

Greater Sacramento Division

2019 Community Health Implementation Strategy

Adopted October 2019



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At-a-Glance Summary

Community Served



Sacramento County includes seven incorporated cities, with the City of Sacramento being the largest. Covering a geographic area of 994 square miles and home to approximately 1.5 million residents, Sacramento County sits at the northern portion of California's Central Valley, situated along the Interstate 5 corridor. The area consists of both urban and rural communities and has over 30 cities, census-designated places, and unincorporated communities. Sacramento County ranks as California's 31st -most overall healthy county among the 58 in the state. The area is served by a number of healthcare organizations, including those that collaborated in this assessment.

- Mercy Folsom is located in Folsom and has more than 730 employees, 343 active medical staff, 106 licensed acute care beds, and 25 emergency department beds. The hospital serves the suburban cities of Folsom and Rancho Cordova, Orangevale, Citrus Heights, Fair Oaks and Carmichael, as well as the more rural foothill communities of El Dorado Hills, Cameron Park, Rancho Murieta, Shingle Springs, Placerville and Coloma.
- Mercy San Juan Medical Center (Mercy San Juan) is located in Carmichael and has 2,500 employees, 370 licensed acute care beds, and 31 emergency department beds. The hospital serves the areas of north Sacramento and south Placer County.
- Mercy General is located in East Sacramento, and has 2,200 employees, 342 licensed acute care beds, and 20 emergency department beds. The hospital's HSA encompasses 43 zip codes across three counties including Sacramento, Yolo and El Dorado.
- Methodist Hospital is located in South Sacramento and has 1,150 employees, 162 licensed acute care beds, and 29 emergency department beds. The hospital serves a large and highly diverse segment of south Sacramento County including the more densely populated suburban communities of Elk Grove and Laguna, and rural neighborhoods of Wilton and Galt.

Significant Community Health Needs Being Addressed



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:

- | | |
|---|---|
| 1. Access to Quality Primary Care Health Services | 5. Injury and Disease Prevention and Management |
| 2. Access to Mental, Behavioral, and Substance Abuse Services | 6. Safe and Violence-Free Environment |
| 3. Access to Basic Needs, Such as Housing, Jobs, and Food | 7. Access to Active Living and Healthy Eating |
| 4. System Navigation | 8. Cultural Competency |
| | 9. Access to Specialty and Extended Care |

Strategies and Programs to Address Needs



The hospital intends to take several actions and to dedicate resources to these needs, including:

- **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.
- **Interim Care Program:** This collaborative engages other Dignity Health hospitals and health systems in the region, the Salvation Army, Sacramento County and Federally Qualified Health Center, WellSpace Health, and provides a respite care shelter for homeless patients with available physical and mental health, and substance abuse treatment.
- **ReferNet Intensive Outpatient Mental Health Partnership:** The hospitals works in collaboration with community-based nonprofit mental health provider, El Hogar, 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.
- **Safe Kids Program:** Child death due to vehicle accidents is one of the leading causes of death in Sacramento County for families living in poverty, particularly within the Russian, Hmong and Spanish immigrant communities, largely due to lack of appropriate car restraints and education. The Safe Kids program provides free car seats and educational classes in the community and to all leaving the hospital with a newborn infant.
- **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 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.
- **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 Health Net, a Medi-Cal Managed Care insurance plan, Sacramento Covered, a community-based nonprofit organization, and community clinics in the region.
- **Congestive Heart Active Management Program (CHAMP®):** Establishes a relationship with patients who have heart disease after discharge from the hospital through regular phone interaction to support and education to help manage this disease and monitoring of symptoms or complications.
- **Human Trafficking Response 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.

Anticipated Impact

The anticipated impacts of specific, major program initiatives, including goals and objectives, are stated in the program digests on the following pages. Overall, the



hospital anticipates that actions taken to address significant health needs will: improve health knowledge, behaviors, and status; increase access to care; and help create conditions that support good health. The hospital is committed to monitoring key initiatives to assess and improve impact. The Community Health Committee, hospital executive leadership, Community Board, and Dignity Health receive and review program updates. The hospital creates and makes public an annual Community Benefit Report and Plan, and evaluates impact and sets priorities for its community health program by conducting Community Health Needs Assessments every three years.

Planned Collaboration



- All Geographic Managed Care Medi-Cal plans
- Medi-Cal Dental plans
- UC Davis Health Center
- Sutter Health
- Kaiser Permanente
- Federally Qualified Health Centers
- Sacramento Covered
- Homeless Service Providers
- Housing Organizations
- Sierra Health Foundation
- Sierra Sacramento Valley Medical Society
- Hospital Council of Northern and Central California
- Sacramento County
- Sacramento Metro Fire, EMS and Law Enforcement
- Sacramento County District Attorney's Office
- 3Strands Global Foundation
- Opening Doors
- Wind Youth Services
- Community Against Sexual Harm
- Sacramento Regional Family Justice Center
- WEAVE
- My Sister's House
- City of Refuge
- The Bridge Network
- Chicks in Crisis
- Community for Peace
- Child Protective Services
- Community and Advocacy Organizations

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 Community Health and Outreach Department at 3400 Data Drive, Rancho Cordova, CA 95670 or by e-mail to DignityHealthGSSA_CHNA@dignityhealth.org.

Our Hospital and the Community Served

About Mercy Hospital of Folsom, Mercy San Juan Medical Center, Mercy General Hospital and Methodist Hospital of Sacramento

Methodist Hospital is a member of Dignity Community Care and Mercy Hospital of Folsom, Mercy San Juan Medical Center, and Mercy General Hospital are members of Dignity Health, which is part of CommonSpirit Health.

- Mercy Folsom opened in 1989, located at 1650 Creekside Drive in Folsom, CA, and today has more than 730 employees, 343 active medical staff, 106 licensed acute care beds, and 25 emergency department beds. Services range from outpatient surgery to inpatient care delivered in Medical Surgical, Progressive Care and Intensive Care units. The hospital provides surgical services including minimally-invasive general, urological and gynecological surgeries. Mercy Folsom also provide comprehensive and award-winning orthopedic services, which include surgery, inpatient and outpatient rehabilitation and specialty orthopedic care. As a certified Joint Commission Stroke Center, the hospital provides exceptional care to patients in Medical Surgical and Intensive Care units, as well as the Emergency Department.
- Founded in 1967, Mercy San Juan Medical Center is a nationally recognized not-for-profit hospital located at 6501 Coyle Avenue, in Carmichael, CA, and serves the areas of north Sacramento and south Placer County. The hospital has 2,480 employees 580 active medical staff, 370 licensed acute care beds, and 31 emergency department beds. Mercy San Juan offers hospital-based hyperbaric oxygen (HBO) treatment. Providing HBO services in a hospital setting gives patients added safety and comfort, knowing they are surrounded by a team of highly trained nurses, physicians and HBO therapists. The Neonatal Intensive Care Units (NICU) has long been a leader in caring for the smallest of newborns. Mercy San Juan's NICU includes 26 licensed beds and is equipped to provide specialized care including invasive monitoring, conventional ventilation, surgery, transport service, inhaled nitric oxide and high frequency oscillator ventilation.
- For more than 90 years, Mercy General has been caring for residents in the heart of East Sacramento, CA and providing a wide range of health, social and support services with special advocacy for the poor and underserved. The hospital, located at 4001 J Street, is a tertiary care facility serving residents from across a broad portion of the region including Sacramento, Yolo and El Dorado Counties. Mercy General's large primary service area encompasses a diverse community with numerous neighborhoods reflecting higher rates of poverty, increased cases of homelessness, lack of insurance and lack of education. The hospital must continuously balance its responsibility caring for the acutely ill with the increasing role it serves as a safety net provider for the poor and vulnerable in a region where public and community capacity is severely limited.
- Methodist Hospital opened in 1973, after a decade-long effort to expand health care services for residents in the south area of Sacramento, CA. Located at 7500 Hospital Drive, the hospital became a member of Dignity Health in 1993, and today has 1,282 employees, 341 medical staff, 158 licensed acute care beds, and 29 emergency department beds. Methodist Hospital also operates Bruceville Terrace, a 171-bed, sub-acute skilled nursing long-term care facility that provides for the elderly, as well as those requiring extended recoveries. The hospital's service area is home to over 830,000

residents; nearly 30% percent of these residents are Medi-Cal-insured. The community is heavily dependent on the hospital to often serve all its health needs. Methodist Hospital maintains its strong, mission-based commitment to caring for Medi-Cal enrollees and all members of the community.

Our Mission

We are committed to furthering the healing ministry of Jesus. We dedicate our resources to:

- Delivering compassionate, high-quality, affordable health services;
- Serving and advocating for our sisters and brothers who are poor and disenfranchised; and
- Partnering with others in the community to improve the quality of life.

Financial Assistance for Medically Necessary Care

Mercy Hospital of Folsom, Mercy San Juan Medical Center, Mercy General Hospital and Methodist Hospital of Sacramento delivers compassionate, high quality, affordable health care and advocates for members of our community who are poor and disenfranchised. In furtherance of this mission, the hospital provides financial assistance to eligible patients who do not have the capacity to pay for medically necessary health care services, and who otherwise may not be able to receive these services. The financial assistance policy and a plain language summary and other materials are on the hospital's web site.

Description of the Community Served

Sacramento County was the designated area served by the participating hospitals for the 2019 CHNA. This definition of the community served was used because this is the primary geographic area served by the seven nonprofit hospitals that collaborated on this CHNA.

Sacramento County was incorporated in 1850, and much of its rich history was influenced by the discovery of gold in the area in 1848. The county is home to California's capital city, Sacramento. The county includes seven incorporated cities, with the City of Sacramento being the largest. Covering a geographic area of 994 square miles and home to approximately 1.5 million residents, Sacramento County sits at the northern portion of California's Central Valley, situated along the Interstate 5 corridor. The area consists of both urban and rural communities and includes the Sacramento–San Joaquin Delta that connects the Sacramento River to the San Francisco Bay through some 700 miles of winding waterways. Sacramento is often described as a diverse community, and a recent report ranked the city the fourth most racially and ethnically diverse large city in the US.

Sacramento County has over 30 cities, census-designated places, and unincorporated communities that include neighborhoods with rich heritages such as Oak Park, known as Sacramento's first suburb, to newer communities such as the City of Rancho Cordova, incorporated in 2003. Sacramento County ranks



as California's 31st -most overall healthy county among the 58 in the state. The area is served by a number of healthcare organizations, including those that collaborated in this assessment. In the 2019 CHNA, two additional ZIP Codes from El Dorado County, a neighboring county east of Sacramento, were included to capture the portion of the community served by Mercy Hospital of Folsom, located near the border of these two counties. With some exceptions, findings described in the report are organized both at the county level and by designated regions within the county.

Mercy Folsom

Demographics within Mercy Folsom's hospital service area are as follows, derived from 2018 estimates provided by Truven Health Analytics data:

- Total Population: 537,798
- Hispanic or Latino: 14.1%
- Race: 69.1% White, 3.8% Black/African American, 8.1% Asian/Pacific Islander, 5.0% All Other.
- Median Income: \$84,269
- Uninsured: 6.0%
- Unemployment: 5.1%
- No HS Diploma: 7.0%
- CNI Score: 3.0
- Medicaid Population: 20.5%
- Other Area Hospitals: 7
- Medically Underserved Areas or Populations: Yes

Mercy San Juan

Demographics within the Mercy San Juan hospital service area are as follows, derived from 2018 estimates provided by Truven Health Analytics data:

- Total Population: 1,094,981
- Hispanic or Latino: 20.2%
- Race: 57.5% White, 6.4% Black/African American, 10.7% Asian/Pacific Islander, 5.2% All Other.
- Median Income: \$69,895
- Uninsured: 7.9%
- Unemployment: 5.3%
- No HS Diploma: 10.5%
- CNI Score: 3.6
- Medicaid Population: 26.9%
- Other Area Hospitals: 7
- Medically Underserved Areas or Populations: Yes

Mercy General

Demographics within Mercy General's hospital service area are as follows, derived from 2018 estimates provided by Truven Health Analytics data:

- Total Population: 1,596,829
- Hispanic or Latino: 23.3%

- Race: 45.3% White, 9.2% Black/African American, 16.4% Asian/Pacific Islander, 5.7% All Other.
- Median Income: \$68,932
- Uninsured: 8.8%
- Unemployment: 5.7%
- No HS Diploma: 12.8%
- CNI Score: 4.0
- Medicaid Population: 29.6%
- Other Area Hospitals: 7
- Medically Underserved Areas or Populations: Yes

Methodist

Demographics within Methodist's hospital service area are as follows, derived from 2018 estimates provided by Truven Health Analytics data:

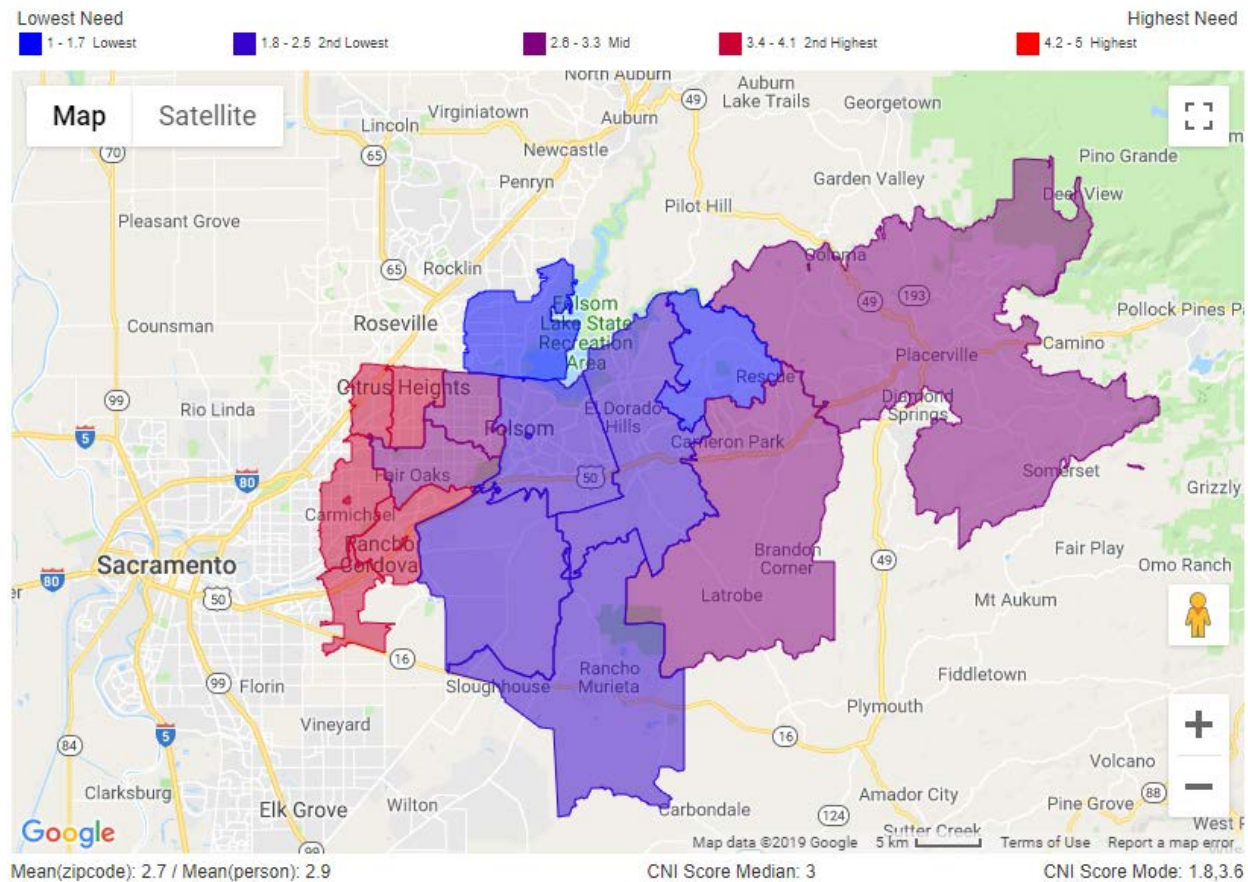
- Total Population: 830,963
- Hispanic or Latino: 25.7%
- Race: 33.4% White, 11.6% Black/African American, 23.3% Asian/Pacific Islander, 6.0% All Other.
- Median Income: \$67,070
- Uninsured: 8.7%
- Unemployment: 5.8%
- No HS Diploma: 14.5%
- CNI Score: 4.0
- Medicaid Population: 29.3%
- Other Area Hospitals: 7
- Medically Underserved Areas or Populations: Yes

Community Need Index

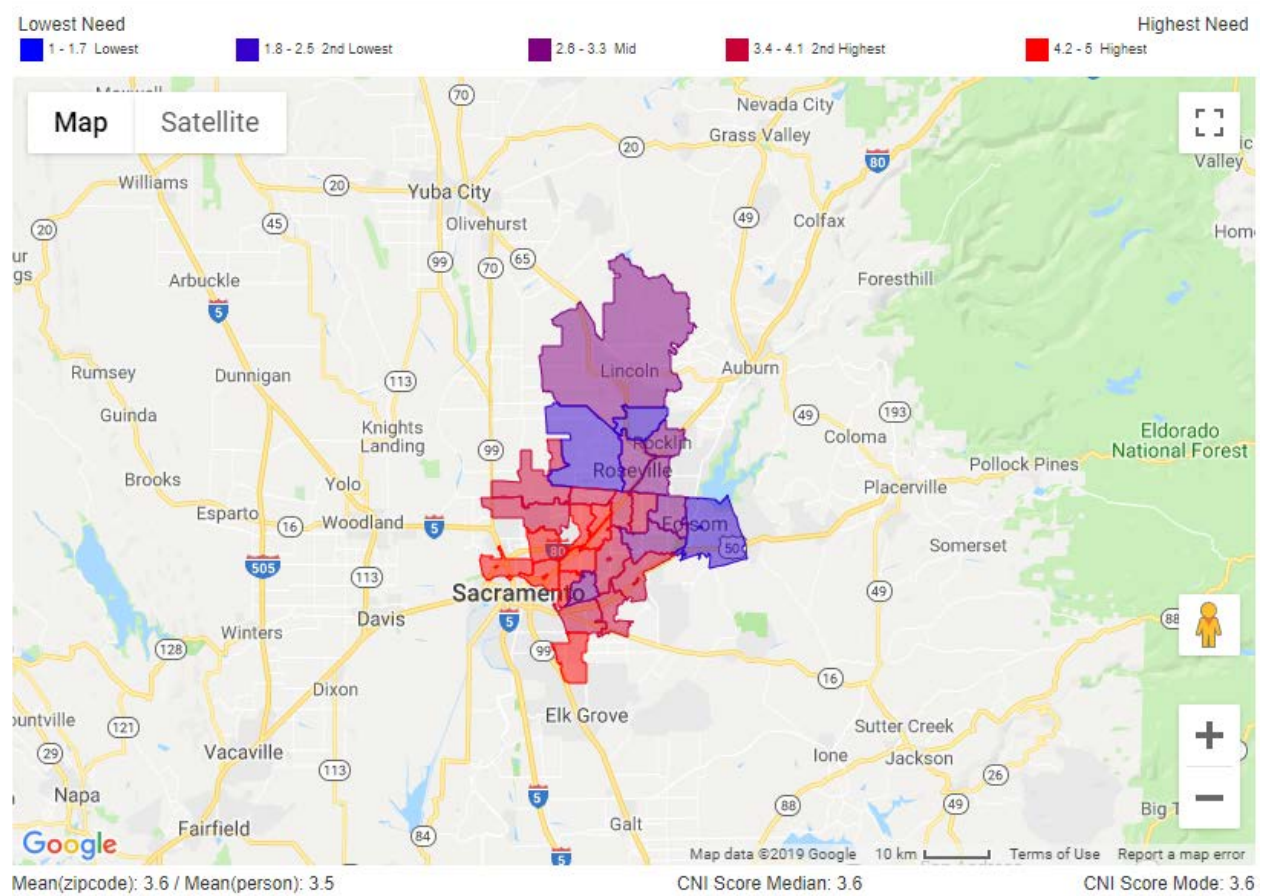
One tool used to assess health need is the Community Need Index (CNI) created and made publicly available by Dignity Health and IBM Watson Health. The CNI analyzes data at the zip code level on five factors known to contribute or be barriers to health care access: income, culture/language, education, housing status, and insurance coverage.

Scores from 1.0 (lowest barriers) to 5.0 (highest barriers) for each factor are averaged to calculate a CNI score for each zip code in the community. Research has shown that communities with the highest CNI scores experience twice the rate of hospital admissions for ambulatory care sensitive conditions as those with the lowest scores.

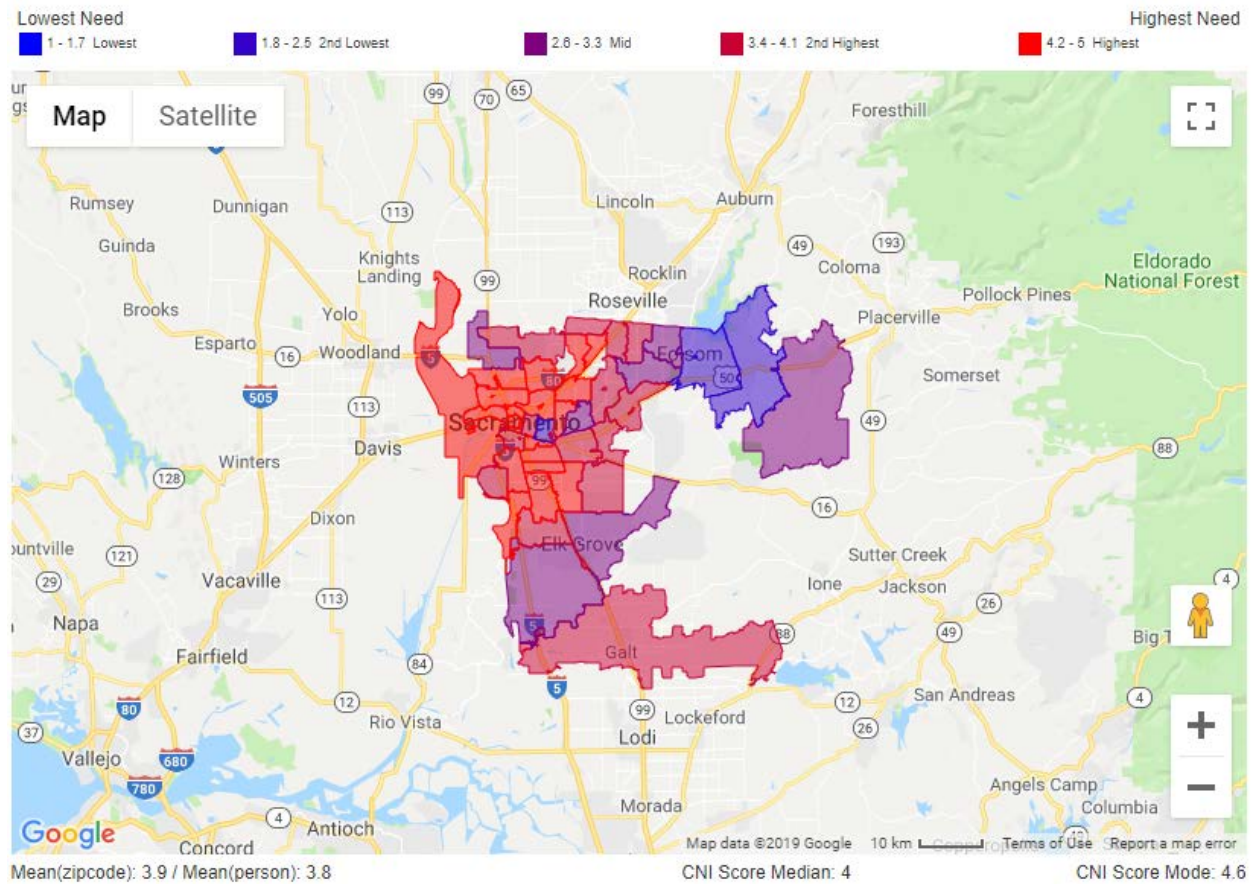
Mercy Folsom:



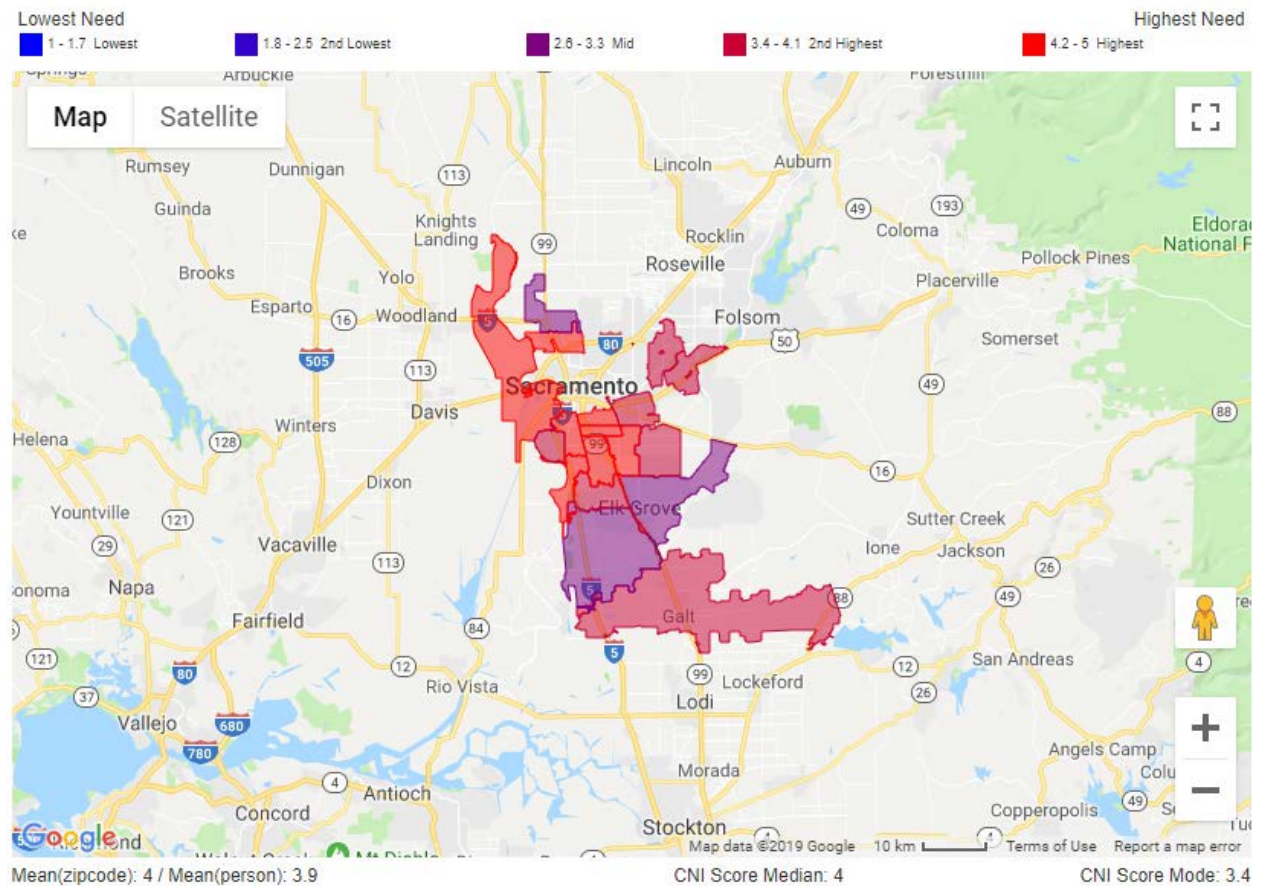
Mercy San Juan:



Mercy General:



Methodist:



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 health implementation strategy and programs were identified in the most recent CHNA report, which was adopted in June 2019. 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 dignityhealth.org/sacramento/about-us/community-health-and-outreach/health-needs-assessment or upon request at the hospital's Community Health office.

Significant Health Needs

The community health needs assessment identified the following significant community health needs:

1. **Access to Quality Primary Care Health Services:** Encompasses access to primary care resources which include community clinics, pediatricians, family practice physicians, internists, nurse practitioners, pharmacists, telephone advice nurses, and similar.
2. **Access to Mental, Behavioral, and Substance Abuse Services:** Includes access to prevention and treatment services.
3. **Access to Basic Needs, Such as Housing, Jobs, and Food:** Includes economic security, food security/insecurity, housing, education and homelessness.
4. **System Navigation:** The ability to traverse the fragmented social-services and healthcare systems; especially for more vulnerable populations and those with limited resources such as transportation access, English proficiency, etc.
5. **Injury and Disease Prevention and Management:** Contains health outcomes that require disease prevention and/or management and treatment including: cancer, cardiovascular disease/stroke, HIV/AIDS/STDs and asthma.
6. **Safe and Violence-Free Environment:** Consists of safety from violence and crime including violent crime, property crimes and domestic violence.
7. **Access to Active Living and Healthy Eating:** Encompasses all components of active living and healthy eating including health behaviors, associated health outcomes and aspects of physical environment/living conditions.
8. **Access to Meeting Functional Needs – Transportation and Physical Disability:** Includes the

need for transportation options, transportation to health services and options for person with disabilities.

9. **Cultural Competency:** The ability of those in health and human services, including healthcare, social services, and law enforcement, to deliver services that meet an individual's social, cultural, and language needs.
10. **Access to Specialty and Extended Care:** Encompasses access to specialty care and extended services including skilled nursing facilities, hospice care, in-home healthcare, etc.

Significant Needs the Hospital Does Not Intend to Address

Mercy Hospital of Folsom, Mercy San Juan Medical Center, Mercy General Hospital and Methodist Hospital of Sacramento do 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 hospitals are not addressing access to meeting functional needs – transportation and physical disability as this priority is beyond the capacity and expertise of Mercy Hospital of Folsom, Mercy San Juan Medical Center, Mercy General Hospital and Methodist Hospital of Sacramento.

2019 Implementation Strategy

This section presents strategies and program activities the hospital intends to deliver, fund or collaborate with others to address significant community health needs over the next three years. It summarizes planned activities with statements on anticipated impacts and planned collaboration. Program Digests provide additional detail on select programs.

This report specifies planned activities consistent with the hospital's mission and capabilities. The hospital may amend the plan as circumstances warrant. For instance, changes in significant community health needs or in community assets and resources directed to those needs may merit refocusing the hospital's limited resources to best serve the community.

The anticipated impacts of the hospital's activities on significant health needs are summarized below, and for select program initiatives are stated in Program Digests. Overall, the hospital anticipates that actions taken to address significant health needs will: improve health knowledge, behaviors, and status; increase access to needed and beneficial care; and help create conditions that support good health. The hospital works to evaluate impact and sets priorities for its community health programs in triennial Community Health Needs Assessments.



Creating the Implementation Strategy

Mercy Hospital of Folsom, Mercy San Juan Medical Center, Mercy General Hospital and Methodist Hospital of Sacramento are 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 Community Board and Community Health Advisory Committee are composed of community members who provide stewardship and direction for the hospital as a community resource. These parties review community benefit plans and program updates prepared by the hospital's community health director and other staff.

As a matter of Dignity Health policy, the hospital's community health and community benefit programs are guided by five core principles. All of our initiatives relate to one or more of these principles:

- Focus on Disproportionate Unmet Health-Related Needs
- Emphasize Prevention
- Contribute to a Seamless Continuum of Care
- Build Community Capacity

- Demonstrate Collaboration

A general approach is taken when planning and developing initiatives to address priority health issues. At the onset, Community Health and Outreach staff engages a core internal team that may include clinical staff, care coordinators and social workers, members of the Woodland Memorial 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.

Strategy by Health Need

The tables below present strategies and program activities the hospital intends to deliver to help address significant health needs identified in the CHNA report.

They are organized by health need and include statements of the strategies' anticipated impact and any planned collaboration with other organizations in our community.

 Health Need: Access to Quality Primary Healthcare Services		
Strategy or Program Name	Summary Description	Hospital(s) Addressed
Mercy Family Health Center	The Mercy Family Health Center is a part of Methodist Hospital's Family Practice Residency Program, and fills a major need to increase access to primary and preventative health care for the underserved. The clinic also specializes in providing victim-	METH

	centered, trauma-informed care to victims and survivors of human trafficking.	
Catholic School Nurse Program	Students and family members receive health services annually within the Catholic Diocese of Sacramento through the hospital's School Nurse program. Services include health care and mandated health screenings.	MHF MSJMC MGH METH
Care for the Undocumented	Methodist Hospital and the other Dignity Health hospitals in Sacramento County partnered with Sacramento County, other health system and the Sierra Sacramento Valley Medical Society to develop an initiative that launched in FY16 to provide primary and specialty care, including surgery, to the region's undocumented immigrants who currently have no insurance or access to care.	MHF MSJMC MGH METH
MercyClinic Loaves & Fishes	MercyClinic Loaves & Fishes is the only clinic in the region that is designed specifically to provide health care to homeless individuals, families and children. The hospital and its partner, Sacramento County, operate the clinic and have continued to work collaboratively to increase efficiency and enhance services by adding case management and enrollment assistance for government funded programs.	MGH
WellSpace Capacity Building	Mercy Hospital Folsom partnered with sister hospital, Mercy San Juan, and Federally Qualified Health Center, WellSpace Health, to establish three new full-service community clinics in parts of the region that lack access to primary care. Together, the hospitals have made a \$2.8 million investment to enable WellSpace Health to open three clinics to serve the communities of Rancho Cordova, Citrus Heights/Carmichael and Folsom. Two of the three clinics have been opened and the Folsom location will be the final addition.	MHF

Anticipated Impact: 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 health care system; increased primary care "medical homes" among those reached by navigators; reduce barriers to care; and improve collaborative efforts between all health care providers.



Health Need: Access to Mental/Behavioral/Substance Abuse Services

Strategy or Program Name	Summary Description	Hospital(s) Addressed
Navigation to Wellness	Through our Community Grants, this initiative engages nonprofit mental health provider, Turning Point, to improve the quality of care for patients in mental health crisis. Clinical social workers from Turning Point work side by side hospital social workers to ensure patients are linked to appropriate	MHF MSJMC METH

	public and community behavioral health services needed for wellness when they are discharged. The program provides ongoing support for up to 60 days post-discharge.	
ReferNet Intensive Outpatient Mental Health Partnership	In collaboration with community-based nonprofit mental health provider, El Hogar, the program provides 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. The program also assists with navigation and transportation through a partnership with Heart of Gold Medical Transport.	MHF MSJMC MGH METH
TLCS Triage Navigator	In partnership with Sacramento County and TLCS, the Triage Navigator 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. Triage Navigators are placed in hospital emergency departments as well as the county jail and Loaves & Fishes to assist patients in accessing outpatient mental health services and other resources. In FY19, program services expanded to serve the inpatient population.	MSJMC MGH METH
Co-Occurring Substance Disorder Treatment Program	A partnership between TLCS, TCORE, Loaves & Fishes, Harm Reduction Services and WellSpace Health, this community grant collaboration offers access to a broad array of co-occurring treatment options for a population with numerous challenges, including those experiencing homelessness. Partners provide a warm hand off in which patients receive a safe and non-judgmental venue to discuss current struggles around substance use and homelessness.	MHF MSJMC METH
Mental Health Consultations and Conservatorship Services	The hospital provides psychiatric consultations at no cost for all patients who require evaluations while hospitalized, as well as patient conservatorship services to those who lack capacity or family help to make decisions.	MHF MSJMC MGH METH

Anticipated Impact: 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.



Health Need: Access to Basic Needs

Strategy or Program Name	Summary Description	Hospital(s) Addressed
Housing with Dignity	In partnership with Lutheran Social Services, Methodist Hospital aims to assist homeless individuals with severe chronic health and	MHF MSJMC

	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. Ongoing health care for these participants is provided by a variety of Dignity Health and community resources with the goal of transitioning participants into permanent housing.	MGH METH
Interim Care Program	The hospital is an active partner in the Interim Care Program (ICP). This collaborative engages other Dignity Health hospitals and health systems in the region, Sacramento County and Federally Qualified Health Center, WellSpace Health, and provides a respite care shelter for homeless patients with available physical and mental health, and substance abuse treatment. The program provides case management services to assist participants in connecting with outpatient services and community resources.	MHF MSJMC MGH METH
Whole Person Care / Pathways to Health + Home	The Pathways to Health + Housing is the City of Sacramento's Whole Person Care (WPC) which is a statewide pilot program administered by the State Department of Health Care Services, under the federal authority of the Centers for Medicare and Medicaid Services. Launched in late 2018, Pathways is an opportunity to increase the level and scope of services provided to homeless and at-risk Medi-Cal beneficiaries who are frequent users of emergency health care and who have complex medical, behavioral health and/or substance abuse challenges.	MHF MSJMC MGH METH

Anticipated Impact: 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.



Health Need: System Navigation

Strategy or Program Name	Summary Description	Hospital(s) Addressed
Patient Navigator	In partnership with community-based organization Sacramento Covered, the hospitals assist patients who rely on emergency departments for non-urgent needs. The navigators help patients by connecting them to a primary care medical home and assisting them with scheduling a follow up appointment along with any other barriers that may create obstacles with accessing care.	MHF MSJMC MGH METH

Anticipated Impact: Continue to assist underserved patients admitting 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.



Health Need: Injury and Disease Prevention and Management

Strategy or Program Name	Summary Description	Hospital(s) Addressed
Healthier Living	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. Workshops are offered in English, Spanish, and Hmong.	MHF MSJMC MGH METH
Congestive Heart Active Management Program (CHAMP)	This unique program keeps individuals with heart failure connected to the medical world through symptom and medication monitoring and education. CHAMP® establishes a relationship with patients who have heart disease after discharge from the hospital through: 1) Regular phone interaction to help support and educate patients in managing their disease; 2) Monitoring of symptoms or complications and recommendations for diet changes medicine modifications or physician visits.	MHF MSJMC MGH METH
Mercy Faith and Health Partnership	This interfaith community outreach program supports the development of health ministry programs including healthcare professionals, clergy and other interested members who have a desire to focus on health promotion and disease prevention programs within their congregations. Providing education, advocacy and referrals for available resources within the congregation, health ministry teams do not duplicate available services, such as nursing or medical care, but seek to creatively bridge gaps in healthcare.	MHF MSJMC MGH METH

Anticipated Impact: 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.



Health Need: Safe and Violence Free Environment

Strategy or Program Name	Summary Description	Hospital(s) Addressed
WEAVE Patient Advocate	Mercy Family Health Center, Methodist Hospital and WEAVE built on their existing relationship and developed and implemented the WEAVE Patient Advocate program to create a new model of comprehensive care for human trafficking. A Navigator is on-site at the Mercy Family Health Center several times a week to provide victims and survivors of human trafficking assistance with navigation and coordination of services and ‘warm hand offs’ to medical services and community-based resources and linkages.	METH
Safe Kids Program	Child death due to vehicle accidents is one of the leading causes of death in Sacramento County for families living in poverty, particularly within the Russian, Hmong and Spanish immigrant communities, largely due to lack of appropriate car restraints and education. The Safe Kids program provides free car seats and educational classes in the community and to all leaving the hospital with a newborn infant.	MSJMC
Human Trafficking Response Program	<p>The Human Trafficking Response Program initiative focuses on:</p> <ul style="list-style-type: none"> • Educating staff to identify and respond to victims within the hospital; • Provide victim-centered, trauma-informed care; • Collaborate with community agencies to improve quality of care; • Access critical resources for victims; and <p>Provide and support innovative programs for recovery and reintegration.</p>	MHF MSJMC MGH METH
Healthy Women and Families	Through our community grants and in partnership with Community Against Sexual Harm (CASH), City of Refuge, and Chicks in Crisis, the program provides an easily accessible, strong safety net to victims of commercial sexual exploitation and at-risk young women. The program helps stabilize and ensure that the most vulnerable receive a coordinated system of support capable of addressing the	MHF MSJMC METH MGH

	individual and family needs that often lead to a pattern of continued abuse, exploitation, and poor health outcomes.	
Initiative to Reduce African American Child Deaths	Dignity Health hospitals in Sacramento County have all implemented the program which creates a consistent method for assessing safe sleep environments, ensuring children have a safe sleeping environment by providing appropriate cribs and providing consistent education partnership with the Sacramento County Child Abuse Center. The hospital is also represented on the Sacramento County Steering Committee on Reduction of African American Child Deaths, which is chartered to develop strategy and oversight for all county-wide efforts to reduce child deaths among this target population between 10 and 20 percent by 2020.	MHF MSJMC MGH METH
Prevent Alcohol and Risk-Related Trauma in Youth (PARTY)	The hospital sponsors and participates in this program which provides life-saving safety education to teens before they obtain their driver's license. Topics cover the risks of driving while texting, talking on the cell phone, drinking or doing drugs, as well as falling asleep at the wheel, tailgating, running stop signs, alcohol poisoning, drug abuse, and other potentially fatal actions.	MHF

Anticipated Impact: 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.



Health Need: Access to Active Living and Healthy Eating

Strategy or Program Name	Summary Description	Hospital(s) Addressed
Food Exploration and School Transformation (FEAST)	Under the Community Grants, and in partnership with community-based organizations Food Literacy Center, Soil Born Farms and the Health Education Council, Methodist Hospital supports this organization's efforts to teach food literacy and nutrition through cooking classes at underserved elementary schools. The program offers strategies to create behavior change and prevent childhood obesity through two core programs, which together provide a complete, scalable and replicable solution to the problem.	MHF MSJMC MGH METH
Recreate for Health	This project provides at-risk youth the opportunity to enjoy healthy, outdoor educational and recreational experiences. Through the Community Grants program and in partnership with American River Parkway, Always	MGH METH

	Knocking, Hooked on Fishing, and Bike Lab, the project exposes youth to healthy activities and behavior. It allows for the youth to reduce the stress and trauma they may face or experience living in impoverished areas.	
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Anticipated Impact: 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.



Health Need: Cultural Competency

Strategy or Program Name	Summary Description	Hospital(s) Addressed
Salud con Dignidad / Health with Dignity	Under the Community Grants community grants, Latino Coalition for a Healthy California focuses on providing underserved, undocumented individuals and families access to an array of culturally and linguistically competent health and wellness services. This collaborative will deliver the “Know your Health Care Rights” curriculum via promotores and provide access to both primary care and behavioral health services, including dance therapy, to the Undocumented population.	MHF MSJMC MGH METH
Dementia Care and Support Navigation	The collaboration between Alzheimer’s Association of Northern California, Del Oro Caregiver Resource Center, Rebuilding Together and Mercy Medical Group focuses on connecting patients with Alzheimer’s or other cognitive impairments and their caregivers to community services. Integrating education, emotional support, and economic assistance and safety services will improve the lives of persons with Alzheimer’s and caregivers. Given health current health disparities, a focus has been placed on working with the Latino and African American communities.	MHF MSJMC MGH METH
Healthier Living	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. Workshops are offered in English, Spanish, and Hmong.	MHF MSJMC MGH METH

Anticipated Impact: A culturally competent health care system can help improve health outcomes and quality of care, and can contribute to the elimination of racial and ethnic health disparities.



Health Need: Access to Specialty and Extended Care

Strategy or Program Name	Summary Description	Hospital(s) Addressed
SPIRIT	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 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. These two hospitals perform the majority of surgeries, and its physicians donate nearly 100 hours annually to provide a variety of specialty care.	MHF MSJMC MGH METH
Oncology Nurse Program	The program offers one-to-one support and guidance to patients diagnosed with cancer from the day of diagnosis onwards. The 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 around their diagnosis and treatment options. The program also provide referrals for nutritional and psycho-social support as well hosting multiple cancer support groups across the region.	MHF MSJMC MGH METH

Anticipated Impact: 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 health care system for specialty and extended care, specifically to those that are uninsured or underinsured.

Program Digests

The following pages include Program Digests describing key programs and initiatives that address one or more significant health needs in the most recent CHNA report. The digests include program descriptions and intervention actions, statements of which health needs are being addressed, any planned collaboration, and program goals and measurable objectives.



Navigation to Wellness

Significant Health Needs Addressed	<ul style="list-style-type: none">✓ Access to Quality Primary Healthcare Services✓ Access to Mental/Behavioral/Substance Abuse Services✓ Access to Basic Needs<input type="checkbox"/> System Navigation<input type="checkbox"/> Injury and Disease Prevention and Management✓ Safe and Violence Free Environment<input type="checkbox"/> Access to Active Living and Healthy Eating<input type="checkbox"/> Access to Meeting Functional Needs<input type="checkbox"/> Cultural Competency<input type="checkbox"/> Access to Specialty and Extended Care
Hospital(s) addressed	<ul style="list-style-type: none">✓ Mercy Hospital of Folsom✓ Mercy San Juan Medical Center<input type="checkbox"/> Mercy General Hospital✓ Methodist Hospital of Sacramento
Program Description	The program utilizes a team comprised of Clinicians and a Peer Support Specialist that work closely with Dignity Health staff in identifying individuals with a self-reported behavioral health problem, who repeatedly access hospital services, and who could be more effectively served if linked to non-emergency room resources. Once a patient is referred by the hospital, the Navigation Team assesses patients to determine what outpatient behavioral health services they are eligible for or may need and links them to appropriate public and general behavioral health services.
Community Benefit Category	E2 - Grants - Program grants
Planned Actions for 2019 - 2021	
Program Goal / Anticipated Impact	Continue to decrease the overutilization of hospital services by individuals with behavioral health problems through the use of a team that supports the individual on discharge planning in such a way that facilitates the process and provides linkages to public and general mental health services.
Measurable Objective(s) with Indicator(s)	Focus on linking individuals to additional outpatient resources and reconnecting individuals who were previously linked but have not received services. Decrease any future uses of hospital services during a mental health crisis and successful connect to community resources.
Intervention Actions for Achieving Goal	Continue to build the program in collaboration with the hospital and Turning Point to link identified patients in the emergency department to community resources and have a peer navigator assist patients in the community setting. Focus will be place on ensuring hospital staff continues to utilize the program and increase the number of opportunities where the Navigation to Wellness navigator can collaborate with navigators from other programs to increase the continuum of care.
Planned Collaboration	The Navigation to Wellness program is a partnership between Turning Point, Strategies for Change, Consumers Self Help Center, and NAMI.



ReferNet Intensive Outpatient Mental Health Partnership

Significant Health Needs Addressed	<ul style="list-style-type: none">✓ Access to Quality Primary Healthcare Services✓ Access to Mental/Behavioral/Substance Abuse Services✓ Access to Basic Needs❑ System Navigation✓ Injury and Disease Prevention and Management✓ Safe and Violence Free Environment❑ Access to Active Living and Healthy Eating❑ Access to Meeting Functional Needs❑ Cultural Competency❑ Access to Specialty and Extended Care
Hospital(s) addressed	<ul style="list-style-type: none">✓ Mercy Hospital of Folsom✓ Mercy San Juan Medical Center✓ Mercy General Hospital✓ Methodist Hospital of Sacramento
Program Description	The program provides a seamless way for individuals admitting to the emergency department with mental illness to receive immediate and ongoing intensive outpatient treatment and other social services they need to ensure continuity of care when they leave the hospital.
Community Benefit Category	A2 Community Based Clinical Services - Ancillary/other clinical services
Planned Actions for 2019 - 2021	
Program Goal / Anticipated Impact	Provide immediate access to intensive outpatient mental health care for those who suffer from this illness and connect them to other available resources that may be appropriate as well as county behavioral health services if eligible.
Measurable Objective(s) with Indicator(s)	Continue to increase referrals to outpatient services in partnership with the emergency department staff including the care coordination teams. Increase show rates to outpatient appointments following emergency department discharges and work with El Hogar and community partners to reduce no-show rates by providing limited transportation and reminder calls.
Intervention Actions for Achieving Goal	Efforts will continue around building hospital referrals and capacity. Continue to work on navigation and transportation as needed to ensure patients are able to attend their appointment. Ongoing evaluation of partner options to add substance abuse treatment. Develop a mechanism to help increase awareness of the program by emergency department staff.
Planned Collaboration	ReferNet is a mental health initiative being conducted in partnership with community-based nonprofit mental health provider El Hogar. Transportation continues to be offered 4 times per week by Heart of Gold Medical Transport and patients receive follow-up appointment reminders to help increase show rate.



Food Exploration and School Transformation (FEAST)

Significant Health Needs Addressed	<ul style="list-style-type: none"> <input type="checkbox"/> Access to Quality Primary Healthcare Services <input type="checkbox"/> Access to Mental/Behavioral/Substance Abuse Services <input type="checkbox"/> Access to Basic Needs <input type="checkbox"/> System Navigation <input checked="" type="checkbox"/> Injury and Disease Prevention and Management <input type="checkbox"/> Safe and Violence Free Environment <input checked="" type="checkbox"/> Access to Active Living and Healthy Eating <input type="checkbox"/> Access to Meeting Functional Needs <input type="checkbox"/> Cultural Competency <input type="checkbox"/> Access to Specialty and Extended Care
Hospital(s) addressed	<ul style="list-style-type: none"> <input type="checkbox"/> Mercy Hospital of Folsom <input type="checkbox"/> Mercy San Juan Medical Center <input type="checkbox"/> Mercy General Hospital <input checked="" type="checkbox"/> Methodist Hospital of Sacramento
Program Description	Teaches literacy and nutrition through cooking classes at underserved elementary schools. The center offers strategies to create behavior change and prevent childhood obesity through two core programs, which together provide a complete, scalable and replicable solution to the problem: 1) teaching food literacy to low-income pre-K through 6th graders, and 2) training community members as food literacy instructors.
Community Benefit Category	E2-a Grants - Program grants
Planned Actions for 2019 - 2021	
Program Goal / Anticipated Impact	Continue to create full circle connection for students in which they can grow their food, consume the same produce in the cafeteria, learn to cook to prepare this food during the same month, and become advocates for healthy changes in their schools.
Measurable Objective(s) with Indicator(s)	70% of students will request the vegetables they taste in class at home; 70% of parents will improve their knowledge of strategies to prevent and/or manage diabetes; and 60% of those receiving information about the School Wellness policy will increase knowledge about the policy.
Intervention Actions for Achieving Goal	Cooking and nutrition classes for student and conduct nutrition education workshops for parents, both include teachings around Vegetable of the Month.
Planned Collaboration	Under community grants, The FEAST program is a collaboration between the Food Literacy Center, Health Education Council, and Soil Born Farms.



Healthier Living

Significant Health Needs Addressed	<ul style="list-style-type: none"> <input type="checkbox"/> Access to Quality Primary Healthcare Services <input type="checkbox"/> Access to Mental/Behavioral/Substance Abuse Services <input type="checkbox"/> Access to Basic Needs <input type="checkbox"/> System Navigation <input checked="" type="checkbox"/> Injury and Disease Prevention and Management <input type="checkbox"/> Safe and Violence Free Environment <input checked="" type="checkbox"/> Access to Active Living and Healthy Eating <input type="checkbox"/> Access to Meeting Functional Needs <input type="checkbox"/> Cultural Competency <input type="checkbox"/> Access to Specialty and Extended Care
Hospital(s) addressed	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Mercy Hospital of Folsom <input checked="" type="checkbox"/> Mercy San Juan Medical Center <input checked="" type="checkbox"/> Mercy General Hospital <input checked="" type="checkbox"/> Methodist Hospital of Sacramento
Program Description	Provides residents with chronic diseases knowledge, tools and motivation needed to become proactive with their health. Healthier Living workshops are open to anyone with any ongoing health condition, as well as those who care for persons with chronic health conditions. 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.
Community Benefit Category	A 1-a Community Health Education – Lectures/Workshops.
Planned Actions for 2019 - 2021	
Program Goal / Anticipated Impact	Continue providing education and skills management to help those with chronic disease manage their symptoms and lead healthier and more productive lives; thus reducing their need to admit to the Hospital. Specifically, achieve maximum target metric goal or better – 70% of all participants avoid admission post program intervention.
Measurable Objective(s) with Indicator(s)	Meet/exceed the metric goal. Develop new lay leaders and community partners to expand workshop offerings at community clinics and other agencies; increase the number of participants.
Intervention Actions for Achieving Goal	Outreach to the community clinics and other nonprofits. Continue to build community partnerships to expand workshops. Continue to identify community lay leaders and partnerships for growth including strategies to recruit and train Hmong and Russian speaking lay leaders.
Planned Collaboration	Workshops are conducted in collaboration with a variety of community organizations and held in locations accessible to the residents, such as senior housing communities and organizations that serve a high percentage of residents that have or are caring for family members with chronic illnesses.



Congestive Heart Active Management Program (CHAMP)

Significant Health Needs Addressed	<ul style="list-style-type: none"> ✓ Access to Quality Primary Healthcare Services ❑ Access to Mental/Behavioral/Substance Abuse Services ❑ Access to Basic Needs ❑ System Navigation ✓ Injury and Disease Prevention and Management ❑ Safe and Violence Free Environment ❑ Access to Active Living and Healthy Eating ❑ Access to Meeting Functional Needs ❑ Cultural Competency ❑ Access to Specialty and Extended Care
Hospital(s) addressed	<ul style="list-style-type: none"> ✓ Mercy Hospital of Folsom ✓ Mercy San Juan Medical Center ✓ Mercy General Hospital ✓ Methodist Hospital of Sacramento
Program Description	<p>Establishes a relationship with patients who have heart failure after discharge from the hospital through:</p> <ul style="list-style-type: none"> • Regular phone interaction to support and education to help manage this disease • Monitoring of symptoms or complications
Community Benefit Category	A2- Community based clinical services – ancillary/other clinical services.
Planned Actions for 2019 - 2021	
Program Goal / Anticipated Impact	Improve the health and quality of life for those who suffer from heart disease, enabling them to better manage their disease and reducing their need to be admitted or readmitted to the hospital.
Measurable Objective(s) with Indicator(s)	Continue to increase enrollment of the underserved through outreach and community collaboration, and maintain reduction in number of hospital admissions and readmissions for participants. Strengthen collaboration between CHAMP®, the Patient Navigator Program and the hospital's Readmission team to increase referrals. Provide ongoing education to community clinics about available services and improve communication between CHAMP staff and primary care providers.
Intervention Actions for Achieving Goal	Regular meetings with the CHAMP® Team and continued partnership building with Federally Qualified Health Centers to connect heart failure patients to a medical home with assistance from the patient navigators as needed.
Planned Collaboration	CHAMP® currently works with the care coordinators at the hospitals, patient navigators, and community clinics.



Patient Navigator Program

Significant Health Needs Addressed	<ul style="list-style-type: none"> ✓ Access to Quality Primary Healthcare Services ❑ Access to Mental/Behavioral/Substance Abuse Services
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	<ul style="list-style-type: none"> ❑ Access to Basic Needs ❑ System Navigation ✓ Injury and Disease Prevention and Management ❑ Safe and Violence Free Environment ❑ Access to Active Living and Healthy Eating ❑ Access to Meeting Functional Needs ❑ Cultural Competency ❑ Access to Specialty and Extended Care
Hospital(s) addressed	<ul style="list-style-type: none"> ✓ Mercy Hospital of Folsom ✓ Mercy San Juan Medical Center ✓ Mercy General Hospital ✓ Methodist Hospital of Sacramento
Program Description	Assists patients who rely on emergency departments for non-urgent needs. The navigators help patients by connecting them to a primary care medical home and assisting them with scheduling a follow up appointment along with any other barriers that may create obstacles with accessing care.
Community Benefit Category	A3 - Health Care Support Services – Information & Referral.
Planned Actions for 2019 - 2021	
Program Goal / Anticipated Impact	Continue to assist underserved patients admitting 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.
Measurable Objective(s) with Indicator(s)	The program will at least serve 70% of weekday high-utilizers defined as those with three (3) or more ER visits at a participating Dignity Health facility within a 90 day period below and 60% of total volume of the weekday non-urgent/non-emergent. Program will be measured by improved access for patients; reduced emergency department primary care visits; and reduced costs.
Intervention Actions for Achieving Goal	Continue to work with emergency department staff, patient registration, and Sacramento Covered to build a comprehensive program that responds to the growing Medi-Cal population and engage other plans, IPA, and community clinics to work collectively in addressing the need for improved access to primary care. To meet the new metrics, emphasis will be on increasing referrals and strengthening collaboration with Health Net to ensure patients have the most current information and resources.
Planned Collaboration	The program is a collaborative initiative between the hospital, Health Net, Sacramento Covered and community health centers.



Oncology Nurse Navigator Program

Significant Health Needs Addressed	<ul style="list-style-type: none"> ✓ Access to Quality Primary Healthcare Services ✓ Access to Mental/Behavioral/Substance Abuse Services ✓ Access to Basic Needs
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	<input type="checkbox"/> System Navigation <input type="checkbox"/> Injury and Disease Prevention and Management <input checked="" type="checkbox"/> Safe and Violence Free Environment <input type="checkbox"/> Access to Active Living and Healthy Eating <input type="checkbox"/> Access to Meeting Functional Needs <input type="checkbox"/> Cultural Competency <input type="checkbox"/> Access to Specialty and Extended Care
Hospital(s) addressed	<input checked="" type="checkbox"/> Mercy Hospital of Folsom <input checked="" type="checkbox"/> Mercy San Juan Medical Center <input checked="" type="checkbox"/> Mercy General Hospital <input checked="" type="checkbox"/> Methodist Hospital of Sacramento
Program Description	The program offers one-to-one support and guidance to patients diagnosed with cancer from the day of diagnosis onwards. The 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 around their diagnosis and treatment options. The program also provides referrals for nutritional and psycho-social support as well as hosting multiple cancer support groups across the region.
Community Benefit Category	A3 - Health Care Support Services – Information & Referral.

Planned Actions for 2019 - 2021

Program Goal / Anticipated Impact	Ensure timely access to treatment and other resources for those with cancer, with emphasis on the underserved who otherwise cannot afford care, and improve patient/doctor relationships.
Measurable Objective(s) with Indicator(s)	Continue to build awareness to increase number of underserved assisted through outreach and community collaboration and build awareness of the program among community partners.
Intervention Actions for Achieving Goal	Continue to promote services in the community and work with hospital and community partners to increase awareness of services and resources; this includes working with patient navigators who are located in the ED's and additional community partners/community clinics.
Planned Collaboration	Oncology nurse navigators work with a variety of community partners in terms of finding available services and well as receiving referrals for patients who need assistance. This includes building awareness of other community programs and resources such as such as Housing with Dignity, which patients could be referred to.



SPIRIT

Significant Health Needs Addressed	<input checked="" type="checkbox"/> Access to Quality Primary Healthcare Services <input type="checkbox"/> Access to Mental/Behavioral/Substance Abuse Services <input type="checkbox"/> Access to Basic Needs <input type="checkbox"/> System Navigation
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	<ul style="list-style-type: none"> ✓ Injury and Disease Prevention and Management ❑ Safe and Violence Free Environment ❑ Access to Active Living and Healthy Eating ❑ Access to Meeting Functional Needs ❑ Cultural Competency ❑ Access to Specialty and Extended Care
Hospital(s) addressed	<ul style="list-style-type: none"> ✓ Mercy Hospital of Folsom ✓ Mercy San Juan Medical Center ✓ Mercy General Hospital ✓ Methodist Hospital of Sacramento
Program Description	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 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 plays 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. The hospital performs the majority of surgeries, and its physicians donate nearly 100 hours annually to provide a variety of specialty care.
Community Benefit Category	E1 - Cash Donations – General contributions to nonprofit organizations

Planned Actions for 2019 - 2021

Program Goal / Anticipated Impact	Ensure timely access to treatment and other resources for uninsured individuals with emphasis on the underserved who otherwise cannot afford care.
Measurable Objective(s) with Indicator(s)	Number of total surgeries and specialty services provided are measured for impact.
Intervention Actions for Achieving Goal	Promote services in the community and work with hospital and community partners to increase awareness of services and resources; this includes working with community partners, navigators and community clinics who serve the underserved.
Planned Collaboration	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 Family Health Center

Significant Health Needs Addressed	<ul style="list-style-type: none"> ✓ Access to Quality Primary Healthcare Services ❑ Access to Mental/Behavioral/Substance Abuse Services ❑ Access to Basic Needs ❑ System Navigation ✓ Injury and Disease Prevention and Management
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	<ul style="list-style-type: none"> ✓ Safe and Violence Free Environment ❑ Access to Active Living and Healthy Eating ❑ Access to Meeting Functional Needs ❑ Cultural Competency ❑ Access to Specialty and Extended Care
Hospital(s) addressed	<ul style="list-style-type: none"> ❑ Mercy Hospital of Folsom ❑ Mercy San Juan Medical Center ❑ Mercy General Hospital ✓ Methodist Hospital of Sacramento
Program Description	The Mercy Family Health Center is a part of Methodist Hospital's Family Practice Residency Program, and fills a major need to increase access to primary and preventative health care for the underserved. With the incorporation of Dignity Health's Human Trafficking Response program, the Mercy Family Health Center established itself as a Human Trafficking Victim Medical Safe Haven in FY17, and has partnered with several community organizations to bridge the gap between social and recovery support and medical services. The clinic continues to provide a safe primary care medical environment for victims and survivors of human trafficking led by understanding physicians and medical staff extensively trained in victim-centered, trauma informed care.
Community Benefit Category	C3 - Hospital Outpatient Services

Planned Actions for 2019 - 2021

Program Goal / Anticipated Impact	Maintain high quality of care and increase primary care capacity for Medi-Cal and uninsured populations while providing a teaching environment for residents needed to build provider network capacity. Provide trauma victim-centered, trauma-informed care for victims of human trafficking.
Measurable Objective(s) with Indicator(s)	Continue to expand capacity of the center and ensure cultural competency among residents. Develop a curriculum that focuses on trauma informed care.
Intervention Actions for Achieving Goal	Continue outreach and partnership efforts; provide opportunities to residents to serve the community in other capacities such as linking the health center to other programs to increase continuity of care from hospital discharge to follow up primary care. Build and strengthen relationships with community partners that serve victims of human trafficking and establish internal protocols
Planned Collaboration	The Mercy Family Health Center is linked to a variety of different high schools to assist with sports physicals. The center is also building relationships with other organizations such as Lutheran Social Services and WEAVE to assist with patients experiencing chronic homelessness and victims of human trafficking. The Mercy Family Health Center and WEAVE will have a stronger collaboration.



WEAVE Patient Advocate

Significant Health Needs Addressed	<ul style="list-style-type: none"> ✓ Access to Quality Primary Healthcare Services ✓ Access to Mental/Behavioral/Substance Abuse Services ✓ Access to Basic Needs ❑ System Navigation ✓ Injury and Disease Prevention and Management ✓ Safe and Violence Free Environment ❑ Access to Active Living and Healthy Eating ❑ Access to Meeting Functional Needs ❑ Cultural Competency ❑ Access to Specialty and Extended Care
Hospital(s) addressed	<ul style="list-style-type: none"> ❑ Mercy Hospital of Folsom ❑ Mercy San Juan Medical Center ❑ Mercy General Hospital ✓ Methodist Hospital of Sacramento
Program Description	<p>In FY16 and FY17, this program known as Wellness Center was a partnership between WEA VE and Methodist Hospital to create a new model of comprehensive care for victims of domestic violence, sexual assault and human trafficking. The WEA VE Wellness Center offered triage, crisis intervention, mental health counseling and social support, with an emphasis on culturally competent services to south Sacramento's large Hispanic community. Client had access to primary care as well at Methodist Hospital's Mercy Family Health Center. In FY18, the Mercy Family Health Center, Methodist Hospital and WEA VE built on their existing relationship and launched the WEA VE Patient Advocate program to create a new model of comprehensive care for victims of human trafficking. A navigator, on-site at the health center, coordinates services and referrals to community-based resources.</p>
Community Benefit Category	E1 – Cash Donations – General contributions to nonprofit organizations/Community Groups
Planned Actions for 2019 - 2021	
Program Goal / Anticipated Impact	Continue to improve coordination of care for victims of human trafficking in the Sacramento region by incorporating a patient advocate into the clinical setting that can assist in linking individuals to additional services and resources.
Measurable Objective(s) with Indicator(s)	Continue to improve timely access to critical services outside the clinic's scope and increased number of partners actively engaged. Increase awareness of programs services and access to other vulnerable populations i.e., victims of labor trafficking and the large immigrant population who lack services. Additional focus will be placed on connecting with the Latino population and community organizations that they utilize.
Intervention Actions for Achieving Goal	Continue to provide victims and survivors of human trafficking assistance with navigation and coordination of services and 'warm hand offs' to medical services and community-based resources and linkages.
Planned Collaboration	This is a collaborative effort between WEA VE and Methodist Hospital including the Mercy Family Health Center



Safe Kids Program

Significant Health Needs Addressed	<ul style="list-style-type: none"><input type="checkbox"/> Access to Quality Primary Healthcare Services<input type="checkbox"/> Access to Mental/Behavioral/Substance Abuse Services<input type="checkbox"/> Access to Basic Needs<input type="checkbox"/> System Navigation<input type="checkbox"/> Injury and Disease Prevention and Management<input checked="" type="checkbox"/> Safe and Violence Free Environment<input type="checkbox"/> Access to Active Living and Healthy Eating<input type="checkbox"/> Access to Meeting Functional Needs<input type="checkbox"/> Cultural Competency<input type="checkbox"/> Access to Specialty and Extended Care
Hospital(s) addressed	<ul style="list-style-type: none"><input type="checkbox"/> Mercy Hospital of Folsom<input checked="" type="checkbox"/> Mercy San Juan Medical Center<input type="checkbox"/> Mercy General Hospital<input type="checkbox"/> Methodist Hospital of Sacramento
Program Description	Education classes are provided at no cost to families with children living in poverty and to families with children in immigrant communities, where the need is greatest. Safe Kids health and safety fairs are part of the overall program. These offer a venue to provide safety education to parents, care-givers and children in the community. The hospitals are the only provider offering car seat education to the largest non-English speaking populations in the region – Hispanic, Russian and Hmong.
Community Benefit Category	A1 - Community Health Education - Lectures/Workshops
Planned Actions for 2019 - 2021	
Program Goal / Anticipated Impact	Improve the public awareness of child safety and provide education workshops for families living in poverty and immigrant communities.
Measurable Objective(s) with Indicator(s)	Continue leading a coalition of over 30 local agencies devoted to preventing childhood injury and death with ongoing engagement of additional agencies that share the same mission. Continue to offer classes/educational opportunities and car seat checks in areas of need.
Intervention Actions for Achieving Goal	Continue conducting regular coalition meeting and provide outreach, education and resources to targeted communities. Build relationships with other community organizations that can assist in the outreach efforts.
Planned Collaboration	The Safe Kids program leads a coalition of over 30 local agencies, including hospitals, fire, police, state and county agencies devoted to preventing childhood injury and death.



Housing with Dignity

Significant Health Needs Addressed	<ul style="list-style-type: none"> ✓ Access to Quality Primary Healthcare Services ✓ Access to Mental/Behavioral/Substance Abuse Services ✓ Access to Basic Needs ❑ System Navigation ✓ Injury and Disease Prevention and Management ✓ Safe and Violence Free Environment ✓ Access to Active Living and Healthy Eating ❑ Access to Meeting Functional Needs ❑ Cultural Competency ❑ Access to Specialty and Extended Care
Hospital(s) addressed	<ul style="list-style-type: none"> ✓ Mercy Hospital of Folsom ✓ Mercy San Juan Medical Center ✓ Mercy General Hospital ✓ Methodist Hospital of Sacramento
Program Description	The program partners hospital care coordination with Lutheran Social Services to identify individuals who are chronically homeless and chronically disabled and place them in stabilization housing units. Wrap-around supportive services are provided by Lutheran Social Services to help achieve stability. Once stabilized, individuals are transitioned into to permanent/permanent supportive housing.
Community Benefit Category	A2- Community Based Clinical Services - Ancillary/other clinical services
Planned Actions for 2019 - 2021	
Program Goal / Anticipated Impact	Housing with Dignity 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.
Measurable Objective(s) with Indicator(s)	Continue to address the social determinants of health by providing up to six months of transitional supportive housing for homeless individuals and provide additional services to enable participants to move toward stable and healthier lifestyles, while reducing hospital admissions.
Intervention Actions for Achieving Goal	Lutheran Social Services (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.
Planned Collaboration	Housing with Dignity is a collaborative between the Dignity Health Sacramento County hospitals, Lutheran Social Services and Health Net.



Interim Care Program

Significant Health Needs Addressed	<ul style="list-style-type: none">✓ Access to Quality Primary Healthcare Services✓ Access to Mental/Behavioral/Substance Abuse Services✓ Access to Basic Needs❑ System Navigation✓ Injury and Disease Prevention and Management✓ Safe and Violence Free Environment✓ Access to Active Living and Healthy Eating❑ Access to Meeting Functional Needs❑ Cultural Competency❑ Access to Specialty and Extended Care
Hospital(s) addressed	<ul style="list-style-type: none">✓ Mercy Hospital of Folsom✓ Mercy San Juan Medical Center✓ Mercy General Hospital✓ Methodist Hospital of Sacramento
Program Description	The program provides men and women experiencing homelessness a safe environment for recovery when they are ready to be discharged from the hospital. Participants receive mental health care, substance abuse treatment, and social services support to transition to a healthier life style. Additional outpatient services can be provided at the facility including home and occupational health.
Community Benefit Category	A2- Community Based Clinical Services - Ancillary/other clinical services
Planned Actions for 2019 - 2021	
Program Goal / Anticipated Impact	Continue to increase access to a continuum of care and social support services to meet the special needs of homeless individuals necessary to improve their health status, and reduce their need to admit/readmit to the hospital.
Measurable Objective(s) with Indicator(s)	Increase number of successful ICP referrals, improve housing outcomes, and provide additional supportive services while patients are in the programs such as mental health substance abuse resources. Ensure patients are connected to a medical home while in interim care.
Intervention Actions for Achieving Goal	Continue to work with all partners to improve number of successful referrals. Emphasis will be focused on improving communication between hospital and ICP staff. The hospital will continue to meet with WellSpace Health and Sacramento County to build stronger relationships and increase successful referrals. Emphasis will be placed on coordinating ICP referrals with other referrals such as Housing with Dignity and Pathways to Health + Housing to improve coordination of services. Explore opportunities to increase bed capacity.
Planned Collaboration	ICP is a partnership with Mercy General, sister Dignity Health Hospitals, other health systems, Sacramento County, and WellSpace Health which is a Federally Qualified Health Center (FQHC).

Hospital Board and Committee Rosters

Dignity Health Sacramento Service Area Community Board

Gil Albiani, Chair Vice President, The Albiani Real Estate Group	Linda Ubaldi, Vice Chair Retired, Dignity Health Quality
Brian King, Secretary Chancellor, Los Rios Community College District	Marian Bell Holmes Retired, Dignity Health Human Resources
Darrell Teat CEO, Darrell Teat & Associates	Sister Eileen Enright, RSM
Ron James, MD Chief of Staff Mercy General Hospital	Jeffrey Cragun, MD Chief of Staff Mercy Folsom
David Wolf, MD Chief of Staff Mercy San Juan Hospital	David Pai, MD Chief of Staff Methodist Hospital
Dr. Glennah Trochet	Laurie Harting Sr. Vice President, Operations Dignity Health Sacramento Service Area

Dignity Health Sacramento Division Community Health Committee Roster

Sister Gabrielle Marie Jones, Chair	Robin Oliver Vice President, Communications and Marketing Dignity Health Greater Sacramento Division
Shirlie Marymee	Sister Patricia Simpson, O.P.
Sandra Davis Houston President, S. Davis Houston Consulting	Sister Bridget McCarthy Vice President, Mission Integration Dignity Health Greater Sacramento Division
Sister Clare Marie Dalton Vice President, Mission Integration Mercy General Hospital	Sister Sheila Browne Vice President, Mission Integration Mercy San Juan Medical Center
Michael Cox Service Area Vice President, Mission Integration Dignity Health Greater Sacramento Division	Catherine Geraty-Hoag Director, Clinical Partnerships Dignity Health Greater Sacramento Division
Rosemary Younts Senior Director, Behavioral Health Service Line Dignity Health Greater Sacramento Division	Kevin Duggan President, Mercy Foundation
Brent Anderson Director, Mission Integration Methodist Hospital of Sacramento	Greg Rold Director, Mission Integration Mercy Hospital of Folsom
Liza Kirkland Manager, Community Health and Outreach Dignity Health Greater Sacramento Division	Diana Landeros Community Health Specialist Dignity Health Greater Sacramento Division
Elissa Southward Director, Community Health and Outreach Dignity Health Greater Sacramento Division	

