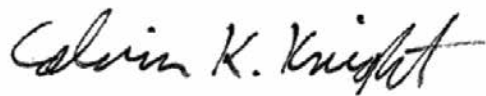


# 2020 Community Benefit Report



Our community has been deeply impacted by the COVID-19 pandemic, but I'm extremely proud of our providers, staff, volunteers and community partners who have kept going, full speed ahead. Not only have we done a superb job of caring for our community members with COVID-19, but we have also continued to care for and provide much needed services to those in our community with other medical conditions and critical needs. We are fortunate to have the programs like the ones you will read about in this report to support the health and well-being of our community. So many individuals and families have faced extreme challenges during the past year, but in the face of these challenges we have also come together as a community and helped each other in very meaningful ways. Please continue to stay safe and healthy.



Calvin (Cal) K. Knight  
President and CEO, John Muir Health



John Muir Health is committed to leading, partnering and collaborating on diverse programs that serve the wellbeing of our community. As a not-for-profit health system, addressing community needs is rooted in our values, and our Community Benefit ensures that we serve those most in need.





We serve  
the community  
with quality  
and compassion.

## Community Health Needs

Our Community Health Needs Assessment, informed by input from community stakeholders, guides our work and strategy to improve the lives of vulnerable populations.

Our programming for 2020-2022 focuses on the following three priority areas:



### **Access to Care**

including primary and specialty care



### **Behavioral and Mental Health Services**



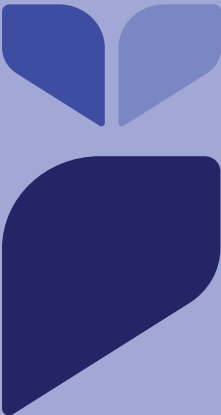
### **Economic Security**

including food, housing, community and family safety

John Muir Health uses a whole-person approach to serve an individual, family and community by supporting organizations that provide food, housing, transportation, mental health, physical health, and other holistic needs. We are committed to partnering with organizations to have a positive impact on those individuals who are affected by the social determinants of health.



# Social Determinants of Health



**Housing**  
**Food**  
**Social Support**  
**Education**



**Employment**  
**Health Behaviors**  
**Transportation**  
**Violence**

# Our Community Benefit Programs and Partnerships

John Muir Health supports vibrant and healthy communities through strong partnerships with community-based nonprofit organizations, clinics and other health care providers to address community health needs.

## John Muir Health-Led Programs

### Access to Care

- Community School Nurse Program
- Diabetes Education and Empowerment Program
- Every Woman Counts Breast Cancer Screening Program
- Lung Cancer Screening Program
- Mobile Health Clinic
- Ronald McDonald Mobile Dental, Clinic and Dental Collaborative of Contra Costa
- Specialty Care Program

### Behavioral Health

- Complex Community Care Coordination

### Economic Security

(Food, Housing, Community and Family Safety)

- Beyond Violence

## Community Partnerships

### Access to Care

- Contra Costa CARES
- Independent Living Resources
- La Clinica de la Raza
- Livermore Unified School District
- LifeLong Medical Care
- Malta Clinic
- Meals on Wheels of Diablo Region
- Mobility Matters
- Monument Crisis Center
- Mt. Diablo Unified School District
- Pittsburg Unified School District
- Operation Access
- RotaCare Concord and RotaCare Pittsburg
- St. Vincent de Paul
- Village Community Resource Center
- Walnut Creek Seniors Club Transportation Program

### Behavioral Health

- Antioch Unified School District
- Brentwood Unified School District
- Fred Finch Youth and Family Services
- Meals on Wheels of Diablo Region
- Monument Impact
- Planting Justice
- Putnam Clubhouse
- Women's Cancer Resource Center

### Economic Security

(Food, Housing, Community and Family Safety)

#### Economic Security (general)

- East Bay Health Workforce Partnership
- Junior Achievement of Northern California

#### Community and Family Safety

- Bike East Bay
- Center for Human Development
- Contra Costa Family Justice Center
- Healthy and Active Before 5
- KidPower
- RYSE Center
- One Day At a Time

#### Food

- 18 Reasons
- Alameda County Community Food Bank
- Food Bank of Contra Costa and Solano
- Fresh Approach
- Monument Crisis Center
- White Pony Express

#### Housing

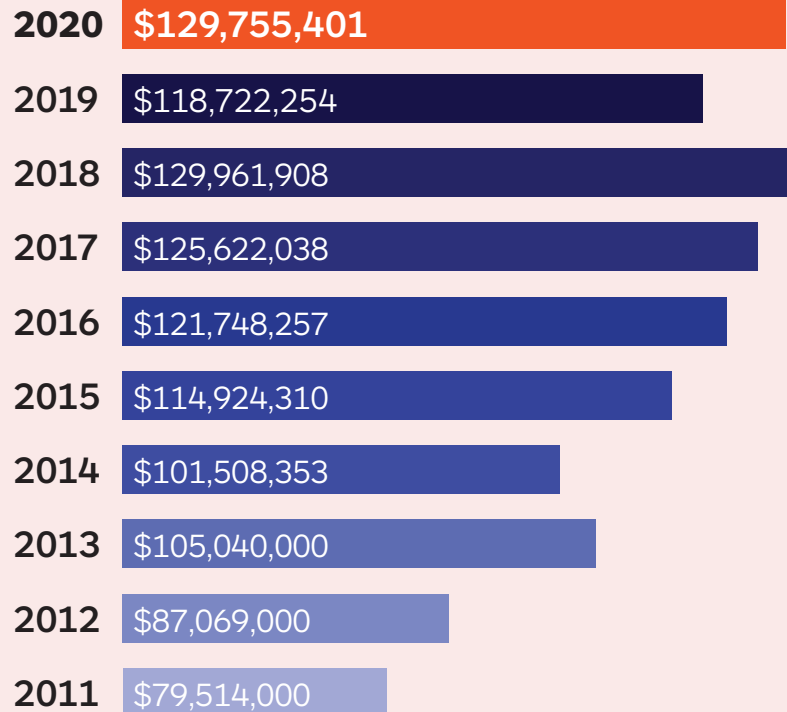
- Philip Dorn Respite Center, Contra Costa Health, Housing & Homeless Services
- Support4Recovery
- Trinity Center



# Community Benefit Breakdown

John Muir Health's Community Benefit contributions focus on improving the health and wellness of our communities.

## Total Community Benefit Contributions



## 2020 CONTRIBUTIONS



**\$1,802,291**

### Community Health Fund

- Program support for community-based health centers and nonprofits

**\$2,196,621**

### In-Kind & Financial Contributions

- Community organization sponsorships
- Facility space
- Disaster relief

**\$4,948,878**

### Health Professions Education & Research

- Family Medicine Residency Program
- Internships
- Government-funded research

**\$5,801,479**

### Charity Care

- Care provided for free or at reduced prices for low-income populations

**\$8,398,308**

### Community Health Improvement

- Community Benefit operations & community-building activities
- Health system programs & nonprofit partnerships
- Wellness education
- Subsidized health services

**\$106,607,824**

### Unpaid Costs of Medi-Cal

- The difference in cost of care and payments received from Medi-Cal



## Community Support Committee COVID-19 Emergency Funding

In April 2020, the Community Support Committee agreed to reallocate all remaining funds toward COVID-19 relief.

### Emergency Contributions

Over  
**\$300,000**

**30+ Nonprofit Organizations**

Food

Housing

Technology

Financial Assistance Programs

Care Packages for Seniors and Children

Behavioral Health Services

Nonprofit Overhead

### Donated Supplies and PPE:

**3,000 Medical Masks**

**3,000 Cloth Masks**

**200 Hygiene Kits**

**10,000 Individual Hand Sanitizers**



*Shellie Campos, NP (left),  
with Specialty Care Program Staff,  
Paula Bellis (center) and Claudia Bruno (right).*

Through our Specialty  
Care Program, peoples'  
lives are changed,  
and John Muir Health  
makes that possible.

—Shellie Campos, NP  
SPECIALTY CARE PROGRAM LEAD

Specialty  
Care  
Program



*Specialty Care Program physicians Daniel Chinn, radiation oncologist, (left), and Walailuk Chaiyarat, MD, oncologist, (right) bump elbows with patient Mario Mondo at a recheck visit.*



## Specialty Care Program

### Specialists Empowered to Care for the Most Vulnerable

In Contra Costa County, the need for specialty care for uninsured, low-income residents has been dire. Responding to that need in 2011, John Muir Health created a unique Specialty Care Program, providing a safety net for those needing care beyond a clinic. A team of John Muir Health physician specialists, coordinated by a nurse navigator, provides complete diagnostic and inpatient care.

The program brings together departments including breast, cervical, lung and gastroenterology services, which provide consultations, diagnostic studies, surgery and post-operative care. John Muir Health contributes the hospital component of care as a community benefit.

On the Concord Campus, the program's staff is based in a small, welcoming space inside

the Cancer Institute. "In 2020, despite COVID, we had one of our highest numbers of consultations: 246 patients, and 855 treatment or surgical visits," says Nurse Practitioner Shellie Campos, who runs the program. "We diagnosed 12 patients with cancer—thyroid, ovarian, colorectal, lung, prostate cancers and leukemia. Telehealth was critical due to COVID," she adds. When patients are referred, Campos and her team talk with them and explain the program, coordinate their care, track progress, and return them to primary care. The staff are bilingual and bi-cultural, and make patients feel cared for through the whole process.

### Saving A Life

One patient we meet today gives Campos chills, she says, "because without this program, he might not have survived." Mario Mondo, 43, a landscaper from Pittsburg, arrives for a follow-up visit. In the round, bright Cancer Center waiting

room, Mondo shares fantastic news: his recent cancer surgery was completely successful. Mondo looks happy and healthy, smiling behind his face mask, despite an extremely arduous journey. Last summer, a constant pain in his abdomen became intolerable, and Mondo was referred by La Clínica de la Raza for further evaluation. John Muir Health put the pieces into place for his diagnosis and care. A large mass was found, and Mondo started on a course of treatment, including chemotherapy, radiation, and surgery. "Now, a year later, I feel 100 percent better. I was living with so much pain. There has been lots of recuperation, but I have been so happy," says Mondo. "I just want to keep going forward for my family. Without this treatment and surgery, life couldn't continue for me."

### Vital Resources; Top-Flight Care

Walailuk Chaiyarat, MD, Mondo's oncologist, is very happy with his success. "When I was asked to

be part of this team, I was more than willing," she says. It is very rewarding to serve the community in this way, and I feel that's what we're here to do. With John Muir Health providing the resources, we can do whatever we need to in providing the best care for the patient." Campos notes, "Our community is getting top-notch care with our oncology team and surgeons and other specialists, and I hope more specialists will join us. A lot of our doctors are not only local experts, but notable experts in the nation—we are first to have accreditation for our rectal cancer program, and we are a nationally accredited breast center. It is beautiful that John Muir Health has this motivation towards providing care for our underserved community." Radiation Oncologist Daniel Chinn, MD, agrees. "John Muir Health has really been at the forefront of multimodality treatment, and our experience and expertise benefits all our patients. This patient had a long road, and he was brave. It feels great to see him today, doing so well."

We provide that first warm connection that our clients so badly need. We make sure people are supported, cared for, have a place to go. This year, while so many doors closed, we were open.

—Sandra Scherer  
EXECUTIVE DIRECTOR, MONUMENT CRISIS CENTER



# Monument Crisis Center

*Monument Crisis Center volunteer provides food to mother and son.*

*(Below) Karla Tinajero (left) and her mom, Rosa Tinajero (right).*



## Monument Crisis Center

### The Art of Filling A Need

At 9 a.m. on a Monday, an orderly line of people waiting at Concord's Monument Crisis Center (MCC) extends around the parking lot and down a sidewalk. As the Food Distribution Program prepares to open, the atmosphere is upbeat. Staff members cheerfully greet clients with a megaphone, while others swiftly prepare bags of groceries and staples. The Food Distribution Program is at the heart of the MCC, which for two decades has been a beacon of hope in the community. Its mission is to provide stability for low income and at-risk individuals and families in Contra Costa County. Last year, more than 10,000 people received groceries at MCC, but the pandemic has brought 20-30 new households daily, many seeking services for the first time.

"We provide that first warm connection that our clients so badly need. We make sure people are supported, cared for, have a place to go," says Executive Director Sandra Scherer.

"This year, while so many doors closed, we were open."

The first goal of the Center is to provide nutritious foods to as many people as possible, but much more is available. The Center offers resources for health services, housing, employment, and legal help. There are adult classes, from English to parenting, after-school activities and tutoring, and even a Scout troop.

"Most of our clients are really proud and hardworking—they will do anything to take care of their families. What is not really recognized is how hard they're trying to make it," she adds.

### What John Muir Health Provides

"John Muir Health is a true partner to MCC. First, we are a grantee. Then, John Muir Health was the first to step forward during the pandemic, asking how to help," Scherer says. "The Residency Program has catapulted the relationship forward, bringing residents on-site."

Eric Ottey, M.D., M.P.P., John Muir Health Family Medicine Resident is greeting clients today. "Some haven't seen a doctor in years," he says. "Before COVID, we could do blood pressure checks and foot care screenings. Now, we teach and provide information. If they need a primary care doctor, they can come to us. Overall, John Muir Health is helping change the face of COVID in this community—bringing resources to a group at risk."

### A Springboard for the Community

Staffer Karla Tinajero knows the MCC from the outside and inside. A recent UCLA grad, Karla has become the Youth and Family Navigator. Her mom, Rosa, first learned about the center from a friend. "I had no idea MCC did so much," Rosa says. She has appreciated classes in nutrition, computers, and more. Her son participates in a high school club and Scouts. "There is no way to track the happiness, tranquility, and pride I have gained here," Rosa says.

Rosa suggested that Karla help out at the Center. "Mom insisted that I call the Volunteer Coordinator, and later, she phoned me, standing with the Coordinator, and said 'You haven't called yet!' Karla soon became a summer intern, and has expanded her role at the Center. Next, she plans to study immigration law.

Scherer is extremely proud of her talented, hard-working, and motivated staff. Everyone here sees how MCC's positive environment truly changes lives. They are thrilled to "graduate" about 1,000 families a year to stability. As Scherer puts it, "there is something about this place. It has an uplifting quality. Here, we make progress on a daily basis."





*Dr. Eric Ottey, MD, MPP,  
third year Family Medicine Resident,  
provides Ask a Doctor Services  
at Monument Crisis Center.*



## Health Professions Education and Workforce Development

### Workforce Development

We are committed to supporting the education efforts of health professionals. We provide internship opportunities for high school students via our Young Healers program, nurses and other health professionals. Our Family Medicine Residency Program, in its fourth year, trains medical residents and includes a rotation on vulnerable population health.

### Research

John Muir Health supports research that is available to the community. In 2020, John Muir Health contributed **\$643,504** in government-funded clinical and other research studies.

In total for 2020, **835 health professionals** were trained during residencies, internships and fellowships, for a Community Benefit of **\$4,305,374.**



**131 Trained**

Physicians & Medical Students



**576 Trained**

Nurses and Nursing Students



**108 Trained**

Other Health Professional Education



**20 Scholarships**

For Professional Education



# Putnam Clubhouse

The Putnam Clubhouse  
is a uniquely safe space  
for people with serious  
mental health illnesses  
to find structure,  
meaning and hope.

—Tamara Hunter  
EXECUTIVE DIRECTOR, PUTNAM CLUBHOUSE

*Social Worker, Sandy Young (left), Program Manager, Haley Thomas, (center) and Executive Director, Tamara Hunter (right) work on the daily Putnam Clubhouse schedule.*



## Putnam Clubhouse

### Hope and Recovery

In pre-pandemic Contra Costa County, an estimated one in five adults experienced serious mental illness. Only half received treatment, documenting the profound, likely burgeoning, need for services. One answer is Concord's Putnam Clubhouse, a distinctive model for peer support and vocational rehabilitation for people with bipolar disorder, schizophrenia, and severe depression. The program has earned a reputation as a best-kept secret.

"It's a uniquely safe space for people with serious mental illnesses to find structure, meaning, and hope," says Executive Director, Tamara Hunter. "We seek out a member's strengths and abilities, then they work here exactly like a job. They build on what they may have lost, including confidence or stamina. This is the best model I've seen, with great community spirit." Hunter shows off several bright rooms, with hallways covered in artwork and members busily

running the organization. Program Manager, Haley Thomas, "The Motivator", stretches up to write assignments on a giant whiteboard, saying "here, members are wanted, needed, and expected. That's a big part of what drives recovery—it's empowering." Volunteer jobs include work in the culinary unit, computer programming, multimedia production, fundraising, event planning, and home maintenance. Recently, 49 members graduated into outside employment.

### Longtime Partners

John Muir Health and the Putnam Clubhouse have been partners since the club's inception in 2008. John Muir Health leaders are on the board; staff and physicians offer workshops on varied topics, and Family Medicine Residency Program physicians hold Q&A sessions.

Social Worker Sandy Young came to the Clubhouse from the Behavioral Health Center. "We referred patients to Putnam frequently, so I was aware of its

powerful impact. There are no words to describe what it does for people. I have rediscovered some patients here, with their own apartments and jobs. Some never thought that was possible." With donated flowers, (pre-COVID), Putnam Clubhouse members created arrangements for Behavioral Health Center inpatients. "Delivering them provided contact and inspiration, and was the highlight of the week for us," Young says.

### "Mindblowing"

Is there Clubhouse magic? Paige Taylor, 28, who lives in Brentwood, says "it's mind-blowing!" After hospitalization for major depression, she called Putnam Clubhouse. "This place has given me so much. For me, it's a combination of relationships and the cooking program. It really helped me find my identity, and I'm surrounded by people who support me." Taylor now leads a young adult group, and facilitates the first LGBTQ group. She is also a new member of the board.

### The Pandemic Pivot

Last spring, the Clubhouse's pivot to virtual programming was fast—and surprisingly positive. Online programs were launched; members sign in to complete work. "Though we had to close our usual culinary program, we developed the Putnam Pantry, and delivered thousands of meals to the community," Hunter says. "A transportation program now allows members to help others get to appointments and errands. And, the virtual format removes a transportation barrier for some members, helping us reach even more people."

### A Change Agent

Says Young: "We have a long way to go in helping fight the stigma of mental illness. The time is ripe to recognize that it is present." "The Putnam Clubhouse supports people," Hunter adds, "and we improve and save lives everyday."





Our commitment to Education remained strong during the pandemic and many of our on site classes pivoted to virtual.

## Community Health Education

Community Health Education resources that focus on wellness and prevention were provided to **3,395** individuals, who represent patients, the underserved and broader communities.

*Some highlights include:*

Diabetes  
Education  
Classes

Childbirth  
& Parenting  
Preparation

COVID-19  
Education  
Seminars

Mental Health  
Workshops

Nutrition  
Seminars

Cancer  
Support  
Groups

Pulmonary  
Rehab Support  
Groups

Behavioral  
Health  
Community  
Classes

Spiritual Care  
Grief Support  
Groups





**John Muir Health's  
commitment  
to the community**



**JOHN MUIR  
HEALTH**

To learn more visit:  
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Email us at:  
[community.benefit@johnmuirhealth.com](mailto:community.benefit@johnmuirhealth.com)



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