	Gilbert Neurology
Sumeet Kadakia, MD	Advanced Surgical Associates LTD
Sister Mary Kilgariff, RSM	Dignity Health St. Mary's Medical Center, CA., (Retired)
John Lewis	Phoenix East Valley Partnership
Tom Marreel	Marreel Slater Insurance
Hector Peñuñuri	Salt River Project
JW Rayhons	Rayhons Financial Solutions, LLC
Mahmood Shahlapour	Pioneer Hospitalists
Ronald Sierzenski, MD	Dignity Health East Valley Medical Centers
Mark Slyter	Dignity Health East Valley Medical Centers
Joan Warner, MD	Desert Foothills OB/GYN (Retired)
Cory Whyte	Infinity & Associates Real Estate

Dignity Health East Valley Community Health Committee

Blythe FitzHarris	Mercy Care
Carl Landrum	Community Member
Chris Clark	Queen Creek Chamber of Commerce
Debbie Hillman	Mercy Care
Jeanene Fowler	Maricopa County Department Public Health
JW Rayhons	Rayhons Financial Solutions, LLC
Kathleen Dowler	Dignity Health East Valley
Melanie Dykstra	Town of Gilbert
Sandy Cooper	Chandler Unified School District, Retired
Sister Mary Kilgariff, RSM	Dignity Health East Valley Hospitals Board
Tameka Fox Hartman	Town of Gilbert
Theresa Dettler	Dignity Health East Valley
Trinity Donovan	AZCEND
John Bauer	Dignity Health East Valley
Mario Valadez M. Div. BC	Dignity Health East Valley
Mark Slyter	Dignity Health East Valley
Richard P. Kratche, MD, FAAFP	Dignity Health East Valley Medical Group
Sister Nora Mary Curtin, RN, MS	Dignity Health Mercy San Juan Medical Center, CA. (Retired)