

# Mark Twain Medical Center

## 2023 Community Health Implementation Strategy

Adopted October 2023



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## At-a-Glance Summary

<p><b>Community Served</b></p> 	<p>Mark Twain Medical Center (MTMC) is in San Andreas, CA and primarily serves the residents of Calaveras County. The population of the MTMC service area is 45,709.</p>
<p><b>Significant Community Health Needs Being Addressed</b></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> <ul style="list-style-type: none"> <li>• Access to health care (primary and specialty care)</li> <li>• Behavioral health (mental health and substance use)</li> </ul>
<p><b>Strategies and Programs to Address Needs</b></p> 	<p>The hospital intends to take several actions and dedicate resources to these needs, including:</p> <p><i>Access to health care</i>          Financial assistance          Rural Health Clinics          Flu vaccines          Preventive screenings          Community Health Improvement Grants Program</p> <p><i>Behavioral health (substance use and mental health)</i>          Psychiatric telehealth          Substance Abuse Counseling Support Services          Behavioral health treatment and resource partnerships</p>
<p><b>Anticipated Impact</b></p> 	<p>The anticipated impact of these strategies and programs include:</p> <ul style="list-style-type: none"> <li>• Increased access to health care and reduced barriers to care.</li> <li>• Increased availability of behavioral health services in community settings.</li> </ul>
<p><b>Planned Collaboration</b></p> 	<p>Key community partners include (partial listing):</p> <ul style="list-style-type: none"> <li>• Community health clinics</li> <li>• Mental health agencies</li> <li>• Calaveras County agencies, including public health</li> <li>• Schools and school districts</li> <li>• Professional Mental Health Countywide task force</li> </ul>

This document is publicly available online at the hospital's website. Written comments on this report can be submitted to Mark Twain Medical Center, Philanthropy Department, 768 Mountain Ranch Road, San Andreas, CA 95249. To send comments or questions about this report, please contact Charanjit Singh at [charanjit.singh@dignityhealth.org](mailto:charanjit.singh@dignityhealth.org).

## Our Hospital and the Community Served

### About the Hospital

Mark Twain Medical Center (MTMC) is a part of CommonSpirit Health, one of the largest nonprofit health systems in the U.S., with more than 1,000 care sites in 21 states coast to coast, serving 20 million patients in big cities and small towns across America. MTMC is located at 768 Mountain Ranch Road, San Andreas, CA 95249. Founded in 1951, MTMC is a 25-bed, critical access hospital providing inpatient acute care, outpatient services and emergency services. The Medical Staff provides a broad range of specialties that ensure access to high quality medical care in a rural community. In addition to being a major provider of health services, MTMC is also one of the area's largest employers. More than 300 people are employed at the hospital, Specialty Care Centers, and four Family Medical Centers.

### Our Mission

The hospital's dedication to assessing significant community health needs and helping to address them in conjunction with the community is in keeping with its mission. As CommonSpirit Health, we make the healing presence of God known in our world by improving the health of the people we serve, especially those who are vulnerable, while we advance social justice for all.

### Financial Assistance for Medically Necessary Care

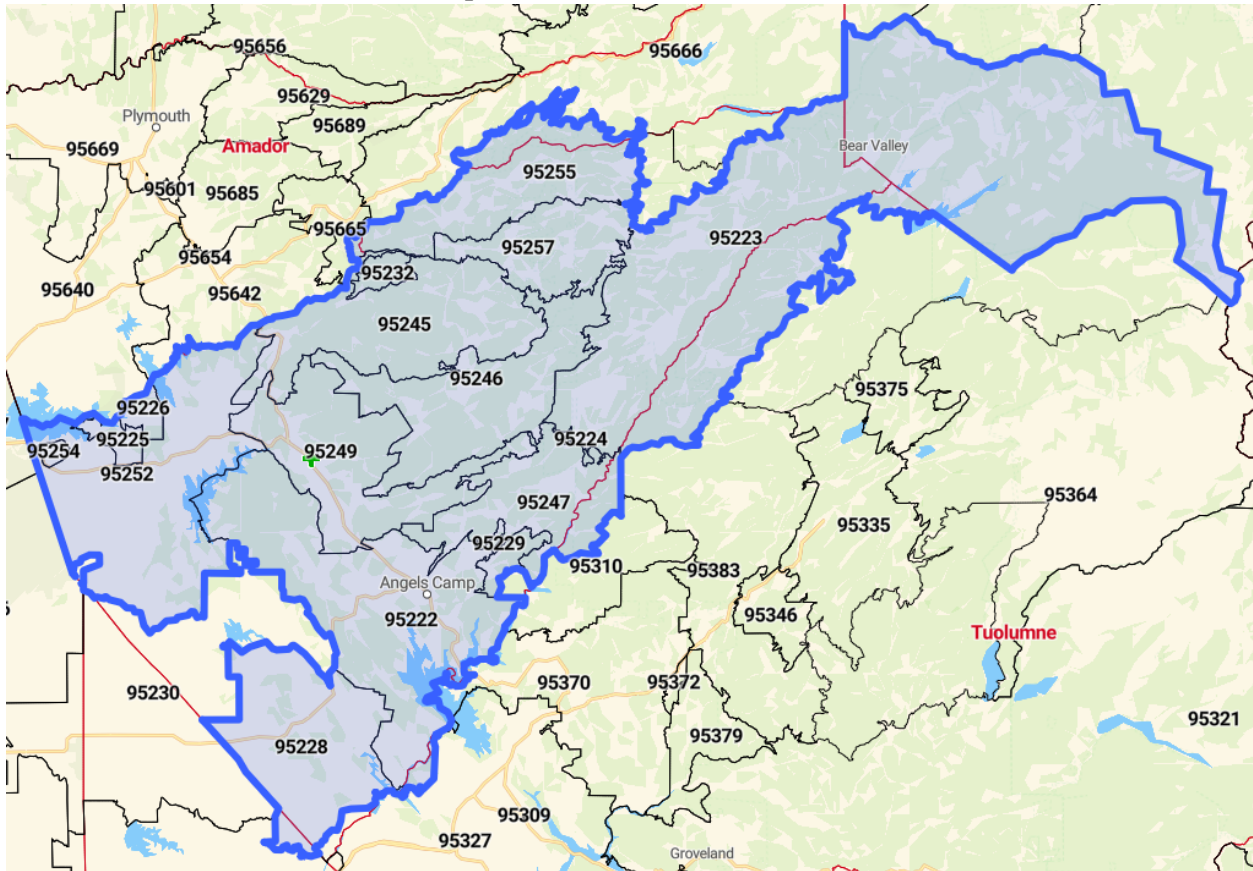
It is the policy of CommonSpirit Health to provide, without discrimination, emergency medical care and medically necessary care in CommonSpirit hospital facilities to all patients, without regard to a patient's financial ability to pay. This hospital has a financial assistance policy that describes the assistance provided to patients for whom it would be a financial hardship to fully pay the expected out-of-pocket expenses for such care, and who meet the eligibility criteria for such assistance. The financial assistance policy, a plain language summary and related materials are available in multiple languages on the hospital's website.

### Description of the Community Served

The hospital serves 20 ZIP Code Tabulation Areas (ZCTA) located primarily in Calaveras County. A summary description of the community is provided below, and additional details can be found in the CHNA report online.



### Map of the MTMC Service Area



The population of the MTMC service area is 45,709. Children and youth, ages 0-17, make up 16.7% of the population, 55.3% are adults, ages 18-64, and 28% of the population are seniors, ages 65 and older. In the service area, 80.2% of the population are non-Hispanic White residents, 12.5% are Hispanic or Latino residents. 3.7% of the population are multiracial (two-or-more races) residents, 1.9% are Asian residents, and 1% are Black or African American residents. 0.6% of the area population are American Indian or Alaskan Native residents, 0.1% are a race and ethnicity not listed, and 0.04% are Native Hawaiian or Pacific Islander residents. 91.8% of the population, 5 years and older, speak only English in the home. Among the area population, 5.3% speak Spanish, and 1.6% speak an Asian or Pacific Islander language in the home.

Among the residents in the service area, 11.4% are at or below 100% of the federal poverty level (FPL) and 29% are at 200% of FPL or below. Among children in Calaveras County, 18.7% lived in households that experienced food insecurity. Educational attainment is a key driver of health. In the hospital service area, 10.3% of adults, ages 25 and older, lack a high school diploma, which is lower than the state rate (16.7%). 20% of area adults have a bachelor's or higher degree.

Calaveras County has areas designated as Health Professional Shortage Areas (HPSAs) for primary care, dental health and mental health.

## Community Assessment and Significant Needs

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 2023. 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
- Discussion of impacts of actions taken by the hospital since the preceding CHNA

Additional details about the needs assessment process and findings can be found in the CHNA report, which is publicly available on the hospital’s website or upon request from the hospital, using the contact information in the At-a-Glance Summary (page 4).

## Significant Health Needs

The CHNA identified the significant community needs, which are briefly described in the table below. The table also indicates which needs the hospital intends to address in its Implementation Strategy. Identified needs may include specific health conditions, behaviors and health care services, and health-related social needs that have an impact on health and well-being. In addition to the health needs listed below that MTMC intends to address, the hospital will also focus on the health and social needs of older adults.

Significant Health Need	Description	Intend to Address?
Access to health care	Access to health care refers to the availability of primary care and specialty care services. Health insurance coverage is considered a key component to ensure access to health care. Barriers to care can include lack of transportation, language and cultural issues.	X
Chronic diseases	A chronic disease or condition usually lasts for three months or longer and may get worse over time. Chronic diseases can usually be controlled but not always cured. The most common types of chronic diseases are cancer, heart disease, stroke, diabetes, and arthritis.	
COVID-19	The Coronavirus disease (COVID-19) is an infectious disease caused by the SARS-CoV-2 virus. In the U.S., over one million persons have died as a result of contracting COVID.	

Significant Health Need	Description	Intend to Address?
Economic insecurity	Economic insecurity is correlated with poor health outcomes. Persons with low incomes are more likely to have difficulty accessing health care, have poor-quality health care, and seek health care less often.	
Food insecurity	The USDA defines food insecurity as limited or uncertain availability of nutritionally adequate foods or an uncertain ability to acquire foods in socially acceptable ways.	
Housing and homelessness	Homelessness is known as a state of being unhoused or unsheltered and is the condition of lacking stable, safe, and adequate housing.	
Mental health	Mental health includes emotional, psychological, and social well-being. It affects how we think, feel, and act.	X
Overweight and obesity	Overweight and obesity are common conditions that are defined as the increase in size and amount of fat cells in the body. Obesity is a chronic health condition that raises the risk for heart disease and is linked to many other health problems, including type 2 diabetes and cancer.	
Preventive practices	Preventive practices refer to health maintenance activities that help to prevent disease. For example, vaccines, routine health screenings (mammogram, colonoscopy, Pap smear) and injury prevention are preventive practices.	
Substance use <sup>1</sup>	Substance use is the use of tobacco products, illegal drugs or prescription or over-the-counter drugs or alcohol. Excessive use of these substances or use for purposes other than those for which they are meant to be used, can lead to physical, social or emotional harm.	X

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

Taking existing hospital and community resources into consideration, MTMC will not directly address chronic disease, COVID-19, economic insecurity, food insecurity, housing and homelessness, overweight and obesity, and preventive practices as priority health needs. Knowing that there are not sufficient resources to address all the community health needs, MTMC chose to concentrate on those health needs

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<sup>1</sup> Substance use will be addressed within the scope of the behavioral health need



that can most effectively be addressed given the organization's areas of focus and expertise. The hospital has insufficient resources to effectively address all the identified needs and, in some cases, the needs are currently addressed by others in the community.

## 2023 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, including resources for and anticipated impacts of these activities.

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

### Creating the Implementation Strategy

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



The following criteria were used by the hospital to determine the significant health needs MTMC will address in the Implementation Strategy:

- Existing Infrastructure: There are programs, systems, staff and support resources in place to address the issue.
- Established Relationships: There are established relationships with community partners to address the issue.
- Ongoing Investment: Existing resources are committed to the issue. Staff time and financial resources for this issue are counted as part of our community benefit effort.
- Focus Area: The hospital has acknowledged competencies and expertise to address the issue and the issue fits with the organizational mission.

MTMC engaged hospital leaders in Marketing, Communications and Philanthropy and Executive Leadership, to examine the identified health needs according to these criteria. The CHNA served as the resource document for the review of health needs as it provided statistical data on the severity of issues and also included community input on the health needs. As well, the community prioritization of the needs was taken into consideration. As a result of the review of needs and application of the above criteria, MTMC chose to focus on: access to care and behavioral health (mental health and substance use). For each health need the hospital plans to address, the Implementation Strategy describes: actions the hospital intends to take, including programs and resources it plans to commit, anticipated impacts of these actions, and planned collaboration between the hospital and other organizations. In most cases, the

strategies identified to address the selected needs are based on existing programs that have evidence of success.

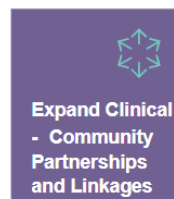
## Community Health Strategic Objectives

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

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



Create robust alignment with multiple departments and programmatic integration with relevant strategic initiatives to optimize system resources for advancing community health.



Scale initiatives that complement conventional care to be proactive and community-centered, and strengthen the connection between clinical care and social health.




Work with community members and agency partners to strengthen the capacity and resiliency of local ecosystems of health, public health, and social services.



Partner, invest in and catalyze the expansion of evidence-based programs and innovative solutions that improve community health and well-being.

## Strategies and Program Activities by Health Need

 <b>Health Need: Access to Health Care</b>					
<b>Anticipated Impact (Goal)</b>	The hospital's initiatives to address access to care are anticipated to result in increased access to primary and specialty health care for the medically underserved and reduced barriers to care.				
<b>Strategy or Program</b>	<b>Summary Description</b>	<b>Strategic Objectives</b>			
		Alignment & Integration	Clinical - Community Linkages	Capacity for Equitable Communities	Innovation & Impact
Financial assistance for the uninsured or underinsured	Provides financial assistance to those who have health care needs and are uninsured, underinsured, ineligible for a government program or otherwise unable to pay.	X			
Flu vaccines	Distributes flu shots in partnership with the Public Health Department.		X		
Screening	Provides free lipid panel screening to identify persons with high cholesterol levels.		X		
Rural health clinics/Specialty Care	Expands primary care through four rural health clinics and specialty care services in two specialty care clinics.		X	X	
Community Health Improvement Grants Program	Offers grants to nonprofit community organizations that provide health care access programs and services.			X	
<b>Planned Resources</b>	The hospital will provide health care providers, enrollment counselors, philanthropic cash grants, outreach communications, and program management support for these initiatives.				
<b>Planned Collaborators</b>	Key partners include Calaveras County Public Health Department, Rural Health Clinics, and community-based organizations.				



**Health Need: Behavioral Health (Mental Health and Substance Use)**

<p><b>Anticipated Impact (Goal)</b></p>	<p>The hospital’s initiatives to address behavioral health are anticipated to result in increased access to mental health and substance use services in the community, and improved screening and identification of mental health and substance use needs.</p>				
<p><b>Strategy or Program</b></p>	<p><b>Summary Description</b></p>	<p><b>Strategic Objectives</b></p>			
		<p>Alignment &amp; Integration</p>	<p>Clinical - Community Linkages</p>	<p>Capacity for Equitable Communities</p>	<p>Innovation &amp; Impact</p>
<p>Psychiatric telehealth</p>	<p>Utilizes telehealth for psychiatric assessments and provides medication prescriptions and recommendations for treatment and suggestions for appropriate disposition</p>	<p>X</p>			<p>X</p>
<p>Substance use counseling support services</p>	<p>Partners with Public Health to refer patients in need of substance use support services.</p>		<p>X</p>	<p>X</p>	
<p>Community health education and resources</p>	<p>Addresses a variety of behavioral health care topics and provides local resources.</p>	<p>X</p>	<p>X</p>		
<p><b>Planned Resources</b></p>	<p>The hospital will provide mental health care providers, health educators, social workers, outreach communications, and program management support for these initiatives.</p>				
<p><b>Planned Collaborators</b></p>	<p>Key partners include behavioral health providers, Calaveras County Public Health Department, schools and school districts, community-based organizations, Professional Mental Health Countywide task force.</p>				