

Mercy Medical Center Mt. Shasta

Community Benefit 2019 Report and 2020 Plan

Adopted October 2019



A message from

Rodger Page, president and CEO of Mercy Medical Center Mt. Shasta, and Ryan Denham, Chair of the Dignity Health North State 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.

Mercy Medical Center Mt. Shasta 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 2019 Report and 2020 Plan describes much of this work. This report meets requirements in California state law (Senate Bill 697) that not-for-profit hospitals produce an annual community benefit report and plan. Dignity Health hospitals in Arizona and Nevada voluntary produce these reports and plans, as well. 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 2019 (FY19), Mercy Medical Center Mt. Shasta provided \$2,566,351 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services and other community benefits. The hospital also incurred \$3,538,861 in unreimbursed costs of caring for patients covered by Medicare.

The hospital's Community Board reviewed, approved and adopted the Community Benefit 2019 Report and 2020 Plan at its October 10, 2019 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 Alexis Ross, Director Service Area Community Health at 530.225.6114 or by email at alexis.ross@dignityhealth.org.



Rodger Page
President/CEO



Ryan Denham
Chairperson, Board of Directors

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At-a-Glance Summary

<p>Community Served</p> 	<p>Mercy Medical Center Mt. Shasta serves a core service area population of approximately 17,110 residents. Siskiyou County is a rural county with the residents spread out over approximately 6,347 square miles. Due to the rural nature of the county, access to care is a consistent barrier for the many residents who are medically underserved and low-income and minority populations. The following zip codes make up the core service area for Mercy Medical Center Mt. Shasta: 96025, 96057, 96067, and 96094.</p>			
<p>Economic Value of Community Benefit</p> 	<p>\$2,566,351 in patient financial assistance, unreimbursed costs of Medicaid, community health improvement services, community grants and other community benefits</p> <p>\$3,538,861 in unreimbursed costs of caring for patients covered by Medicare</p>			
<p>Significant Community Health Needs Being Addressed</p> 	<p>The significant community health needs the hospital is helping to address and that form the basis of this document were identified in the hospital’s most recent Community Health Needs Assessment (CHNA). Needs being addressed by strategies and programs are:</p> <table border="1" data-bbox="407 1031 1430 1213"> <tr> <td data-bbox="407 1031 919 1213"> <ul style="list-style-type: none"> • Access to Care • Aging Issues • Child Abuse/Neglect • Domestic Violence </td> <td data-bbox="919 1031 1430 1213"> <ul style="list-style-type: none"> • Heart Disease & Stroke • Maternal and Child Health • Mental Health • Obesity </td> </tr> </table>		<ul style="list-style-type: none"> • Access to Care • Aging Issues • Child Abuse/Neglect • Domestic Violence 	<ul style="list-style-type: none"> • Heart Disease & Stroke • Maternal and Child Health • Mental Health • Obesity
<ul style="list-style-type: none"> • Access to Care • Aging Issues • Child Abuse/Neglect • Domestic Violence 	<ul style="list-style-type: none"> • Heart Disease & Stroke • Maternal and Child Health • Mental Health • Obesity 			
<p>FY19 Programs and Services</p> 	<p>The hospital delivered several programs and services to help address identified significant community health needs. These included:</p> <ul style="list-style-type: none"> • Bereavement Support Groups • Circle of Healing weekend retreat, for cancer patients • Community Health Screenings • Community Health Education • Community Grants • Diabetes Fair community event for health professionals and community members • Hope and Healing Support Group, for parents with early infant loss • Involvement of nutritionist in public schools • Lactation Counseling Services • Mercy Mt. Shasta Auxiliary Free Transportation Service • Provide cash and in-kind donations to local non-profit organizations • Senior Health Fairs with glucose and BP screening, Ask-A-Pharmacist, Flu vaccinations 			

	<ul style="list-style-type: none"> • The “Sisters Emergency Fund” dedicated to provide non-medical emergency assistance to patients and family members in need
<p>FY20 Planned Programs and Services</p> 	<p>For FY20, the hospital plans to build upon many of the FY19 initiatives and explore new partnership opportunities with Siskiyou County community organizations with the intention of them continuing over the next three years.</p>

This document is publicly available online at, <https://www.dignityhealth.org/north-state/locations/mercy-mtshasta/about-us/community-benefit>.

Written comments on this report can be submitted to the Mercy Medical Center Mt. Shasta’s Community Health Office, 914 Pine Street, Mt. Shasta, CA 96067 or by e-mail to alexis.ross@dignityhealth.org.

Our Hospital and the Community Served

About Mercy Medical Center Mt. Shasta

Mercy Medical Center Mt. Shasta is a member of Dignity Health, which is a part of CommonSpirit Health.

Mercy Medical Center Mt. Shasta is a non-profit health care facility designated a 25-bed Critical Access Hospital, accredited by The Joint Commission, and a member of the American Hospital Association. The Hospital is located off of California Interstate 5 in Mt. Shasta and the facility's campus is 14 acres in size located at the base of Mount Shasta. In addition to the acute care hospital, Mercy Medical Center Mt. Shasta also operates three Rural Health Clinics: Mercy Mt. Shasta Community Clinic, Mercy Lake Shastina Community Clinic and the Dignity Health Pine Street Clinic. With more than 250 skilled professionals and support staff, approximately 45 active doctors, and more than 80 dedicated volunteers, Mercy Mt. Shasta has been consistently named in the Top 100 Critical Access Hospitals by the National Rural Health Association.

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 Medical Center Mt. Shasta 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.

A plain language summary of the policy is at the end of this report. The financial assistance policy and plain language summary are on the hospital's web site.

Description of the Community Served

Siskiyou County, California is located in the Northern-most region of California on the California-Oregon border with numerous mountain ranges dividing the county. Yreka, the largest town and the county seat, is located along the I-5 corridor along with the second largest town of Mount Shasta. Two critical access hospitals, Fairchild Medical Center in Yreka and Mercy Medical Center Mt. Shasta in Mt. Shasta, serve the county.

Siskiyou County is home to approximately 45,000 people and is a geographically large county covering 6,347 square miles, making the population density approximately seven people per square mile. As is the case for many rural counties, access to care is a consistent barrier for many residents, particularly for underserved, at-risk populations who live in geographically isolated communities.



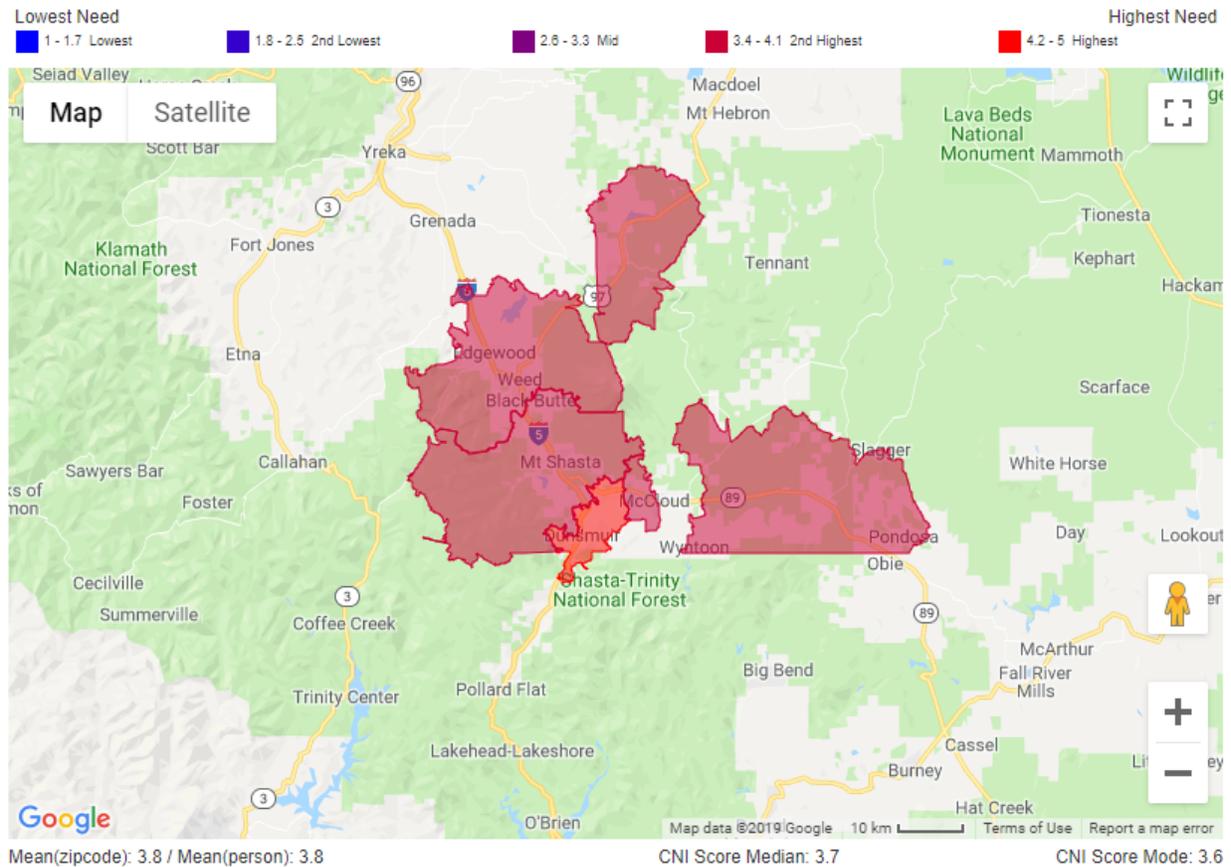
Mercy Medical Center Mt. Shasta serves a core service area (CSA) comprised mostly of four zip codes in Southern Siskiyou County. Dignity Health hospitals define service areas as the geographic area served by the hospital based on a percentage of hospital discharges and is also used in various other departments of the system and hospital, including strategy and planning. A summary description of the community's demographic indicators using © 2018 IBM Watson Health Analytics is listed below, and additional details can be found in the CHNA report online.

- Total Population: 17,110
- Hispanic or Latino: 11.7%
- Race: 78.5% White, 2.2% Black/African American, 2.6% Asian/Pacific Islander, 5.1% All Others
- Median Income: \$45,505
- Uninsured: 12.4%
- Unemployment: 5.5%
- No HS Diploma: 7.7%
- CNI Score Median: 3.7
- Medicaid Population: 34.9%
- Other Area Hospitals: 1
- 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.



Community Assessment and Significant Needs

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

Community Health Needs Assessment

The health issues that form the basis of the hospital's community benefit plan and programs were identified in the most recent CHNA report, which was adopted in June, 2019.

This document also reports on programs delivered during fiscal year 2019, which are linked 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 <http://www.dignityhealth.org/cm/content/pages/community-benefit-reports.asp> or upon request at the hospital's Community Health office.

Significant Health Needs

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

- Access to Care
Accessing adequate health care is a challenge in rural communities across the state. Issues accessing care have been noted in all communities within Siskiyou County and in nearly all health disciplines, including primary care, specialty care, dental, and mental health. Physician recruitment and retention is especially difficult for rural areas. With rural areas payer mix being less ideal along with a smaller population to support the physician's practice, shortages are a continuous challenge.
- Maternal and Child Health
In a county health profile report published by the Family Health Outcomes Project in 2018, many maternal and child health issues were brought to light. Among the most concerning statistics were a high infant mortality rate, high domestic violence call rate, child abuse and neglect, and childhood food insecurity rate.

- Mental Health

Access to mental health services is extremely difficult and has many barriers to entry. A severe shortage of mental health providers leaves those in need with long wait times for appointments and lack of treatment options. With the majority of mental health and behavioral health services being located in the county seat of Yreka, transportation to appointments also presents a significant barrier for those who live in other communities within the county. Long distances through the mountainous terrain limit public transportation options, when available, and cost limits accessibility for low-income individuals.

Significant Needs the Hospital Does Not Intend to Address

The hospital intends to take actions to address all of the prioritized significant health needs in the CHNA report, both through its own programs and services and with community partners. Lists and descriptions of those planned actions are included in this report.

2019 Report and 2020 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 FY19 and planned activities for FY20, with statements on anticipated impacts, planned collaboration, and patient financial assistance for medically necessary care. Program Digests provide detail on select programs' goals, measurable objectives, expenses and other information.

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 Community Benefit Plan

Mercy Medical Center Mt. Shasta is dedicated to improving community health and delivering community benefit with the engagement of its management team, board, clinicians and staff, and in collaboration with community partners.



A broad approach with multi-disciplinary teams is taken when planning and developing initiatives to address priority health issues. During the initiative inception phase, Community Health Staff engages a core internal team that may include clinical staff, care coordinators and social workers, members of leadership teams at both the service area and local levels from Mission Integration, IT, Legal, Administration, Strategy, and Finance. These core teams help shape initiatives, provide internal perspective on issues, and help define appropriate processes, procedures and methodologies for measuring outcomes. In addition to internal core teams, Mercy Medical Center Mt. Shasta also widens the scope of program design and elicits design input, feedback, recommendations, and concerns from the following groups:

- North State Community Board
- Mercy Medical Center Mt. Shasta Advisory Council
- Local Area Community Grant Committee

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: Access to Care			
Strategy or Program Name	Summary Description	Active FY19	Planned FY20
Cancer diagnosis, treatment, education, and support	The hospital reopened the Cancer Center in FY2019 partially in response to the need expressed by elders in the community to access care that is not available for them if they do not drive or have the resources to get to the next closest facility 66 miles away.	☒	☒
Health Screening	Free Mammogram Program (Ultrasound and MRI)	☒	☒

Transportation Assistance	Van service, taxi vouchers or bus tokens provided to patients who need assistance with access to our facilities.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Podiatrist	The hospital has secured a Podiatrist to come to one of our clinics one day per month in response to the number one stated need by elders in the community in our recent CHNA	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Enhance access to Primary and Specialty Care	Continue to work with community stakeholders to review the 2019 Community Health Needs Assessment and identify the key issues to maximize the quality of ongoing health initiatives.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Health Education	Diabetes Educator and community presentations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Patient Financial Assistance	Provide 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.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Provide services for vulnerable populations	Hospital involvement and encouragement for a local interdisciplinary community effort, Team Shasta, involving local politicians, police, business owners, and residents to address issues of hunger and homelessness.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Impact: Improving health care services includes increasing access to and use of evidence-based preventive services. Through prevention efforts and improvements in accessing health care services community members will have better health outcomes, fewer disparities, and lower costs.

Collaboration: Mercy Medical Center Mt. Shasta will continue to partner with other local organizations that respond to the health needs of our community. Community-based collaborations have been a priority in past years and the hospital will continue to drive community benefit efforts in the future.



Health Need: Maternal and Child Health

Strategy or Program Name	Summary Description	Active FY19	Planned FY20
Prenatal Health	<ul style="list-style-type: none"> Lactation Counseling Services Prenatal Breastfeeding Classes Child Birth Classes 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Collaboration	Collaboration with First Five Book Program in Rural Health Clinic Setting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Collaboration	Partnerships with Great Northern Services Free Summer Lunch Program for children ages 18 and under	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Impact: Improvements in maternal, infant and child health

Collaboration: Mercy Medical Center Mt. Shasta will continue to partner with other local organizations that respond to the health needs of our community. Community-based collaborations have been a priority in past years and the hospital will continue to drive community benefit efforts in the future.

 **Health Need: Mental Health**

Strategy or Program Name	Summary Description	Active FY19	Planned FY20
Tele-Psychiatry	Psychiatrists are able to provide early evaluation and psychiatric intervention via remote consultations with patients, improving access to timely quality care. Access is available to both the ED and inpatient setting.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Co-Occurring Substance Disorder Treatment Program	Suboxone clinic with x-waiver physicians	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mental Health Specialist	Clinical Psychologist in Rural Health Clinic	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mental Health Task Force	Continue to partner and meet quarterly with Professional Mental Health Countywide task force to develop best practices with known local resources	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Community Health Education	Bereavement/Grief Support Group	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Behavioral Evaluation Services	Coordinate behavioral health evaluations with Siskiyou County Behavioral Health Department to assess patient needs and risks and to provide referrals 24-hours daily, 365 days per year to anyone who presents at the hospital Emergency Departments. These services are provided regardless of the individual's ability to pay or eligibility for care at our facility.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Impact: The hospital’s initiatives to address mental/behavioral health and co-occurring substance abuse have anticipated results in: increasing the community’s knowledge of common mental health issues and how to deal with them, empowering the community to understand prescription drug abuse, and support projects that will impact the community’s access to mental/behavioral health services.

Collaboration: Mercy Medical Center Mt. Shasta will continue to partner with other local organizations that respond to the health needs of our community. Community-based collaborations have been a priority in past years and the hospital will continue to drive community benefit efforts in the future.

Community 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.

In FY19, the hospital awarded the grants below totaling \$26,946. Some projects also may be described elsewhere in this report.

Grant Recipient	Project Name	Amount
Great Northern Services	Child Nutrition Programs	\$26,946

Program Digests

The following pages include Program Digests describing key programs and initiatives that address one or more significant health needs. 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.

 Aging Issues	
Significant Health Needs Addressed	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Aging Issues <input type="checkbox"/> Heart Disease & Stroke <input type="checkbox"/> Obesity <input type="checkbox"/> Safety & Violence
Program Description	A trained diabetes educator on staff available for individualized counseling at no cost to patients referred through our clinics and area providers
Community Benefit Category	A – Community Health Improvement Services
FY 2019 Report	
Program Goal / Anticipated Impact	A trained diabetes educator on staff available at no cost to patients referred through our clinics and area providers
Measurable Objective(s) with Indicator(s)	Decreased admissions to hospital amongst the population that is referred for this counseling
Intervention Actions for Achieving Goal	<ul style="list-style-type: none"> ▪ Our diabetes educators will follow up on referrals of patients made by area providers. They will provide education, support, and ongoing counseling designed specifically for each patient.

	<ul style="list-style-type: none"> 3 articles in the local newspaper written by 3 staff professionals on the topic of issues related to aging.
Collaboration	Working with providers to make referrals and coordinate follow-up care
Performance / Impact	<ul style="list-style-type: none"> Clinic RD provided 90 patients individualized nutritional counseling representing over 180 sessions. Clinic RD partners with Mt. Shasta Recreation and Parks to develop congregant meal menus to meet nutritional guidelines. MMCMS sponsors the local Senior Exercise Program in addition to the Meals on Wheels program service serving local senior citizens. Due to staff transitions in Community Health no articles were submitted by staff professionals.
Hospital's Contribution / Program Expense	\$7,000

FY 2020 Plan

A community health needs assessment was conducted in FY19 and as a result of that process the identified significant health needs changed. Due to resource limitations, the hospital will continue efforts to address this health need as appropriate but will discontinue reporting this as a community benefit initiative. Remaining resources will be leveraged in order to help establish and sustain other programs that respond to the newly identified significant health need areas identified in the FY19 community health needs assessment.



Heart Disease/CHF Programs and Services

Significant Health Needs Addressed	<ul style="list-style-type: none"> <input type="checkbox"/> Aging Issues <input checked="" type="checkbox"/> Heart Disease & Stroke <input type="checkbox"/> Obesity <input type="checkbox"/> Safety & Violence
Program Description	Mercy Medical Center Mt. Shasta seeks to provide education and support to the CHF patient allowing them to achieve and maintain the highest quality of life.
Community Benefit Category	A – Community Health Improvement Services

FY 2019 Report

Program Goal / Anticipated Impact	Enhance proactive community benefit programming targeted to expand the continuum of care for community members living with heart disease and other related diseases. Enhance quality of life by preventing or reducing unnecessary admissions to the hospital.
Measurable Objective(s) with Indicator(s)	Mercy Medical Center Mt. Shasta provides educational materials, tools and resources to all patients including charity care patients.

	Documentation of program success include: chart review, follow-up phone calls and reduction of readmission of the CHF patient.
Intervention Actions for Achieving Goal	<ul style="list-style-type: none"> ▪ With the recent onboarding of new providers (hospitalists, clinic physicians, and PA's) the hospital will continually monitor and update the existing program which will allow participants to better manage their chronic disease. Upon discharge each identified CHF patient is given an individually designed packet of materials to educate and support them in managing their illness. ▪ In 2019, Mercy Medical Center Mt. Shasta plans continued expansion of this program for our Rural Health Clinic patients. This early intervention strategy will assist patients to better manage their illness while at home thus reducing ED and hospital visits ▪ Registered Dietitian has been recently hired to work directly with RHC patients at- risk for heart disease and CHF.
Collaboration	Siskiyou Health Care Collaborative, Senior Center and Feeding Station
Performance / Impact	<ul style="list-style-type: none"> ▪ Upon discharge each identified CHF patient was given an individually designed packet of materials to educate and support them in managing their illness. ▪ Mercy Medical Center Mt. Shasta continued the expansion of this program for our Rural Health Clinic patients and implemented a Cardiac Rehabilitation Services with the anticipation of serving 6 patients per quarter. Actual numbers were greater than expected. We have had 7 patients graduate from the program. There are 10 currently enrolled with 11 additional patients on the waiting list.
Hospital's Contribution / Program Expense	\$1,500

FY 2020 Plan

A community health needs assessment was conducted in FY19 and as a result of that process the identified significant health needs changed. Due to resource limitations, the hospital will continue efforts to address this health need as appropriate but will discontinue reporting this as a community benefit initiative. Remaining resources will be leveraged in order to help establish and sustain other programs that respond to the newly identified significant health need areas identified in the FY19 community health needs assessment.



Obesity

Significant Health Needs Addressed	<input type="checkbox"/> Aging Issues <input type="checkbox"/> Heart Disease & Stroke <input checked="" type="checkbox"/> Obesity <input type="checkbox"/> Safety & Violence
Program Description	Use of hospital and community resources to expand awareness of health issues around obesity and education and prevention, particularly amongst children.
Community Benefit Category	A – Community Health Improvement Services
FY 2019 Report	
Program Goal / Anticipated Impact	Enhance proactive community benefit programming targeted to expand awareness of the issues around obesity and the practice of a healthy lifestyle. Enhance quality of life by preventing or reducing unnecessary admissions to the hospital.
Measurable Objective(s) with Indicator(s)	Documentation of program success include: numbers of people participating in educational events, reduction of hospital admissions by those impacted by Mercy Medical Center Mt. Shasta programming
Intervention Actions for Achieving Goal	<ul style="list-style-type: none"> ▪ Multiple Mercy Medical Center Mt. Shasta Staff presentations in local schools ▪ Community Grant dollars to Great Northern Services (GNS) in support of their emergency food pantries established in every elementary school in our service area ▪ Community Grant dollars to Great Northern Services in support of their “Cook’n Up Healthy” courses in the middle school. ▪ Support for GNS’s “Snack Bag” program for children over the weekends and holidays and their Summer Lunch program in city parks. ▪ Hospital involvement and encouragement for a local interdisciplinary community effort, Team Shasta, involving local politicians, police, business owners, and residents to address issues of hunger and homelessness. ▪ Individualized Nutritional Counseling Program with Mercy Medical Center Mt. Shasta Registered Dietitian ▪ 3 articles in the local newspaper written by 3 staff professionals on the topic of prevention and treatment
Collaboration	Weed Family Resource Center Summer Day Camp
Performance / Impact	<ul style="list-style-type: none"> ▪ Multiple Mercy Medical Center Mt. Shasta Staff presentations were offer to local schools ▪ Community Grant dollars were provided to Great Northern Services (GNS) to support:

	<ul style="list-style-type: none"> ○ The emergency food pantries established in every elementary school in our service area ○ Support for GNS “Cook’n Up Healthy” courses in the middle school. ○ Support for GNS’s “Snack Bag” program for children over the weekends and holidays and their Summer Lunch program in city parks. ▪ Hospital involvement and encouragement for a local interdisciplinary community effort, Team Shasta, involving local politicians, police, business owners, and residents to address issues of hunger and homelessness. ▪ Individualized Nutritional Counseling Program with Mercy Medical Center Mt. Shasta Registered Dietitian was provided throughout FY19.
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Hospital’s Contribution / Program Expense	\$28,000
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FY 2020 Plan

A community health needs assessment was conducted in FY19 and as a result of that process the identified significant health needs changed. Due to resource limitations, the hospital will continue efforts to address this health need as appropriate but will discontinue reporting this as a community benefit initiative. Remaining resources will be leveraged in order to help establish and sustain other programs that respond to the newly identified significant health need areas identified in the FY19 community health needs assessment.

 **Safety & Violence (including Human Trafficking and Child Abuse)**

Significant Health Needs Addressed	<input type="checkbox"/> Access to Care <input type="checkbox"/> Diabetes <input checked="" type="checkbox"/> Safety & Violence
Program Description	Prevent unsafe environments, improve safety for the population served; provide education to all hospital staff on trauma informed care; and increase awareness of services available
Community Benefit Category	A – Community Health Improvement Services

FY 2019 Report

Program Goal / Anticipated Impact	Prevent unsafe environments, improve safety for the population served; provide education to all hospital staff on trauma informed care; and increase awareness of services available
Measurable Objective(s) with Indicator(s)	Increased knowledge among community members regarding services available measured by the number of attendees at community education event.

Intervention Actions for Achieving Goal	<ul style="list-style-type: none"> ▪ Community education event to education the community to identify and refer victims to appropriate interventions ▪ Collaborate with community agencies to improve coordination of initiatives ▪ Provide and support innovative programs for recovery ▪ Explore implementation and support of a North State Forensic Care Team dedicated to treating children and adults affected by violent crime(s)
Collaboration	Efforts in this area require collaboration with an internal multi-disciplinary team as well as collaboration with a variety of community-based non-profit organizations.
Performance / Impact	<ul style="list-style-type: none"> ▪ A community training was provided in FY2019. The training was customized to Siskiyou County and was designed for those working in law enforcement, probation, social services, the court system, and anyone who works with children and youth. Outcomes of the education included: <ul style="list-style-type: none"> ○ How to recognize the signs of a victim, recruiter, and trafficker ○ Discern the vulnerabilities of children to pimp manipulation and control ○ Recover victims and provide them with resources to help rebuild their lives ○ Understand the dynamics driving demand ▪ The hospital has a human trafficking response task force that provides appropriate interventions to victims using victim-centered, trauma-informed care models. ▪ Due to natural disasters in the North State during FY19, the North State Forensic Care Team and the Children’s Legacy Center projects were put on hold by their oversight organizations. The hospital will continue to collaborate with both agencies in FY20 to explore partnership opportunities.
Hospital’s Contribution / Program Expense	\$1,000

FY 2020 Plan

A community health needs assessment was conducted in FY19 and as a result of that process the identified significant health needs changed. Due to resource limitations, the hospital will continue efforts to address this health need as appropriate but will discontinue reporting this as a community benefit initiative. Remaining resources will be leveraged in order to help establish and sustain other programs that respond to the newly identified significant health need areas identified in the FY19 community health needs assessment.



Access to Care

Significant Health Needs Addressed	<input checked="" type="checkbox"/> Access to Care <input type="checkbox"/> Maternal and Child Health <input type="checkbox"/> Mental Health
Program Description	Improvement in access to health care services and use of evidence-based preventive services.
Community Benefit Category	A – Community Health Improvement Services

FY 2019 Report

Specific initiatives and measurable objectives addressing access to care are new for FY20 and therefore did not have any associated activities listed in FY19 and nor any reportable outcomes.

FY 2020 Plan

Program Goal / Anticipated Impact	Through prevention efforts and improvements in accessing health care services community members will have better health outcomes, fewer disparities, and lower costs.
Measurable Objective(s) with Indicator(s)	Leverage community resources and create alignment among partners to increase community capacity and additional access to healthcare services
Intervention Actions for Achieving Goal	<ul style="list-style-type: none"> • Offer Free Mammogram Program (Ultrasound and MRI) • Increase community capacity for accessing preventative care services in the community • Continue active participation on the Siskiyou Health Collaborative and assist with the development of a more robust healthcare workforce in Siskiyou County
Planned Collaboration	Siskiyou Health Collaborative



Maternal and Child Health

Significant Health Needs Addressed	<input type="checkbox"/> Access to Care <input checked="" type="checkbox"/> Maternal and Child Health <input type="checkbox"/> Mental Health
Program Description	Maternal Opioid Training for Maternal and Child Health Providers
Community Benefit Category	A – Community Health Improvement Services

FY 2019 Report

Specific initiatives and measurable objectives addressing access to care are new for FY20 and therefore did not have any associated activities listed in FY19 and nor any reportable outcomes.

FY 2020 Plan	
Program Goal / Anticipated Impact	A reduction in opioid exposed infants at birth or in early childhood
Measurable Objective(s) with Indicator(s)	Increase healthcare provider awareness of the number of opioid dependent mothers in Siskiyou County
Intervention Actions for Achieving Goal	<ul style="list-style-type: none"> • Provide an educational opportunity tool kit for maternal and child health providers in the community • Early identification of opioid impaired mothers and get them into treatment sooner • Explore offering home visits for post-partum mothers and babies
Planned Collaboration	Siskiyou Public Health

 Mental Health	
Significant Health Needs Addressed	<input type="checkbox"/> Access to Care <input type="checkbox"/> Maternal and Child Health <input checked="" type="checkbox"/> Mental Health
Program Description	The hospital's initiatives to address access to behavioral health services are anticipated to result in: expanded access to behavioral health services; increased knowledge about how to access and navigate the health care system; and reduce barriers to care.
Community Benefit Category	A – Community Health Improvement Services

FY 2019 Report

Specific initiatives and measurable objectives addressing access to care are new for FY20 and therefore did not have any associated activities listed in FY19 and nor any reportable outcomes.

FY 2020 Plan	
Program Goal / Anticipated Impact	Expanded access to behavioral health services
Measurable Objective(s) with Indicator(s)	Expand access to behavioral health services in outpatient rural clinics and increase availability of services in the community measured
Intervention Actions for Achieving Goal	<ul style="list-style-type: none"> • Partner with Siskiyou Against Rx Addiction • Explore partnership with Senior Life Solutions to provide mental health support for the community • Continue offering Suboxone clinic with x-waiver physicians
Planned Collaboration	Siskiyou Against Rx Addiction, Senior Life Solutions, and community providers

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.

Scholarships

Each year, Mercy Medical Center Mt. Shasta provides scholarships for graduating high school seniors from Siskiyou County on a competitive basis who have been accepted into health career tracks at the college and university level. This year, we received a large number of applications from highly qualified students and we awarded 4 scholarships in the amount of \$1000 each. These students will begin their studies in Fall 2019 at institutions such as College of the Siskiyou's, Oregon Institute of Technology, University of California at Davis, Stanford University, College of the Redwoods, and Southern Oregon University. They have chosen careers in nursing, medicine, physical therapy, research, and pharmacy.

Non-Quantifiable Benefits

Support of many environmental "green projects" including recycling aluminum, tin, glass, newspapers, batteries, plastic and cardboard. In FY2019 we recycled approximately 52% of our total waste. With these efforts it is estimated that Mercy Medical Center Mt. Shasta has kept 69 tons of recyclable products out of the landfill. In FY2017, 62 tons of products were recycled.

Mercy Medical Center Mt. Shasta partnered with U-Haul in FY 2019 by providing more than 500 used, sturdy cardboard boxes in their program of providing free moving boxes to the community. Given the option of recycling or reuse of this resource, the preference is reuse. We also partnered in FY2019 with Berryvale, a local supermarket in Mt. Shasta City of making hundreds of smaller, sturdy boxes available to their customers for free over the use of plastic bags.

Green watering and Irrigation updates continued during FY 2019:

- An Irrigation Assessment was completed.
- Pond water is now being used for irrigation.
- More than 50 drip watering sprinklers have been installed reducing watering by more than 20%

In FY2019, the "Sisters Emergency Fund" which is funded by contributions by staff members and the community provided gas vouchers, next-stop STAGE Bus passes, several Greyhound Bus tickets, overnight accommodation in a local motel, meal vouchers, and food assistance for patients and family members at times of need and emergency.

The staff of Mercy Medical Center Mt. Shasta raised \$1147 and provided 350 lbs of food for the St Vincent DePaul Food Pantry in Mt Shasta City at Thanksgiving.

The staff of Mercy Medical Center Mt. Shasta, in partnership with CASA (Court Appointed Special Advocates) provided Christmas gifts (valued at \$25 each) in December 2018 for 125 children in foster care as well as their foster care siblings.

Economic Value of Community Benefit

The economic value of community benefit for patient financial assistance is calculated using a cost-to-charge ratio, and for Medicaid and other categories of community benefit using a cost accounting methodology.

Mercy Medical Center Mt. Shasta
Complete Summary - Classified Including Non Community Benefit (Medicare)
For period from 7/1/2018 through 6/30/2019

	Persons Served	Net Benefit	% of Org Expenses
<u>Benefits for Living in Poverty</u>			
Financial Assistance	706	574,905	1.0
Medicaid	10,543	1,763,308	3.0
Community Services			
E - Cash and In-Kind Contributions	2	152,309	0.3
G - Community Benefit Operations	0	43,682	0.1
Totals for Community Services	2	195,991	0.3
Totals for Living in Poverty	11,251	2,534,204	4.3
<u>Benefits for Broader Community</u>			
Community Services			
A - Community Health Improvement Services	563	20,111	0.0
E - Cash and In-Kind Contributions	4	7,500	0.0
F - Community Building Activities	88	4,536	0.0
Totals for Community Services	655	32,147	0.1
Totals for Broader Community	655	32,147	0.1
Totals - Community Benefit	11,906	2,566,351	4.3
Medicare	17,913	3,538,861	6.0
Totals with Medicare	29,819	6,105,212	10.3

Net Benefit equals costs minus any revenue from patient services, grants or other sources.

Hospital Board and Committee Rosters

FY 2020
DIGNITY HEALTH NORTH STATE SERVICE AREA
COMMUNITY BOARD MEMBERS

Ryan Denham, Chairman, President S.J. Denham

Eva, Jimenez, Secretary, VP of Economic and Workforce Development at Shasta College

Todd Strumwasser, M.D., SVP Northern California Division

Fernando Alvarez, M.D., Internal Medicine/Hospitalist with Vituity

Diane Brickell, Retired Educator

Jim Cross, President of Cross Petroleum

Sister Clare Marie Dalton, VP Mission Integration at Mercy General Hospital

Sandra Dole, Real Estate Agent with Vista Real Estate

Riico Dotson, M.D., Orthopedic Surgeon

Alan Foley, Financial Advisor with Ameriprise Financial

Nikita Gill, M.D., Interventional Cardiologist

Hillary Lindauer, Licensed Marriage and Family Therapist and the Executive Director of the Family
Counseling Center

Sister Bridget McCarthy, VP Mission Integration Greater Sacramento Service Area

Patrick Quintal, M.D., Pediatrician with Lassen Medical Clinic

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

Lynn Strack, Executive Assistant
Dignity Health North State
P.O. Box 496009
Redding, CA 96049-6009
(530) 225-6103
(530) 225-6118 fax

Mercy Medical Center Mt. Shasta
COMMUNITY ADVISORY COUNCIL – FY2019

- Rodger Page, President, Mercy Medical Center Mt. Shasta
- Diane Brickell, McCloud, Health Clinic Board member, and Dignity Health North State Service Area Community Board Member
- Keith Cool, Business Owner
- Jim Cross, Mercy Foundation North Board member, large business owner, and Dignity Health North State Service Area Community Board Member
- Lori Harch, School Board member
- James Langford, retired teacher
- Russ Porterfield, Business Owner
- Mike Rodriguez, Mt. Shasta City Parks & Recreation Director
- Norma Stone, McCloud area representative, retired Mercy employee
- Karen Teuscher, Community Member, Past Dignity Health North State Service Area Community Board Member

Other Participants:

- Lisa Hubbard, CNE
- Joyce Zwanziger, MMCMS Marketing/Community Relations/Volunteer Services Manager

Financial Assistance Policy Summary

Summary Of Financial Assistance Programs

Dignity Health's Financial Assistance Policy describes the financial assistance programs available to uninsured or underinsured patients who meet certain income requirements to help pay for medically necessary hospital services provided by Dignity Health. An uninsured patient is someone who does not have health coverage, whether through private insurance or a government program, and who does not have the right to be reimbursed by anyone else for their hospital bills. An underinsured patient is someone who has health coverage, but who has large hospital bills that are not fully covered by their insurance.

Free Care

- If you are uninsured or underinsured with a family income of up to 250% of the Federal Poverty Level you may be eligible to receive hospital services at no cost to you.

Discounted Care

- If you are uninsured or underinsured with an annual family income between 250-350% of the Federal Poverty level, you may be eligible to have your bills for hospital services reduced to the highest amount reasonably expected to be paid by a government payer, which is usually the amount that Medicare would pay for the same services.
- If you are uninsured or underinsured with an annual family income between 350-500% of the Federal Poverty level you may be eligible to have your bills for hospital services reduced to the Amount Generally Billed, which is an amount set under federal law that reflects the amount that would have been paid to the hospital by private health insurers and Medicare (including co-pays and deductibles) for the medically necessary services.

If you are eligible for financial assistance under our Financial Assistance Policy you will not be required to pay more than the Amount Generally Billed described above. If you qualify, you may also request an interest-free extended payment plan.

You will never be required to make advance payment or other payment arrangements in order to receive emergency services.

Free copies of the hospital's Financial Assistance Policy and financial assistance application forms are available online at your hospital's website listed below or at the hospital Admitting areas located near the main entrance. (Follow the signs to "Admitting" or "Registration"). Copies of these documents can also be mailed to you upon request if you call Patient Financial Services at the telephone number listed below for your hospital.

Traducción disponible: You may also obtain Spanish and other language translations of these documents at your hospital's website, in your hospital's Admitting area, or by calling your hospital's telephone number.

Dignity Health Financial Counselors are available to answer questions, provide information about our Financial Assistance Policy and help guide you through the financial assistance application process. Our staff is located in the hospital's Admitting area and can be reached at the telephone number listed below for your hospital.

Mercy Medical Center - Mt. Shasta 914 Pine St, Mt. Shasta, CA 96067 | **Financial Counseling** 530-926-7245

Patient Financial Services 888-488-7667 | www.dignityhealth.org/mercy-mtshasta/paymenthelp

Mercy Medical Center - Redding 2175 Rosaline Ave, Redding, CA 96001 | **Financial Counseling** 530-225-6312

Patient Financial Services 888-488-7667 | www.dignityhealth.org/mercy-redding/paymenthelp

St. Elizabeth Community Hospital 2250 Sister Mary Columba Drive, Red Bluff, CA 96080

Financial Counseling 530-529-8079 | **Patient Financial Services** 888-488-7667

www.dignityhealth.org/stelizabethhospital/paymenthelp

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